

Meeting	Policing Performance Committee
Date	01 September 2021
Location	Video Conference
Title of Paper	Quarterly Policing Performance Report – Q1 2021/22
Presented By	Tom McMahon, Director of Strategy and Analysis
Recommendation to Members	For Discussion
Appendix Attached	Appendix A – Q1 Performance Report

PURPOSE

The purpose of this paper is to present the Q1 Performance Report for 2021/22.

The paper is presented for discussion and noting.

1. BACKGROUND

- 1.1 Strategic planning arrangements for policing in Scotland are laid out in the Police and Fire Reform (Scotland) Act 2012. The Scottish Police Authority (SPA) is responsible for developing a Strategic Police Plan for policing that reflects the Scottish Government's national outcomes, strategic police priorities and justice strategy.
- 1.2 Police Scotland is responsible for producing an Annual Police Plan (APP) that sets out the arrangements to deliver against the Strategic Police Plan.
- 1.3 As required by legislation, the SPA hold the Chief Constable to account for delivery against the strategic plan. This is done through scrutiny of Police Scotland's quarterly performance reports.
- 1.4 Police Scotland adopted a refreshed performance framework on 01 April 2021. This is the first report in support of this framework.

2. FURTHER DETAIL ON THE REPORT TOPIC

Performance Report Overview

- 2.1 The 2021/22 Performance Framework is aligned to Police Scotland's five strategic outcomes, underpinned by 15 strategic objectives as detailed in the APP 2021/22.
- 2.2 During the development of the refreshed 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. 88 measures were selected from the existing set of 152 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 Q1 report is presented with the following three chapters:
 - Public Confidence and Experience of Policing
 - Measures of Progress towards Strategic Outcomes
 - Operation TALLA – Police Scotland Response to COVID-19
- 2.4 Insight into activity undertaken that aligns to the nine strategic objectives of Operation TALLA is contained within this report. This section will continue to be developed for future quarterly reports.

- 2.5 The Q1 report is presented with a balance of quantitative and qualitative data which has evolved throughout the year.
- 2.6 A full copy of the Q1 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 legal implications in this report.

7. SOCIAL IMPLICATIONS

- 7.1 There are no social implications in this report.

8. COMMUNITY IMPACT

- 8.1 There are no community implications 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 requested to note the information contained within this report and Quarter 1 Performance Report.

POLICING FOR A SAFE, PROTECTED AND RESILIENT SCOTLAND

Police Scotland
Quarter 1
Performance

Report April to June 2021/22



POLICE
SCOTLAND
Keeping people safe
POILEAS ALBA

Introduction by the Deputy Chief Constable



Our first Performance Report of 2021/22 describes progress between April and June this year toward meeting the strategic outcomes detailed in our Annual Police Plan.

While restrictions relating to the pandemic continue to have an impact on the policing needs of our communities, the effect is different compared to the same period last year when the first lockdown had only recently been introduced and the most stringent measures were in place.

While overall reported violent crime remains slightly below the five-year average, it has increased significantly compared to the same period last year, during which we saw substantial reductions on historic figures.

The reporting period noted the highest number of reported sexual crimes and detections over the last six years, with increases in non-recent crime and recent crime driving the overall rise. Despite these increases, we know sexual offending remains under-reported and I encourage victims to come forward. As restrictions, particularly relating to increased social interactions, continue to ease it is anticipated that reports of sexual crime will continue to rise.

Fraud continues to increase notably, up both year on year and compared to the five year average and the implementation of our Cyber Strategy will be vital in building the capacity required to continue to respond to this increasing and complex demand.

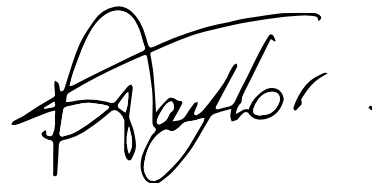
Anti-social behaviour, disorder, public nuisance, neighbour disputes and noise complaints all saw substantial reductions compared to the first lockdown period. We have conducted far more missing person investigations than during the same period last year, when, largely because of COVID-19 restrictions at the time, such reports were significantly down on the year before.

Sadly, the number of people killed in road traffic collisions has risen compared to last year when travel was more limited, however this year's figure remains lower than the five-year average. We assess that traffic has returned to more usual levels and the report details a number of initiatives which seek to promote road safety.

We have seen an increase in the total number of calls we handle, with a notable increase in 999 contacts. I am grateful to the dedicated officers and staff within our Contact, Command and Control (C3) Division who have worked throughout the pandemic and continue to prioritise emergency calls, to ensure those most at risk get the help they need. Maintaining 999 answer call times against this increase has resulted in longer answer periods for 101 contacts.

After over a year of restrictions before the beginning of this reporting period, public confidence in policing is under pressure. While reported confidence is lower than the remarkable levels demonstrated throughout 2020/21, and particularly during the first quarter of 2020/21, it remains comparable to that captured by the Scottish Government in the Scottish Crime and Justice Survey and we continually assess responses in order to consider how we can better meet the needs of the public we serve.

This Performance Report contains a wealth of information and statistics and is intended to give meaningful and accessible insight into the work of policing in Scotland. I hope it is of interest to a wide audience as we believe that the more people understand policing, the more they will support us.

A handwritten signature in black ink, appearing to read 'F Taylor', with a large, sweeping flourish above the name.

Fiona Taylor
Deputy Chief Constable,
People and Professionalism

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Executive Summary

Introduction

This is the first Quarterly report of the 2021/22 performance cycle, reporting on our revised Performance Framework and new Measures of Progress. Our outcomes focussed Performance Framework is linked to our strategic planning processes and aligns to the Strategic Outcomes as detailed in the 2021/22 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

Also included in this report are several updates against our new Joint Equality Outcomes. Where an update is linked to an Equality Outcome, this is highlighted in the report.

Ongoing impact of COVID-19 on crime and offence levels

The circumstances created by COVID-19 continue to have a marked impact on crime and offence levels, despite the gradual easing of restrictions and return to normality. Whilst overall Group 1-7 crime and offences have increased 5.7% on last year, this must be viewed in the context of the constraints on movement, events, association and the hospitality industry that were in place during that time. In fact, overall Group 1-7 Crime is down 6.2% on the five year mean, suggesting that those restrictions which remained over the quarter continued to suppress the general level of recorded crime.

The number of high volume acquisitive crimes, for example, continue to be far below the five year mean, with housebreakings down 42.9% and common theft reduced by 24.9%. Likewise, overall violent crime is below long term levels. Certain crime types that rose during the pandemic have continued to do so. Most notable are complex, exploitative crime types with a cyber element such as fraud and threats and extortion. These increases have been sustained through the most recent quarter which is indicative of longer term trends that will stretch beyond the COVID-19 period.

Throughout this document, we have provided a rolling twelve month breakdown of the relevant crimes and offences in order to highlight the impact the exceptional circumstances of the last year have had on crime trends at various points. Given that COVID-19 restrictions eased in large parts of the country during Quarter 1, this also serves to indicate where crime and offence numbers are returning or have returned to expected levels.

Policing Demand during Quarter 1 2021/22

The last year has seen Police Scotland face a number of extraordinary challenges amid dramatic changes to our operating environment. Falling overall crime does not necessarily represent a reduction in demand on the police service. Other factors such as the composition of crime and changing criminal behaviour can impact investigational complexity, alongside the policing demand that emerges from keeping people safe, whether that be through maintaining order at public events, locating missing persons or enforcing COVID-19 legislation. It is in recognition of this that the new Measures of Progress include demand-based metrics for the first time.

During Quarter 1, a combination of elements complicated the demand picture. A febrile political and sporting environment brought with it a variety of public order incidents, some of which were attended by many members of the public despite COVID-19 restrictions, or were spontaneous in nature. On each occasion, Police Scotland's response was appropriate and proportionate.

As the country emerges further from the pandemic period, and we look ahead to COP26, demand of this kind is likely to persist or increase. In preparation for this, Police Scotland attend the monthly multi-agency Policing of COP26 Oversight Group, chaired by the SPA, a governance structure that provides oversight and scrutiny on all areas related to the event.

The rise in hate crime across all individual aggravators during Quarter 1 also points to increased community tensions around a number of issues, from retail workers enforcing COVID-19 rules to escalation in the Israeli/Palestinian conflict. The HMICS Thematic Inspection of Hate Crime was published on 03 June 2021 and work is underway to address the recommendations made.

The expanded use of remote and communications technology, with more of our personal and professional lives becoming cyber-dependant over the last year than ever before, has opened up vulnerabilities for criminals to exploit, a trend that continues to be evident this quarter. Fraud, alongside threats and extortion, increased not only against the five year mean but also from last year. Online child sexual abuse has decreased slightly from 2020/21, but remains above historical levels, as do communications offences. In response to this growth area of cyber-enabled crime, Police Scotland have developed a comprehensive Cyber Strategy Implementation Programme, currently being advanced through numerous business cases across multiple parts of the organisation.

Globally, drug supply chains quickly adapted to the changing circumstances over the last year, in many cases shifting transport methods and utilising technology to avoid detection. This has required Police Scotland to respond rapidly as the restrictions on travel have altered, an effective response reflected in the increase in drug supply crimes. A number of successful operations disrupting serious and organised crime during the period have resulted in large quantities of controlled drugs, weapons, and cash being removed from the possession of criminals.

The negative effects of the pandemic – physical, social and economic – have fallen disproportionately on the most vulnerable and disadvantaged in our society, exacerbating existing vulnerabilities during a time when many support organisations are offering a reduced service level. Protecting the most vulnerable remains a priority for Police Scotland, working as part of a multi-agency public health approach to ameliorate the harm suffered by communities by drug and alcohol addiction, mental health problems, suicide, and other issues.

During Quarter 1, the number of missing persons investigations rose by 47.1% on the previous year, with numbers higher than levels seen before the pandemic. However, the time each individual has gone missing for on average has fallen significantly since 2019, demonstrating the value of investing in new investigative technology such as the National Missing Persons Application (NMPA) to assist officers.

As the country continues to return to normality, this will bring with it additional demands on Police Scotland in the form of scheduled sporting and political events, the extended reopening of the courts system, the resumption of the night-time economy, busier roads and beauty spots from domestic tourism, which will require careful management alongside some of the longer term crime and vulnerability trends described above and in this document.

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

The refreshed 2021/22 Your Police survey was launched on 30 April 2021 with over 3,800 responses received up to the end of June 2021. During this quarter public confidence was recorded as 41%, down on the average of 57% recorded in 2020/21.

Challenge: The month-by-month confidence ratings in the Your Police Survey indicate that confidence is linked to the public's perception of Police Scotland at a moment in time. Most respondents to the survey have not had any recent engagement with Police Scotland, with those that have showing significantly greater confidence levels. Confidence can be affected by media stories, social media, policing narrative relating to services outwith Scotland and Scottish / UK Government announcements related to COVID-19.

Response: The decrease in confidence demonstrates that continual and widespread communication of the survey is vital to ensure that our results and insights fully reflect public sentiment from all our communities. Police Scotland have refreshed our communication plan for the Your Police survey in 2021/22 and will continue to enhance and encourage diversity within the survey response including providing 'You Said We Did' feedback on policing within local 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 new 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 1 report.

Overall Violent Crime

Overall violent crime this quarter has been below historic levels and is down 2.1% (342 fewer crimes) on the five year mean. When compared to last year, however, it has seen an increase of 12.8% (1,792 more crimes). A primary factor in this rise is the closure of hospitality and cessation of events throughout much of last year which saw a significant reduction in recorded violent crimes during that time.

Challenge: The resumption of hospitality and events will lead to a return of violent crimes which is likely to continue over the summer, resulting in increased demand after diminished levels last year.

Response: Local policing divisions have individual action plans in place to tackle violence and disorder, particularly around hospitality and the night-time economy. In addition, ByStander awareness inputs are being given to licensing practitioners around the country. This aids staff within the hospitality trade / night-time economy in recognising vulnerability at an early stage, in order to intervene and ultimately prevent someone from becoming a victim of harm and / or crime.

Sexual Crimes

Quarter 1 2021/22 noted the highest number of both crimes and detections for sexual crimes over the last six years. Overall sexual crimes and rapes increased when compared to last year and are above the five year mean. The increase this year can, in part, be explained by fewer crimes being reported last year when Scotland was under tight lockdown restrictions. However, overall sexual crimes have also increased when compared to 2019/20.

Challenge: Sexual assault and rape are driving the increase in Group 2 crime. Although recent crimes are classed as anything that occurred within one year, the majority of recent rapes were reported within seven days of being committed and increased against both Quarter 1 2020/21 and 2019/20.

This represents significant future demand due to these investigations being complex and resource intensive.

Response: Although Group 2 crimes remain above historic levels and are on an upwards trend, the volume of detections is also significantly higher than seen previously. During Quarter 1, the number of Group 2 crimes detected was 27.3% more (465 detections) than the previous year and 16.4% up on the five year mean.

Human Trafficking

Challenge: During Quarter 1, the number of crimes of slavery or forced labour increased from 18 in the previous year to 48. This increase is partly due to the low number reported in the previous year as a result of the restrictions on movement and visibility of potential victims of trafficking (PVoT).

Response: Police Scotland have been proactive in this area, running several campaigns to help our officers, the public, and business to be more informed about this issue. A number of labour exploitation investigations were run where multiple victims attached to the same case were identified.

Impact: The 'Break the Chain' media campaign, which launched on 31 March 2021 and ran for five weeks, highlighted modern slavery and its indicators. Early analysis suggests extensive reach and engagement was achieved with 33,000 click-throughs from paid-for advertising, 234 uses of the campaign hashtag across social media, 383 visitors to Spotting the Signs page, 242 visitors to How to Report page and media coverage in numerous local and national newspapers and radio stations.

Police Scotland is currently in talks with other organisations who are keen to use our messaging from the campaign.

Drugs Supply

Challenge: Tackling Serious and Organised Crime is a priority for Police Scotland and our officers continue to work to severely disrupt the activities of organised criminals operating to supply drugs within Scotland. Operating and maintaining business as usual during a global pandemic has however presented a number of challenges.

Travel restriction reduced the movement of criminals and their recognised methods of carrying out criminality. Police Scotland's response was required to be dynamic and innovative. In addition, officer safety and welfare was an important consideration and operational logistics and risk assessments had to be developed to protect officers whilst maintaining a business as usual response.

Response: With COVID-19 restrictions and considerations in place, Police Scotland operational responses have adapted rapidly in order to ensure public confidence is maintained. In particular, the response in dealing with drug supply and distribution by Serious and Organised criminals remained dedicated and driven at a national level.

Impact: Police Scotland has seen a number of major drug recoveries from the start of the pandemic to date. In total, over £10 million was recovered from serious criminals through various means.

Drugs Harm

Challenge: Drug related harm continues to have a devastating effect on our communities, with the most recent figures from the National Records of Scotland demonstrating that 1,339 individuals died from drug-related causes in 2020. This is the highest figure on record and the highest per capita number in Europe.

Response: The carrying of Naloxone as a Test of Change was approved in November 2020, with training to be carried out in several testbed areas. This training is now near completion, with 764 officers trained. Additional officers and areas have also identified for further implementation. A high percentage (80%) of those trained have taken the subsequent decision to carry Naloxone.

Impact: During the Test of Change so far, Naloxone has been administered to unconscious and unresponsive persons at 23 police incidents, representing a total of 37 doses used by 24 officers. In a number of these incidents, the individual involved was judged to have been in a life-threatening situation, however following the intervention of an officer and administering of Naloxone, they received sufficient medical care to make a full recovery.

Criminal Justice Recovery

Challenge: The cessation of all but the most critical criminal cases in March 2020 has led to significant case backlogs in the Criminal Justice System across both summary and solemn business. At the time, it was assessed that such delays could have a consequential impact on public safety due to a number of factors including the growing numbers of offenders being managed in the community pre-trial, loss of public confidence in the justice system resulting in fewer convictions, as well as unrest and potential vigilante action.

Response: Police Scotland and Justice Partners are working collaboratively to identify the most appropriate measures through which the public safety risk can be tracked and addressed. A Community Impact Assessment (CIA) has been drafted to capture and coordinate this work. It is regularly reviewed to ensure continued relevance.

The CIA framework is being used to identify, track and manage the constituent elements of this risk and to ensure appropriate action is taken in relation to any identified community tensions. This framework will also provide a structured means to inform and support collaborative decision making.

The Criminal Justice Recovery Community Impact/ Public Safety Short Life Working Group (SLWG) continues to work collaboratively to identify, track and address risk within this area. The SLWG reports to the Criminal Justice Reform Programme Board, and in turn to the Criminal Justice Transformation and Legislative Review Board.

Success: Work is ongoing with partners and Scottish Government Justice Analytical Services (JAS) to track data, monitor risk and model the likely impact of Justice Recovery planning assumptions to enhance understanding of bail and remand flows and populations. This ongoing analysis provides insight into remand and bail flows across the Criminal Justice System informing improved ways of working.

Hate Crime

Hate crimes have increased by 6.0% compared to the same period last year (103 more) and are 8.2% above the five year mean (137 more). Although crimes remain below the high points of last July and August there has been a steady increase in crimes from January onwards. Numerous factors during Quarter 1 have contributed to an increase in community tensions, and the continued easing of government restrictions alongside increasing virus levels presents a further dynamic to address.

Challenge: Hate crimes across all individual aggravators (race, religion, disability, sexual orientation, and transgender) have increased. Numerous factors in Quarter 1 have contributed to an increase in community tensions (for example, COVID-19 restrictions, an escalation in the Israel / Palestine conflict, football fans disorder, and the Scottish elections) which may have contributed to the increases observed in hate crime.

Response: Police Scotland continue to work with partners and diverse communities to monitor / tackle any significant tensions or trends and any impact on human rights. The HMICS Thematic Inspection of Hate Crime was published on 03 June 2021. A hate crime improvement plan with strategic oversight is presently being produced with a view to reporting progression in Quarter 2.

The Scottish Government Justice Analytical Services are currently undertaking a deep dive into 2019/20 data to analyse hate crime against police officers. This analysis will improve Police Scotland's understanding of hate crime against police officers and help develop support and guidance available to them.

Impact: A series of 'Talk Truth to Power' sessions have taken place with the Diversity Staff Association and their Executive Sponsors. In those session members are invited to openly discuss their personal experiences in a safe space and to express what action they feel could support the organisation in creating a more inclusive culture. The sessions have generated very honest and impactful engagement with the testimony of experiences shaping Diversity Action Plans across the protected characteristics. The approach is to listen first and act second, in order to understand the experiences of people who are facing barriers in the organisation and to develop plans setting out specific actions Police Scotland will take to address concerns and deliver it's inclusion agenda. Fundamentally, the Action Plans support the goals set outwith the People strategy and Equality, Diversity and Inclusion (Employment) Framework.

Fraud

Challenge: Fraud crimes have continued to rise, increasing 48.7% compared to the same period last year and 96.2% from the five year mean, a rise that is reflected across all divisions and the UK in general. Between April and June 2021, 684 frauds were detected, which is 25.8% (238) less than the same period last year and 17.2% (141) less than the five year mean. This is an issue seen across UK forces due to how quickly the cyber-enabled element of fraud is evolving, both tactically and technologically.

Response: Fraud is now a high strategic priority and as part of the Annual Police Plan 2021/22, Police Scotland have committed to developing a national approach to respond effectively to fraud / scams. The Cyber Strategy Implementation Programme has been established to enhance the organisation's delivery of initiatives aimed at transforming and enhancing Police Scotland's position in relation to the threats presented by cybercrime. It will support the force priorities of tackling priority crime types and organisational objectives contained within other enabling strategies, including the Digital, Data and ICT Strategy (DDICT). It is proposed that it will embed a 4P's approach to dealing with cyber related threats (Pursue, Protect, Prepare and Prevent), in line with the NPCC-led 'Team Cyber UK' methodology.

Call Handling

During the reporting period, our service advisors answered 666,507 calls via 999 or 101, an increase of 2,286 on the same period last year. In addition to incoming calls, there have been over 76,000 additional public contacts dealt with by Contact, Command and Control (C3) Division during the reporting period, including online reports, alarm calls, partner demand and "Contact Us" emails.

Challenge: The average call answer time for 101 calls increased from 1 minute 57 seconds to 3 minutes 25 seconds during the reporting period. The requirement for physical distancing within the C3 estate continues to limit the number of staff which can be accommodated within service centres. This has led to ongoing challenges in meeting staffing forecasts. In order to prevent any adverse effect on 999 performance, staff are 'ring fenced' to 999 calls, ensuring these calls are answered as a priority. This can have a subsequent impact on C3 performance on non-emergency channels. The increased 999 call demand during the reporting period, up 22.9% compared to the previous year, has exacerbated this issue which is the focus of ongoing work between C3, ICT and Estates.

Response: During this quarter there has been further delivery of home working facilities to allow staff, who have been shielding at home, to assist with handling online contact. The accelerated delivery of a service centre fall-back facility within Maryhill Police Office is also near completion and testing is at an advanced stage.

Impact: This fall-back facility allows the accommodation of nine additional service advisors and one manager under social distancing rules, increasing the number of advisors available to handle both emergency and non-emergency contacts, diverting some of the online contact demand from the service advisors in the contact centre handling incoming calls.

Missing Persons

Challenge: The number of missing persons investigations has risen by 47.1% (1,401 more investigations) compared to the same period last year. As noted last year, factors associated with COVID-19 such as the lockdown restrictions and the closure of schools, work places, and the constraints placed on movement appear to have impacted on the number of missing persons being disproportionately lower last year. When compared with the same period in the last unrestricted year (2019), reports have increased 8.5% (343 more this year).

Response: The introduction of the National Missing Persons Application (NMPA) and Contact Assessment Model (CAM) ensure that missing persons are getting graded appropriately, a proportionate number of resources are being directed to those that go missing, and that additional operational knowledge is easily accessible to officers.

Impact: The median length of time missing has fallen from 10.9 hours in 2019 to 7.4 hours in 2021. A number of factors drive this. The National Missing Persons Application (NMPA) was introduced in April 2019 as an investigative database and not a recording system, thereby giving officers better information at hand to make solid investigative decisions and take action appropriately to trace repeated missing persons quickly and more effectively. This may also be impacted positively by the implementation of the Contact Assessment Model (CAM) and Thrive risk assessment which has led us to more effectively risk assessing missing persons. This could be contributing to the increase in the proportion of missing persons graded high risk, leading to more resources being deployed more rapidly, in an intelligence-led manner.

Police / Staff Assaults

Challenge: Common assaults of police officers / staff have decreased by 5.5% (101 fewer) compared to the same period last year. However, these crimes remain 17.7% above the five year mean (175 more). As restrictions have eased in Quarter 1 this year, assaults directly related to COVID-19 have decreased 29.0% from 317 to 225 (92 fewer), suggesting this is the main driver of the fall. The 1.6% increase in percentage of injuries as a result of assault may also be due to the reduction in the number of COVID-19 related assaults, as these are less likely to cause injury due to their nature (e.g. cough / spit).

Response: Improved data capture and processes are allowing Police Scotland to better establish the scale and detailed breakdown of assaults on police and staff as well as identifying better opportunities to protect, train and support staff.

Impact: Approximately 580 officers are being trained each month in improved Officer Safety Training (OST). Feedback from the OST courses has been considerably positive with 96.7% of attendees surveyed saying that the course met their expectations. The majority of officers felt confident that they would be able to execute the new techniques learned. This should better equip officers to deal with potential threats of violence and minimise injury to officers from assault.

Operation TALLA – Police Scotland COVID-19 Response

Operation TALLA is the Police Scotland 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, and highlights of key activity aligned to these objectives are noted below:

- The COVID-19 Response Model (CRM) was implemented in order to meet public expectations whilst taking measures to prevent the spread of the disease. Since the easing of restrictions during April 2021 the CRM has been suspended with the C3 staff using CAM and THRIVE assessments. However, the current CRM retains the ability to flex resources and be re-introduced via Local Policing Commanders / C3 to alleviate pressures where high absence rates are causing concern;
- With the support of the Lord Justice Clerk and Criminal Justice Board, a National working group involving Criminal Justice partners has been created to scope, plan and create a process for the Remote Provision of Police and Professional witness evidence to facilitate their participation in criminal trials from Police Stations, places of work and other remote locations deemed to be appropriate;
- Personal Protective Equipment (PPE) training has now been successfully delivered and completed across all divisions and arrangements are in place to ensure that officers attending their initial probationary training at the Scottish Police College are trained prior to being deployed operationally. Trainers are now embedded within each division and have the necessary equipment to complete ad-hoc training as required locally;
- As the country starts to emerge from the COVID-19 pandemic, restrictions are eased and we see communities across Scotland returning to normality, Police Scotland will review our own response and begin to resume business as usual processes across the force. This will be achieved through a planned transition, aligned to the levels of the Scottish Government's Strategic Framework, and will see an incremental and proportionate release of Operation TALLA resources back to their substantive posts.

Performance Framework

Outcomes and Objectives

The following is a summary of the strategic outcomes and objectives contained within the Annual Police Plan 2021/22.

Outcomes	Objectives
Threats to public safety and wellbeing are resolved by a proactive and responsive police service	<ul style="list-style-type: none"> - Keep people safe in the physical and digital world - Design services jointly to tackle complex public safety and wellbeing challenges - Support policing through proactive prevention
The needs of local communities are addressed through effective service delivery	<ul style="list-style-type: none"> - Understand our communities and deliver the right mix of services to meet their needs - Support our communities through a blend of local and national expertise - Support the changing nature of communities
The public, communities and partners are engaged, involved and have confidence in policing	<ul style="list-style-type: none"> - Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service - Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective - Work with local groups and public, third and private sector organisations to support our communities
Our people are supported through a positive working environment, enabling them to service the public	<ul style="list-style-type: none"> - Prioritise wellbeing and keep our people safe, well equipped and protected - Support our people to be confident leaders, innovative, active contributors and influencers - Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging
Police Scotland is sustainable, adaptable and prepared for future challenges	<ul style="list-style-type: none"> - Use innovative approaches to accelerate our capacity and capability for effective service delivery - Commit to making a positive impact through outstanding environmental sustainability - Support operational policing through the appropriate digital tools and delivery of best value

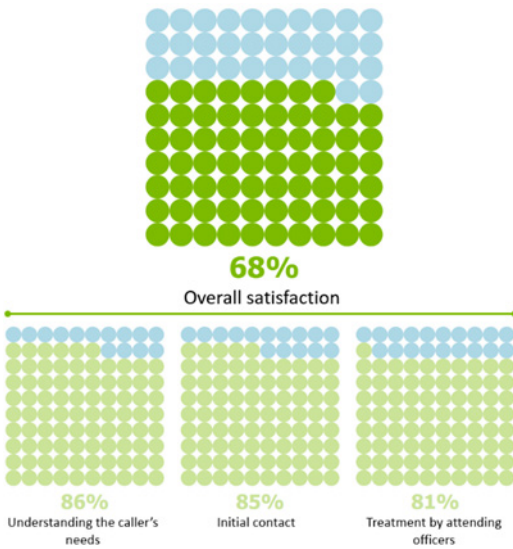
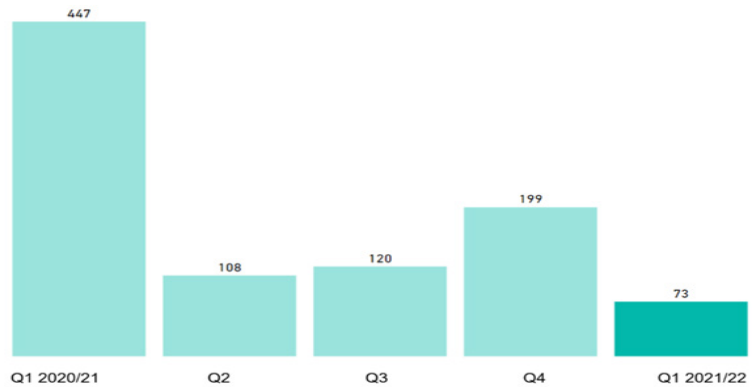
Evidencing progress towards our outcomes

Gathering our data, narrative and insights together provides us with an evidence base that demonstrates how we are achieving our outcomes

Policing during Quarter 1 2021/22 – Key Insights

COVID-19 related complaints

The number of COVID-19 related complaints received during Quarter 1 was the lowest since the pandemic began and 63% down on Quarter 4 last year.

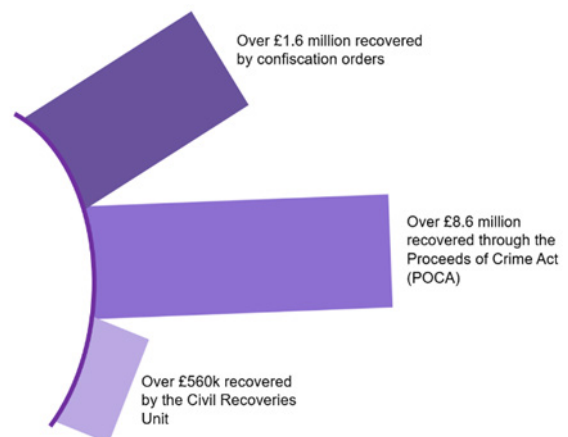


Satisfaction with contacting Police Scotland

We received 4,281 respondents to our User Experience survey in Quarter 1 with 68% overall satisfaction in the experience of contacting Police Scotland. Satisfaction was greatest with Understanding the caller's needs (86%), Initial contact (85%) and Treatment by attending officers (81%).

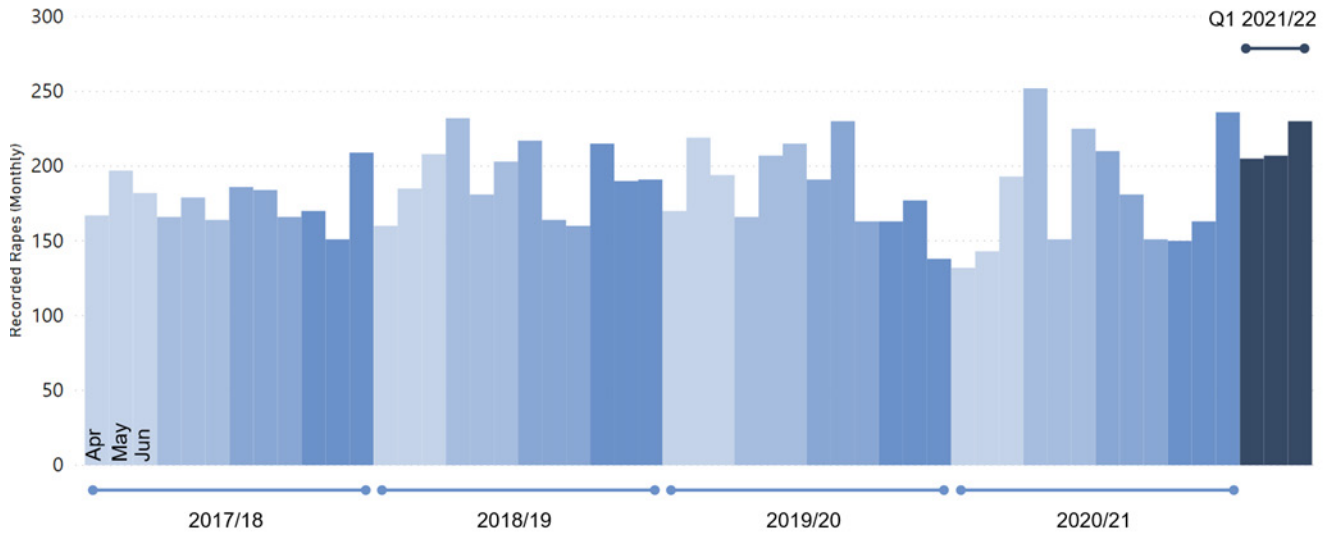
Serious Organised Crime Groups

During Quarter 1, a substantial amount of money and assets were recovered from Serious Organised Crime Groups, disrupting their ability to operate. In total, over £10 million was recovered through various means.



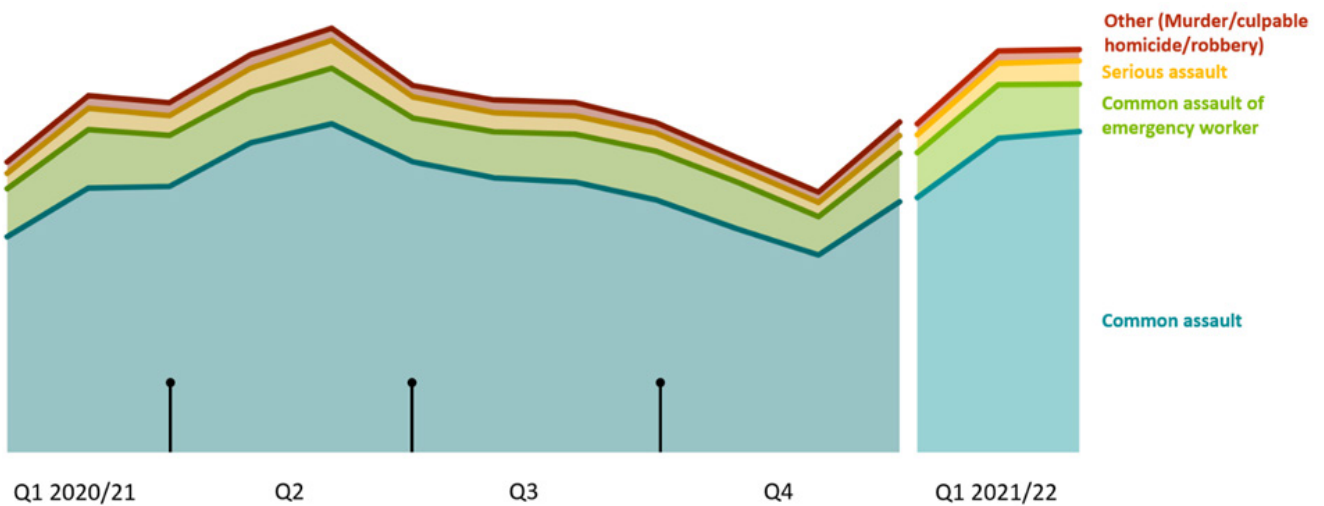
Rape

Reported rapes increased by 34.8%, 163 more crimes than last year, and by 21.2% against the five year mean. This rise has been driven by both recent and historical reporting. The graph below shows month by month figures from Quarter 1 2017/18 to the present quarter.



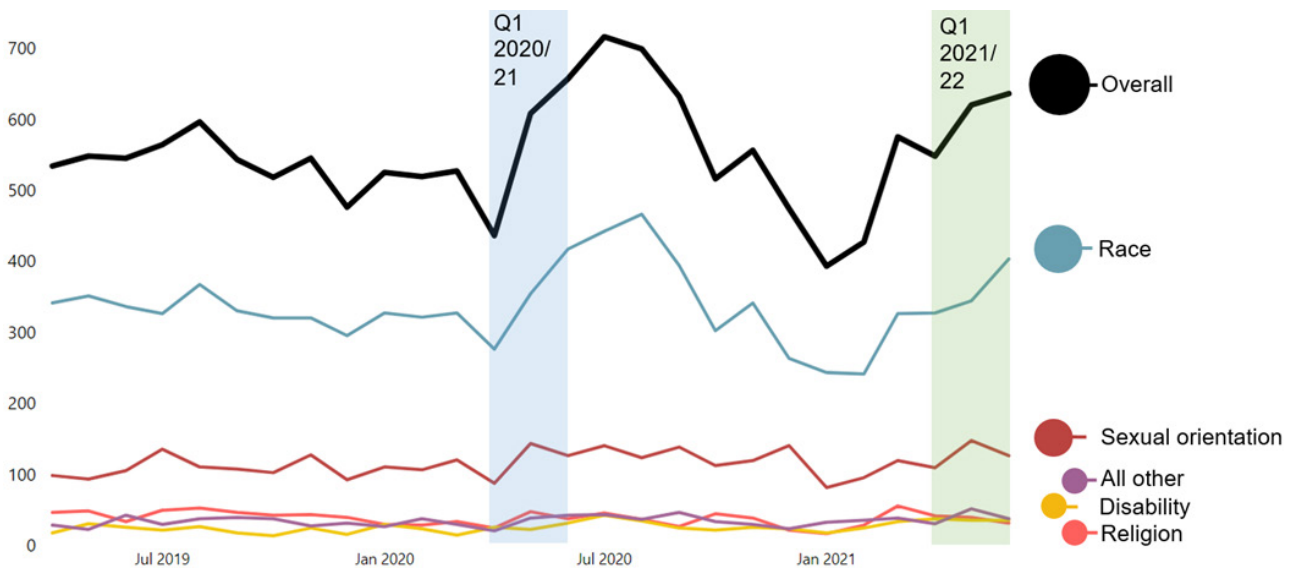
Violence

Overall violent crime has increased by 12.8% (1,792 more crimes) compared to last year, however, when compared to the five year mean, overall violent crime is down 2.1% (342 fewer crimes).



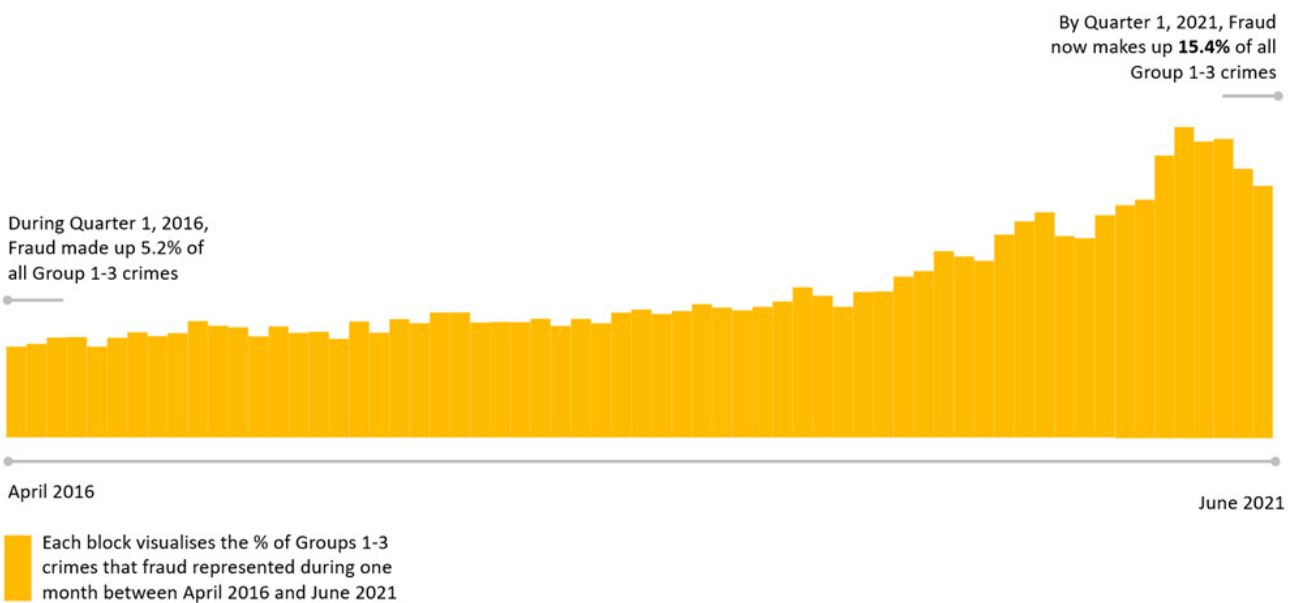
Hate Crime

Hate crimes have increased, both against the same period last year and the five year mean (8.2% higher). Hate crimes across all individual aggravators (race, religion, disability, sexual orientation, and transgender) have risen. Numerous factors in Quarter 1 have contributed to an increase in community tensions which may have given rise to the increases observed, alongside work by Police Scotland to raise awareness and encourage reporting.



Fraud

The rise in the number of fraud cases being recorded continues. Each orange block on the following graph represents the percentage of all Groups 1-3 crimes that fraud composed, month on month, since Quarter 1, 2016. During that time, it has risen from 5.2% of all Group 1-3 crimes to 15.4%.



Public Confidence and Experience of Policing

Police Scotland's Public Contact and Engagement Strategy sets out how we envisage our public contact and engagement activities and approaches to look now, and into the near future. We have been clear in setting out what the public should expect from their police service, and our strategy sets out the ways in which we will seek to engage with the public so that their insights can be utilised in meaningful ways. In turn, this will aid operational and strategic decision-making, ensuring that Police Scotland operates using evidence-led principles in line with our values.

The Public Confidence Governance Board is responsible for developing our understanding of public confidence and our response to public feedback. Key areas of focus include our approaches to community engagement. We are paying particular attention to how we reach those who are often seldom-heard – understanding where there are opportunities to do even better, more often and with more partners who have specific expertise. The Public Confidence Governance Board also have oversight of work we are taking forward to improve our approaches, use data in more open and transparent ways for service improvement and ensure our people understand why good quality community engagement is important to Police Scotland.

High-level Overview

We continue to engage and involve the public, our communities and partners in policing through our ongoing national surveys and other engagement activities:

- **[Your Police 2021/22 survey](#)** – our refreshed local police survey for this year, which builds on the great response from the public and communities in Scotland to our 2020/21 survey. Anyone who lives in Scotland can influence local policing in their area through this survey. We use feedback from this survey to understand public confidence, learn about where we could improve and celebrate our people when we get things right. Responses are analysed weekly and shared throughout the organisation, so that we can act quickly on what the public tell us.
- User Experience survey - our independent survey, administered by Progressive Partnership Ltd, was adapted to an SMS survey from a former telephone survey, to continue to engage people who contacted Police Scotland during the pandemic. This new methodology is working well with similar levels of response.
- **[Use of Body Worn Video](#)** – this survey launched on 01 June 2021 as part of a 12-week national consultation with the public, colleagues and stakeholders on the use of body worn video across operational policing. This follows the first phase of engagement that took place in February 2021 on the use of body worn video in Armed Policing ([see the outcomes here](#)). This survey received 8,835 responses making this one of Police Scotland’s largest surveys. Further engagement is planned over the summer months involving focus groups and interviews with diverse communities.
- **[How can we provide the best support to people affected by crime?](#)** A public engagement exercise, involving an open survey and in-depth interviews, was launched on 03 June 2021 to gather feedback on the initial response provided to people immediately after a crime. The aim is to enable policing to respond to communities in appropriate and supportive ways, in collaboration with partners. Planned phases of this work will involve all criminal justice partners, co-ordinated by the Scottish Government. In doing so Police Scotland seeks to enhance the user journey end to end for positive outcomes based on a whole-sector approach.

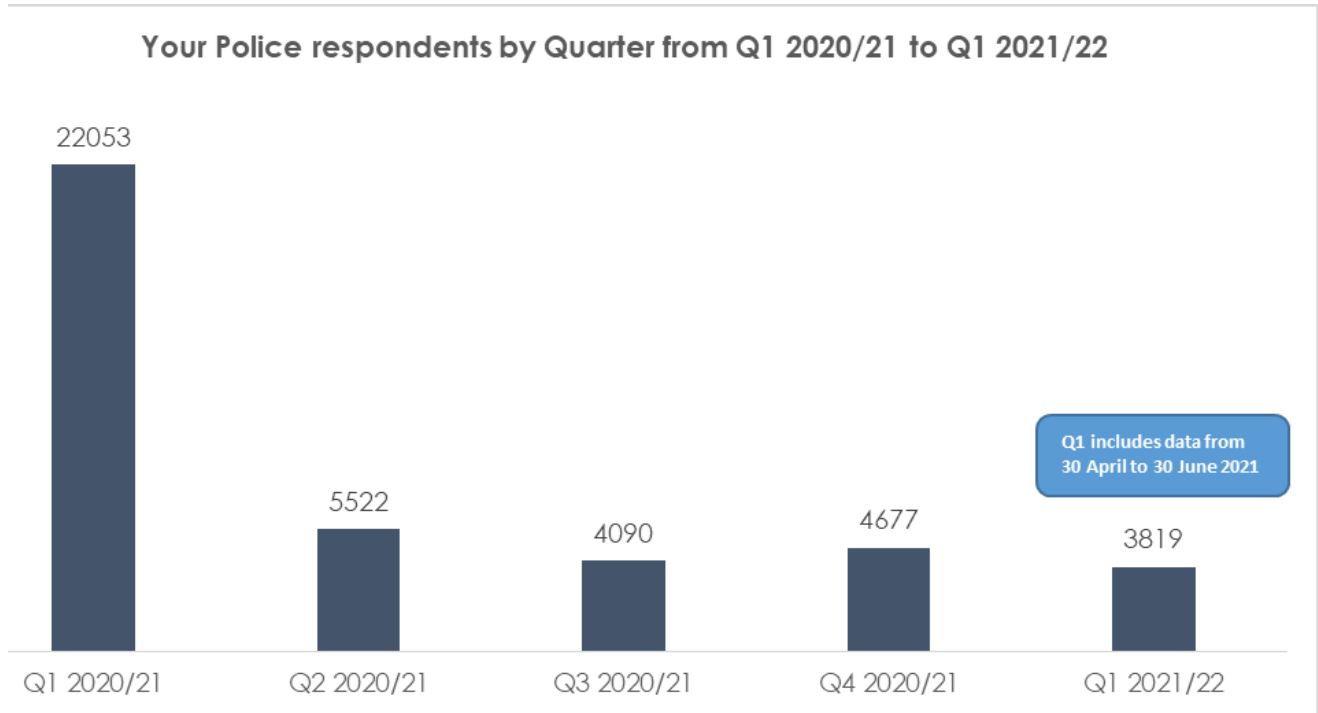
The public confidence and experience survey insights are reviewed at Operational Review Meetings and Senior Leadership Board meetings for executive oversight and action. Data and insight are also shared with Regional Delivery Boards and across local policing for local improvement planning and scrutiny, and working with partners.

Our response to public and community feedback has been to:

- **Improve the way we share data within the organisation, particularly with local policing divisions.** The Research and Insights team has created dashboards using PowerBI to enhance the accessibility and interrogation of the user experience and public confidence survey data. These dashboards are being tested and developed with local divisions before they are officially launched to support local action planning;
- **Commission practical research to understand how we can improve our engagement within seldom-heard communities** through a joint research fund with the Scottish Institute of Policing Research and the SPA. An event, attended by over 300 people from community groups and organisations and wider civil society, explored our insights and areas for further research. 14 applications for research projects in communities and through academic institutions were received, with selection and awards taking place in Quarter 2. A key output of this work will enable a practical understanding of our knowledge gaps and what we can do to build stronger relationships with Scotland's diverse communities;
- **Established Reference Sub-Groups to implement actions for enhancing engagement within seldom-heard communities.** These groups will report to our Public Confidence Governance Board, to develop and increase our communications reach and engagement with seldom-heard communities, particularly vulnerable children and young people, people from black and minority ethnic backgrounds, and people living in deprived communities. The three reference groups focus on enhancing engagement and expanding partnerships, communications, and insight and organisational learning;
- **Independent Advisory Group (IAG) on Emerging Technologies in Policing.** Police Scotland's Strategy, Insight and Innovation service are leading a workstream of the IAG focused on informed decision-making through consultation, community engagement and participation. The aim is to ensure Police Scotland's use of emerging technologies in relation to operational policing is compatible with equality and human rights legislation. A working group comprising practitioners and academics with expertise in this area will guide this and produce a final report to the IAG later in 2021.

Your Police 2020/21 and 2021/22

Your Police has received 3,819 responses between 30 April 2021 (when the refreshed survey opened) and 30 June 2021, which includes one Easy Read response. The survey continues to be broadly representative of the population by age, gender, disability, and geography.



The Research and Insights team lead this survey, supported by Corporate Communications, Partnerships, Prevention and Community Wellbeing, local divisions, and external partners in maximising engagement with Scotland’s diverse communities. The survey was refreshed for 2021/22 to enhance our understanding of public confidence in policing within local communities and to continue to monitor attitudes to policing the pandemic. Demographic questions have been updated to be inclusive of people living with visible difference and appearance related conditions, through our engagement with national charity Changing Faces.

Public Confidence

In 2019/20 the average public confidence level in local policing was recorded at 48% by the Your Police survey. This confidence level increased significantly in 2020/21 with an increased average public confidence level of 57%. Public confidence was recorded as 41% in Quarter 1 of 2021/22.

Our confidence level derived from Your Police is comparable to other confidence measures captured by the Scottish Government in the Scottish Crime and Justice Survey and other UK police forces, most notably the Mayor's Office for Policing and Crime (MOPAC).

Confidence is influenced by a number of geographic and demographic factors; we are capturing a national level of confidence, but there is much nuance within this picture. We know, for example, that those in higher areas of deprivation are less likely to feel confident in the police, which is reflected across other UK forces.

Confidence recorded in Q1 is affected by events in May 2021 which include lower response rates overall and people/groups who were making representations on their concerns in relation to the rights of transgender people. Those who have done so have raised concerns around Police Scotland's approach to this issue, and this is reflected in the recorded confidence scores. This is an area being considered by policing and the feedback is valuable to wider consideration of a range of areas underway within the service.

We know, through the month-by-month confidence rating in our Your Police survey, that confidence is linked to the public's perception of us at a moment in time; often based on media stories, social media, policing narratives relating to services outwith Scotland and Scottish/UK Government announcements relating to handling of Coronavirus.

Most survey respondents have not engaged with Police Scotland recently. For those that have, **confidence levels are significantly higher**. This is also reflected in our User Experience Survey, where we've recorded consistent and high levels of satisfaction throughout the pandemic. This shows that our service delivery hasn't changed, and the confidence numbers **are not based on the public's interaction with the police, but instead on their perception**.

Over a quarter (27%) of respondents reported that they 'didn't know' or 'neither agreed nor disagreed' that they were confident in the police in their local area. This high proportion reflects the large number of respondents who completed the survey but had not interacted with the Police recently. This demonstrates that continual and widespread communication of the survey is vital to ensure that our results and insights reflect public sentiment. A refreshed communications plan for Your Police in 2021-22, will continue to enhance and encourage diversity within the survey response, including 'You Said We Did' feedback for policing within local communities.

Important themes for communities

The emerging themes on what local policing could do better for **survey respondents who said they feel unsafe** in their local area were:

- **Visibility** (driver of public confidence). Those who said they did not feel safe in their local areas want to see police acting in a pro-active way. This included areas of deprivation where communities are more likely to report feeling unsafe (including areas of deprivation).
"More foot patrols and dealing with local problems at all times of the day instead of only being seen when driving at speed with the blue lights on."
- **Community engagement** (driver of public confidence). This is highlighted alongside police visibility by respondents for example, informal and friendly conversations with police officers on what matters to communities in local areas.
"More officers on the streets. Engaging with the public."
- **Focus on drug crime and related harms**. Many respondents talk about the issue of drugs in their community and would like Police Scotland to focus on tackling drug dealing in communities. Throughout the pandemic, survey respondents reported drug dealing in local areas being more visible.
"Do something before we lose a generation of young people to drugs"
- **Speeding and driving related offences** remain an area of concern for people. Those who said they did not feel safe in their communities often mentioned this area as a key concern. 'Boy racers', motorised scooters and dirt bikes were included in many responses.
"*[Be more] Pro-active in terms of cracking down on speeding and other traffic related issues. Likewise, less of the "advice given" and more on the spot fines and/or prosecutions.*"
- **Anti-social behaviour, alcohol and littering/fly tipping** were also key concerns for those who said they felt unsafe, with people asking for the police to do more to tackle these issues.
"*More routine patrols in well known hotspots. Police is aware where the hotspots are but sometimes the antisocial behaviour starts and unless someone calls the police nothing is done and situation evolves from few teenagers drinking to massive party of dozens. Some routine patrols in the area would certainly help.*"

- **How we 'show up' is important** (driver of public confidence). Police officers and staff should continue to always bring empathy and understanding to their interactions with the public. *"Police need to be more understanding of disabilities and mental health. I have mental health issues and have had police knock on the door many times and all of these experiences have been terrible due to lack of understanding and empathy."*
- **Continue to understand the lived experiences of our diverse communities.** Several comments refer to us as an organisation improving our understanding of minority communities and act on their feedback and insight to implement positive changes. Some also referred to our Your Police survey being a good thing, with people asking for more opportunities to have their say and shape decision-making by participating. *"Listen to minority groups and implement changes as a result instead of ignoring everything we say."*

What we are doing well:

- **People appreciate the difficult circumstances police are operating in.** There is a general feeling from responses that people appreciate the job police do in communities. People also reference police being friendly and approachable. *"Police are working hard under extreme pressure with cut backs."*

- **The public have noticed more visibility and patrols recently** (driver of public confidence). Many responses comment on the increased visibility of police in their local area over recent months and highlight this as positive. *"They are patrolling the area as much as they can. They are approachable if having to call in and speak with them and if they come out to see you."*
- **Community policing is valued** (driver of public confidence). Respondents highlight the value of community policing and what community officers are doing to understand and tackle challenges in local areas. *"The community officers are approachable and tackle the problems and incidents."*

How the public are experiencing their police service

The User Experience Surveys are undertaken monthly by Progressive Partnership Ltd on behalf of Police Scotland. The survey was refreshed from a telephone to an SMS survey 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). In Quarter 1, 4,281 respondents were surveyed about their recent experience of contacting Police Scotland.

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%) and treatment by attending officers (81%). Overall satisfaction with contacting Police Scotland is 68% - down five percentage points since last quarter.

Measures of Progress towards Strategic Outcomes

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

Police Scotland's objectives are to:

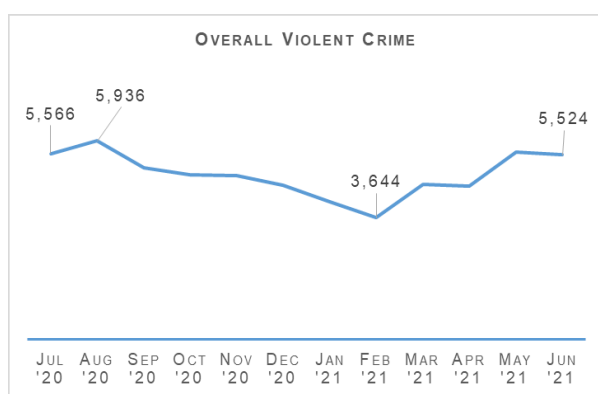
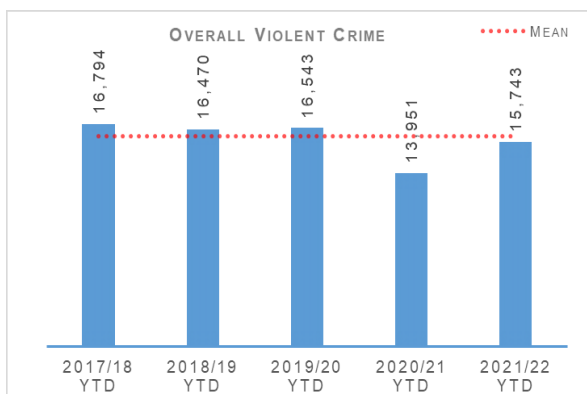
- Keep people safe in the physical and digital world
- Design services jointly to tackle complex public safety and wellbeing challenges
- Support policing through proactive prevention

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	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	13,951	15,743	+12.8%	16,085.4	-2.1%
Number of Detections	10,663	10,609	-0.5%	11,329.6	-6.4%
Detection rate	76.4%	67.4%	-9.0% point	70.4%	-3.0% 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).



While overall violent crime has increased by 12.8% (1,792 additional crimes) compared to the same period last year, it should be remembered that April to June 2020 saw the first lockdown and led to significant decreases in violent crime largely linked to the closure of licenced premises and events. Though a range of restrictions have continued in the first quarter 2021/22, there has been a return to more typical levels of violent crime. This can be seen in the slight fall on the five year mean of 2.1% (342 fewer crimes).

It is the higher volume violent crimes – namely serious and common assaults, that were reduced last year and have now returned to more expected levels. There were 873 serious assaults recorded during the quarter, a 9.8% increase compared to 2020/21 (78 more crimes), although 13.9% below the five year mean (141 fewer crimes). Likewise, common assaults rose compared to last year – up 13.9% (1,752 more crimes), whilst also remaining below the five year mean level by 1.4% (200 fewer crimes).

With the re-opening of licenced premises after their closure for much of last year, Police Scotland's Violence Prevention and Licensing Coordination Unit (VPLCU), in conjunction with the Scottish Violence Reduction Unit, are delivering ByStander awareness inputs to licensing practitioners around the country. ByStander ideology centres around providing staff within the hospitality trade/night-time economy to recognise vulnerability at an early stage, to intervene and ultimately prevent someone from becoming a victim of harm and/or crime.

This in turn will reduce demand on policing and keep people safe. Once awareness inputs are delivered to licensing practitioners, local divisions can then deliver the presentation to local licenced trade staff.

In August 2021, the Protection of Workers (Retail and Age-restricted Goods and Services) (Scotland) Act 2021 will come into effect, a new piece of legislation designed to protect retail workers from violence and abuse. The VPLCU will be working with partners, including the Scottish Grocers Federation, to support communications around the new legislation and understand its impact. A benefit of the legislation may be increased confidence in reporting violence suffered by retail workers to the police, which may lead to an increase in related violent crimes, particularly common assaults, being recorded.

Not all violent crimes have increased. There have been 15 homicides during the period, down from 20 last year and a five year mean of 17. Attempted murders have also decreased, with 72 being recorded between April and June 2021 compared to 75 in the same period last year. This is, however, a slight increase of 3.4 crimes compared to the five year mean. Robberies have also decreased, down by 7.1% from last year. This is slightly below the five year mean, down 0.8%.

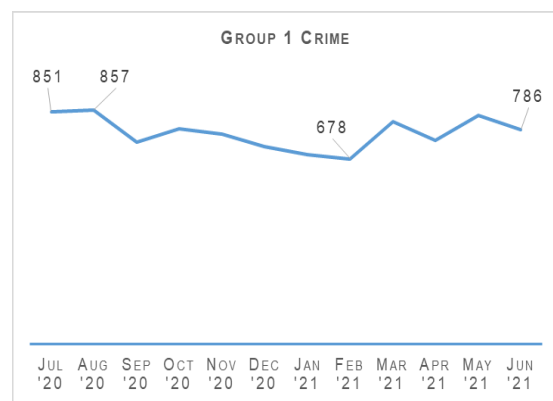
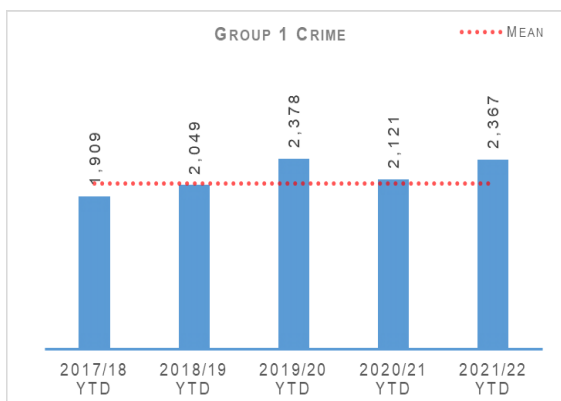
The most recent Scottish Crime and Justice Survey found that almost two thirds of violent crime affected just 1% of adults in Scotland, pointing to significant repeat victimisation amongst a small portion of the population. In light of this, local policing divisions work tirelessly to build relationships and safeguard those who suffer from being victimised on multiple occasions.

This can result in increased recording of violent crimes as engagement builds confidence in these victims to report their experiences.

It can be difficult to establish a clear picture of the exact circumstances behind changes in levels of recorded violent crime, given the complex and multifactorial nature

of many of the drivers. Improvements in data quality and linkage as well as greater access to analytical tools, brought about by the Force-Wide Analytics transformation will increase our ability to identify more specifically how Police Scotland’s work impacts on overall violent crime in the coming years.

Non Sexual Crimes of Violence (Group 1)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	2,121	2,367	+11.6%	2,063.2	+14.7%
Number of detections	1,647	1,640	-0.4%	1,544.6	+6.2%
Detection rate	77.7%	69.3%	-8.4% point	74.9%	-5.6% point



Non sexual crimes of violence increased by 11.6%. As with overall violence, this is largely due to the reduction seen during this period in 2020/21 as a result of COVID-19 related restrictions.

While Group 1 crimes have increased by 14.7% compared to the five year mean (246 more crimes), it should be remembered that this is largely due to the introduction of Domestic (Abuse) Scotland Act crimes (DASA) in 2019 which are counted as Group 1 crimes.

If these are not considered, then the remaining crime types under Group 1 have seen a 3.2% increase on the five year mean (60 more crimes). The Group 1 crime types to see the most significant increases are threats and extortion and slavery or forced labour.

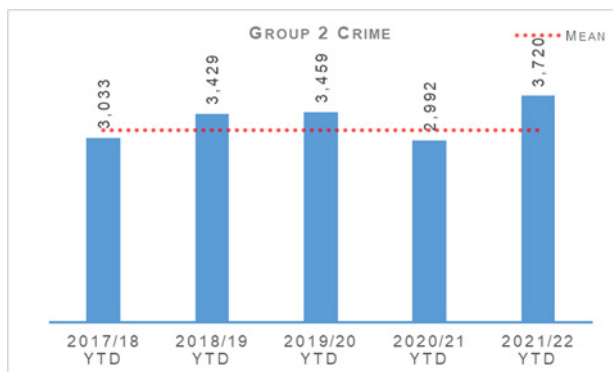
The number of recorded crimes of threats and extortion continue to increase. This is largely connected to the growth in other crime types commonly committed online which have been affected by the

increase in people spending time/working online during the pandemic. During April to June 2021, 307 crimes were recorded, a 78.5% increase on last year (135 more crimes) and up 184.8% compared to the five year mean (an additional 199 crimes).

Details of DASA crimes can be found under the domestic abuse section later in this report and details of slavery or forced labour crimes is included in the human trafficking update.

Public Protection

Overall Sexual Crime (Group 2)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total Number of crimes	2,992	3,720	+24.3%	3,154.2	+17.9%
Total Number of detections	1,706	2,171	+27.3%	1,865.0	+16.4%
Detection rate	57.0%	58.4%	+1.3% point	59.1%	-0.8% point



Quarter 1 2021/22 noted the highest number of both crimes and detections for sexual crime over the last six years. During Quarter 1, Group 2 crimes increased by 24.3% (728 crimes) when compared to last year and by 17.9% compared to the five year mean. When compared to the same period in 2019/20, an increase of 7.5% (261 crimes) was noted.

The number of Group 2 crimes fell in April 2021 compared to March 2021, where the largest number of crimes were recorded during the last 12 month period and have remained relatively consistent throughout the quarter. The number of detections of Group 2 crimes also increased, up 27.3% (465 detections) compared to last year and 16.4% on the five year mean.

Crimes of voyeurism and conspiracy to commit sexual acts outside the UK have shown an increase against previous years. We are also noticing increases in crimes of sexual assault and rape which are driving the overall increase in Group 2 crimes. This has been further impacted by movements such as #MeToo and Everyone's Invited causing a cultural shift towards a greater willingness to report sexual abuse both historic and recent.

It should be noted although figures have risen in line with expectations, some restrictions remain in place, particularly related to the night-time economy, and as coronavirus restrictions in Scotland continue to ease and public gatherings resume it is anticipated that sexual crime will increase further.

Overall Sexual Crime (Group 2)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	2,254	2,782	+23.4%	2,300.0	+21.0%
Number of Non Recent Crimes	738	938	+27.1%	854.2	+9.8%
Proportion of Group 2 crime non-recent	24.7%	25.2%	+0.5% point	27.1	-1.9% point

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

Both recent and non-recent Group 2 crimes have increased against the previous year and the five year mean, as shown in the previous table. As a proportion, non-recent crimes have increased slightly, suggesting that although non-recent reporting is a factor in the rise, recent reporting is driving the increase. Although recent crimes are classed as anything that occurred within one year of reporting, the majority of these crimes were reported within three weeks of them being committed and noted an increase compared to both 2020/21 and 2019/20.

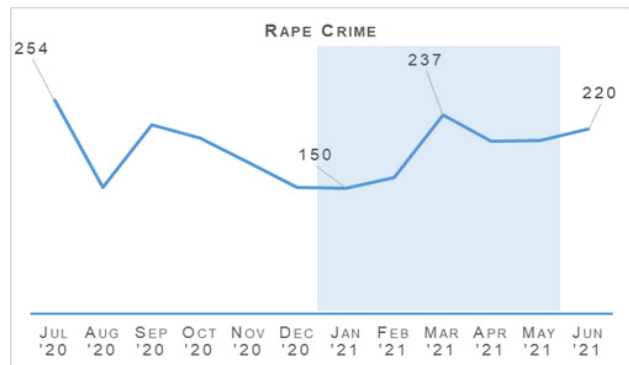
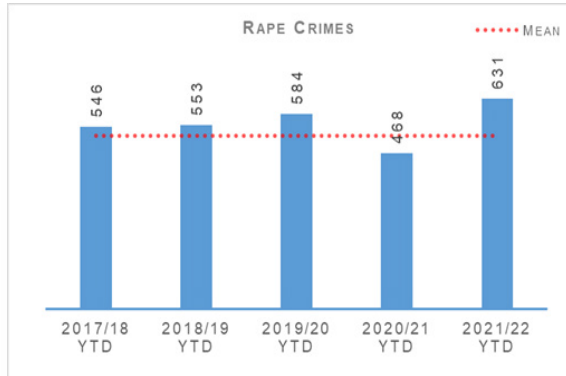
The impact of high-profile reporting of sexual crimes, both recent and non-recent in the National media and the ongoing National discussion around violence against women and girls may have further increased victim confidence as well as broader cultural shifts around the willingness to recognise and report such crimes.

The majority of divisions across the Force saw an increase in recent Group 2 crimes, driven by higher numbers of rape, sexual assault and crimes in the category of other sexual crimes.

The increases in contact sexual offending this year compared to the previous year can be partially attributed to the limitations on social interaction and movement during the initial stages of the lockdown restrictions. In addition, there was a significant decrease in reported sexual crime at the outset of the pandemic. It was noted that as restrictions eased, levels of reporting increased.

A significant increase was also noted in recent sexual crimes when compared with the five year mean (21.0%). Rapes appear to be driving the increase in recent Group 2 figures along with crimes of voyeurism and conspiracy to commit sexual acts outside the UK. The increase in the latter crimes are believed to be as a result of police pro-activity in targeting offenders online.

Rape	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	468	631	+34.8%	520.8	+21.2%
Number of detections	272	355	+30.5%	277.6	+27.9%
Detection rate	58.1%	56.3%	-1.9% point	53.3%	+3.0% point



During Quarter 1, the number of detections of rapes noted an increase, up 30.5% (83 crimes) compared to last year which was the highest year on year percentage change noted in the last six years. The number of detections is 27.9% higher than the five year average and also higher than 2019/20.

The number of reported rapes increased by 34.8% (163 crimes) against Quarter 1 last year and by 21.2% against the five year mean. This is compared to a decrease of 2.4% against last year noted during Quarter 4 2020/21. The increase in rapes during this quarter is partly due to a smaller number of reports being made during tight restrictions in 2020/21 however an 8.9% increase was noted against the same period during 2019/20.

The number of rapes reported during April 2021 fell compared to the peak noted in March and remained relatively consistent throughout the remainder of the quarter.

Increases in reported rapes are anticipated as restrictions continue to ease. We are yet to return to a time where no restrictions are in place and therefore it is assessed we will continue to see a rise in the number of recorded rapes as we move towards that stage.

Rape	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	260	367	+41.2%	300.4	+22.2%
Number of Non Recent Crimes	208	264	+26.9%	220.4	+19.8%
Proportion of Group 2 crime non-recent	44.4%	41.8%	-2.6% point	42.5%	-0.7% point

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

Overall, non-recent reporting of rape has increased by 26.9% (56 crimes) compared to last year, however the proportion has decreased by 2.6%. In general, non-recent reporting is similar to reporting levels recorded pre-pandemic with the exception of rape of a female over 16 years. Non-recent reporting of rape of a female over 16 years has noted a year on year increase and is the main driver for the increase in non-recent reporting compared to last year. The number of recent rapes increased by 41.2% (107 crimes) against last year and by 22.2% against the five year mean.

Previous analysis has suggested in the vast majority of reported rapes, the perpetrator was known to the victim. This will be further explored throughout the year.

Similar to Group 2 recent reporting, the majority of recent rapes were reported within seven days of them being committed. Recent rapes also showed an increase compared to the previous two years with rape of a female over 16 being the main driver.

Everyone's Invited

The Everyone's Invited movement was founded in June 2020 and is a safe place for survivors of rape and sexual crime to share their experiences anonymously. Everyone's Invited have received over 50,000 anonymous testimonies since March 2021. Details of the institutions involved where abuse has taken place, primarily educational settings, are provided by Everyone's Invited to highlight the issue of sexual assault across society.

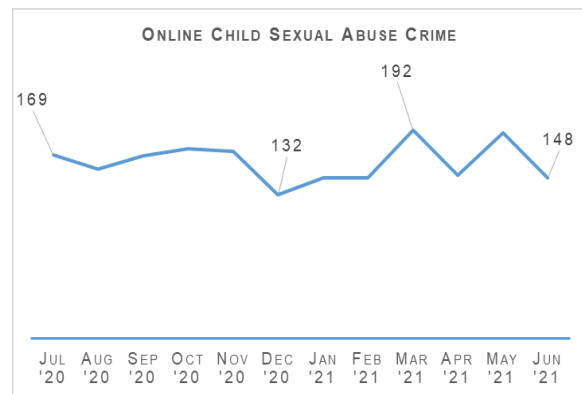
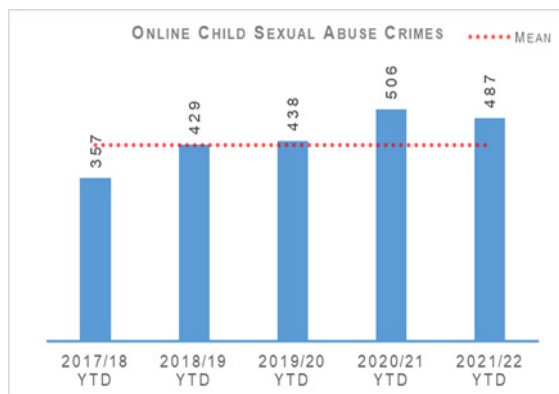
SCD Public Protection meet weekly with the Safer Communities team to discuss any emerging issues and to make sure that our campus officers across the country are aware of the current situation and provide information about how to report abuse to Police Scotland or seek support from a partner agency. We continue our engagement across the country at our schools and universities to increase our visibility.

Operation HYDRANT continues to assess the testimonies on the Everyone's Invited website and send weekly updates to every force in the UK. Currently for Scotland, Operation HYDRANT has reviewed 3,981 testimonials (24% of the total testimonials on website), 68 of which relate to Scotland. On the Everyone's Invited website there are 145 institutions mentioned by users which feature in reports of abuse in Scotland.

At the current time, the Scottish Child Abuse Inquiry (SCAI) have commenced their case study into abuse in boarding schools. Due to both the work of the SCAI and the Everyone's Invited movement, Police Scotland continue to receive reports of non-recent abuse at various schools across the country.

The following table represents a cross section of online child sexual abuse from data that is available. It should be noted that the significant majority of these offences are committed online, however some may also include an element of offline offending. A full breakdown of the types of offences included can be found further on in this section.

Child Sexual Abuse (online)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	506	487	-3.8%	428.8	+13.6%
Number of detections	301	346	+15.0%	285	+21.4%
Detection rate	59.5%	71.0%	+11.6% point	66.4%	+4.7% point



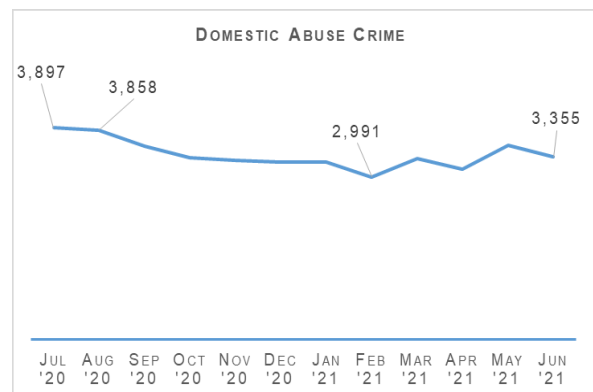
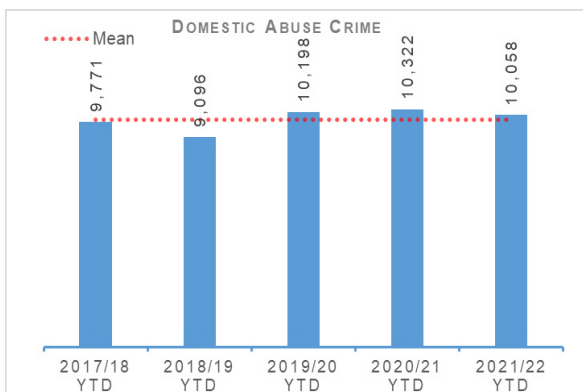
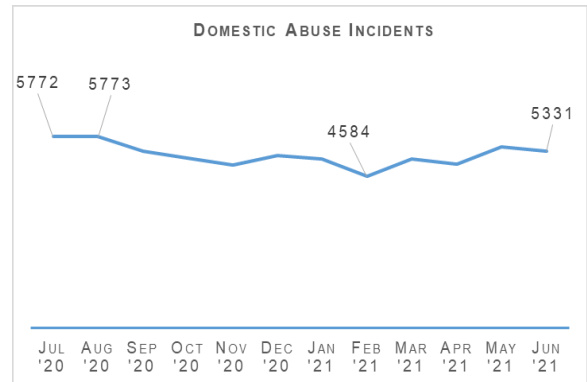
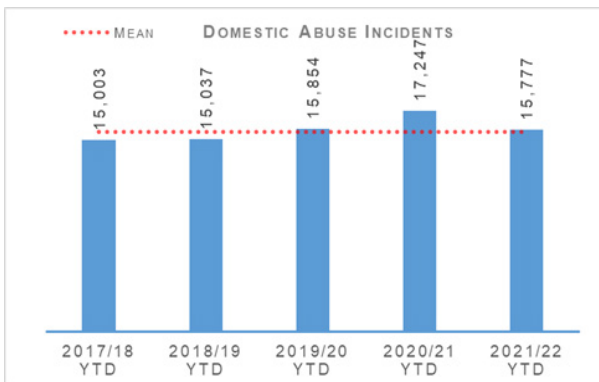
In Quarter 1, 487 child sexual abuse crimes were recorded, a decrease of 3.8% (19 fewer crimes) compared to last year and an increase of 13.6% on the five year mean. The number of crimes fell during April 2021 which was noted after a peak in the previous month. The number of crimes peaked again in May then returned to a similar reporting level noted in April during the month of June 2021.

The detection rate and detections of online CSA noted an increase compared to last year, up 11.6 percentage point and 15.0% (45 more detections) respectively. The reasons for the increase is unclear at present however due to the nature of these crimes it is believed police pro-activity in this area has caused an increase in detections.

	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Cause to be Present Sex Act/To Look at Sex Image -M&F (< 13)	105	107	+1.9%	74.2	+44.2%
Cause to be Present Sex Act/Look at Sex Image -M&F (13-15)	54	41	-24.1%	43.4	-5.5%
Communicate Indecently/ Cause see/hear Indec Comm - M&F (< 13)	107	101	-5.6%	73.0	+0.4%
Communicate Indecently/ Cause see/hear Indec Comm – M&F (13-15)	78	65	-16.7%	67.6	-3.8%
Grooming of children for the purposes of sexual offences	23	19	-17.4%	22.0	-13.6%
Taking, distribution, possession etc. of indecent photos of children (from Apr 2011)	139	154	+10.8%	148.6	+3.6%

Taking, distribution, possession etc. of indecent photos of children (from Apr 2011) again accounts for the largest proportion of child sexual abuse crimes (31.6%) and was the only crime within child sexual offences to increase (10.8%) during the quarter with the exception of Cause to be Present Sex Act/To Look at Sex Image - M&F (< 13) which increased by 1.9% against last year and also noted a significant increase compared to the five year mean (44.2%).

Domestic Abuse	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of incidents	17,247	15,777	-8.5%	15,608.8	+1.1%
Number of crimes	10,322	10,058	-2.6%	9,881.2	+1.8%
Number of detections	7,539	6,777	-10.1%	6,987.2	-3.0%
Detection rate	73.0%	67.4%	-5.7% point	70.5%	-3.1% point
Proportion of incidents resulting in a crime	42.5%	42.6%	+0.1% point	45.9%	+3.3% point
DASA (of female) – Number of crimes	358	374	+4.5%	n/a	n/a
DASA (of male) – Number of crimes	20	30	+50.0%	n/a	n/a



The number of domestic incidents decreased by 8.5% (1,470 less incidents) compared to last year however increased by 1.1% compared to the five year mean. Domestic crimes also noted a decrease, down by 2.6% (264 less crimes) compared to last year. Throughout Quarter 1, domestic crimes and incidents have, in general, shown a small gradual monthly increase.

During Quarter 1, one domestic murder occurred compared to three in the same period last year. Assault, threatening and abusive behaviour and bail offences continue to account for the largest proportion of domestic abuse crimes.

Disclosure Scheme for Domestic Abuse Scotland (DSDAS) applications have increased by 18.7% overall with a 8.5% increase in Power to Tell (PTT) applications and a 55.0% increase in Right to Ask (RTA) applications compared to the same period last year.

The majority of PTT applications have been submitted by police officers. This increase may be attributed to awareness raising of the DSDAS scheme across the organisation through our ongoing communications and training strategy.

Police Scotland continue to work closely with our partners on a national campaign with Scottish Government to reassure victims and those at risk, and to signpost them to help and support - including reporting to police. Regular meetings are held with NPCC colleagues, Scottish Government and Violence Against Women and Girls (VAWG) Victim Organisations to share information on any trends or issues and share guidance, good practice and research.

Police Scotland local policing divisions share positive messages and information via social media platforms about the availability and ongoing partner advocacy and support services, encouraging victim reporting.

DASA Impact

Introduced on 01 April 2019, the Domestic Abuse (Scotland) Act 2018 criminalised the coercive and controlling behaviours used by domestic abusers, creating a single offence which covers the full range of abusive behaviours, whether physical, psychological, financial or sexual. It allows for the broader circumstances of an abusive relationship to be reported under a single offence, provided there is a course of conduct.

Throughout the pandemic, Police Scotland have seen a consistent level of reporting and application of the legislation, with a greater understanding and awareness of the legislation evident through victim and partner interaction.

To date a total of 1,206 DASA crimes have been recorded, 1,137 crimes against females and 69 crimes against males. The DASA legislation has afforded our officers greater opportunity to tackle domestic abuse, which is reflected in the number of offences recorded under the legislation. In a recent survey, published by the domestic abuse charity SafeLives, the majority of officers responded that they have not encountered any barriers applying the new legislation, and the majority felt their awareness, knowledge and confidence had increased as a result of training delivered through the Domestic Abuse Matters (Scotland) training programme.

Human Trafficking

During Quarter 1 the number of crimes of slavery or forced labour increased from 18 in 2020/21 to 48 in 2021/22. An increase was also noted against the number of crimes reported in 2019/20 where 36 crimes were noted. The lower number reported in 2020/21 can be attributed to the lockdown restrictions in respect of the pandemic and the free movement and visibility of potential victims of trafficking (PVoT). We believe that part of the increase this year is down to the labour exploitation campaign which helped our officers, the public and businesses to be more informed. In addition, a number of labour exploitation investigations were run and on one occasion nine victims were identified in a single case.

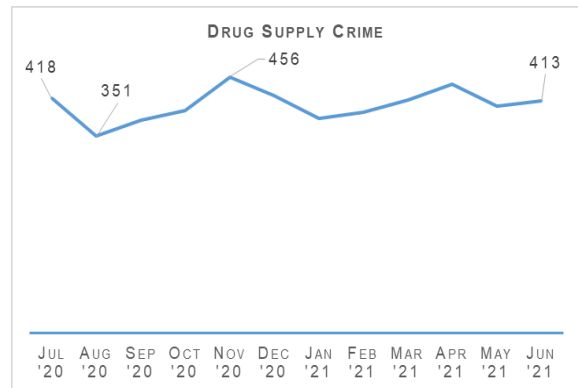
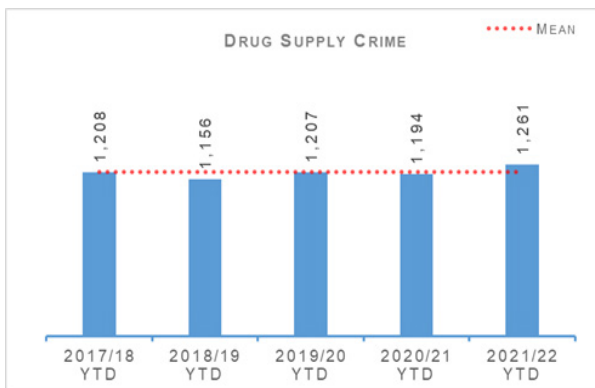
Labour Exploitation Campaign

The 'Break the Chain' media campaign launched on 31 March 2021 and ran for five weeks, highlighting modern slavery and its indicators. The campaign was launched through a webinar hosted by the Scottish Business Resilience Centre (SBRC) and featured speakers from the Modern Slavery Organised Crime Unit, Police Scotland, SBRC and the Scotland Against Modern Slavery Lead from Brightwork Recruitment. The campaign was also supported by a dedicated webpage where additional information was made available to the general public and has received positive comment from the Independent Antislavery Commissioner, elected members and Unseen, the charity which supports the Modern Slavery Helpline.

Police Scotland is currently in talks with other organisations who are keen to use our messaging from the 'Break the Chain' campaign.

Drugs Harm / Supply

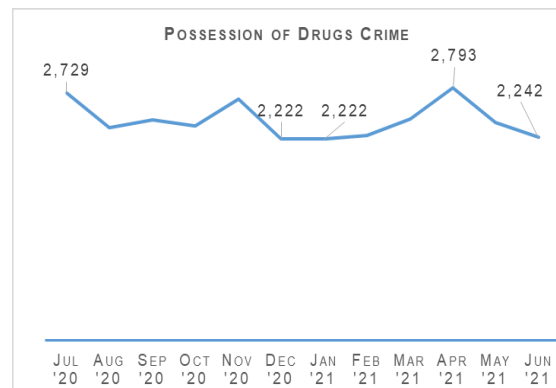
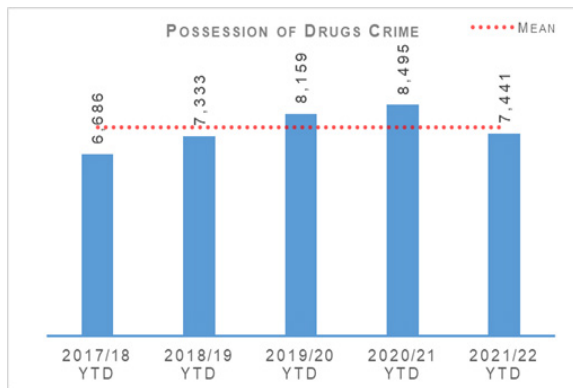
Total Drugs Supply	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	1,194	1,261	+5.6%	1,209.4	+4.3%
Number of detections	980	1,009	+3.0%	1,053.4	-4.2%
Detection rate	82.1%	80.0%	-2.1% point	87.1%	-7.1% point



Drugs supply crimes have increased by 5.6% compared to the same period last year and by 4.3% from the five year mean. Monthly drug supply crimes have fluctuated within a fairly narrow band over the last 12 months with two notably higher months in November and April.

Overall drugs supply crimes were slightly higher than the expected range during Quarter 1. The easing of restrictions over recent months has allowed criminals to travel and move more freely, at both a local and national level. This has seen drug transaction activity increase, with a consequent rise in enforcement activity.

Drugs Possession	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	8,495	7,441	-12.4%	7,666.4	-2.9%
Number of detections	6,906	6,682	-3.2%	6,905.2	-3.2%
Detection rate	81.3%	89.8%	+8.5% point	90.1%	-0.3% point



Drug possession crimes have decreased by 12.4% compared to the same period last year and by 2.9% compared to the five year mean. The comparable Quarter 1 period in 2020/21 corresponded to the first national lockdown and resulted in fewer people out on the streets.

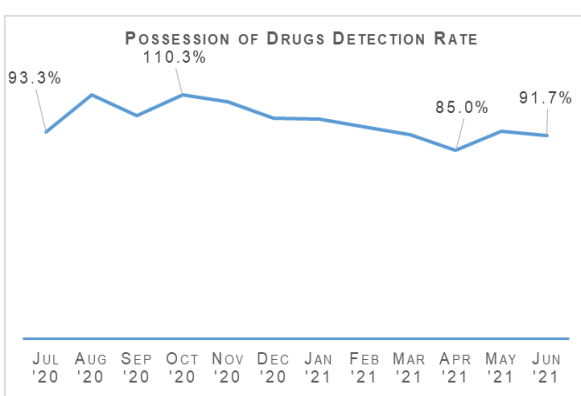
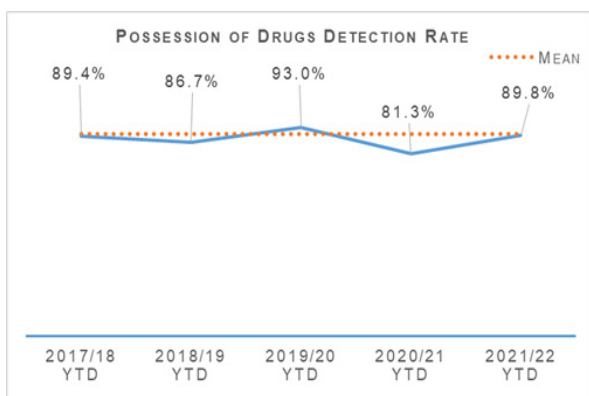
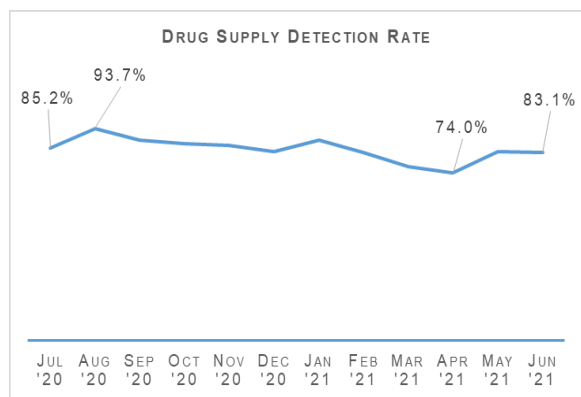
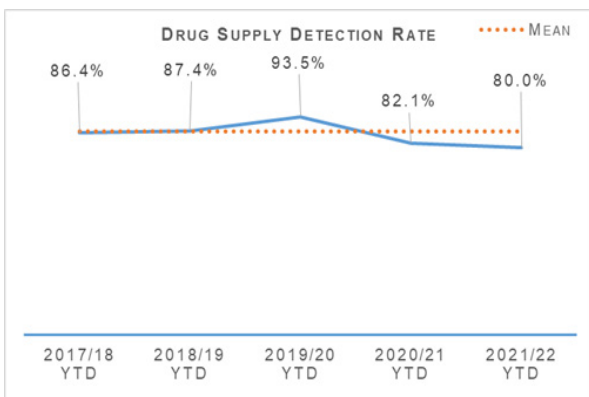
This assisted local patrols in identifying drug dealing activity and carrying out pro-active intervention, leading to a sharp increase in the number of possession charges. As such this year's Quarter 1 figures can be seen as a return to more expected levels.

Detection Rates

We detected more drug supply crimes in Quarter 1 compared to the same period last year, however this did not keep pace with the increase in drug crimes leading to a slightly lower detection rate compared to last year, down 2.1% and 7.1% lower than the five year mean.

The lowest recent monthly detection rate in April 2021 corresponds to the higher recorded crimes that month and it is expected that as these crimes are progressed detections rates would return to a more normal level.

The drugs possession detection rate has increased by 8.5% compared to the same period last year, however as with recorded drug possession crimes the comparable period in 2020/21 was heavily influenced by lockdown conditions. Against the five year mean detections rates are broadly unchanged.



Disruption Activity

Drug Harm and tackling Serious and Organised Crime remains a priority for Police Scotland and over recent months our officers have continued to work to severely disrupt the activities of organised criminals operating within Scotland.

Notable disruption activity during Quarter 1 includes:

- An operation in the West of Scotland resulted in a vehicle being stopped on the M74, a total of 70 kilos of Cocaine were seized from the vehicle. Further house searches resulted in an additional three kilos of Cocaine being seized. In total the estimated combined value is a minimum of £3.8m;
- A day of action in relation saw drug search warrants executed at addresses in the Peterhead area. Four males were arrested for being concerned in the production of a controlled drug. In total 33.5 kilos of cannabis and 716 cannabis plants of varying maturity were recovered with a potential street value of between £700,000 and £1.1m;
- An intelligence led investigation into the sale and supply of significant quantities of controlled drugs led to a Birmingham based male being stopped as he travelled M74 Southbound, where he was found in possession of £70,605. A further vehicle was stopped in Hamilton and a male was found in possession of a rucksack containing £128,130;
- In an Organised Crime Partnership operation into the movement of criminally obtained money, a vehicle was stopped travelling M74 Southbound. A search of the vehicle and occupants recovered a bag containing £65,000, resulting in both males being charged with Proceed of Crime offences. Further searches recovered over £350,000 in cash and £75,000 in Post Office receipts;
- Another money laundering operation led to four people, including the main principal, being searched in a vehicle and an address in Glasgow. A total of £250,000 in cash was recovered along with an electronic cash counting machine;
- Acting on intelligence that SOCG nominals had access to a firearm, executive action was taken on a motor vehicle in Paisley. Two nominals were arrested in possession of a Skorpion submachine gun and compatible ammunition.

Operation ERSO

A multi-agency taskforce has been established by Police Scotland. Under Operation ERSO the Drug Harm Tactical Taskforce will lead the national focus to enhance our understanding and examine the harm associated with the illegal consumption of synthetic drugs, particularly benzodiazepines, across Scotland. This will allow for continuous improvement in the investigation of Drug Related Deaths (DRDs), to include evidence capture, information sharing and collaboration across the Service to maximise intelligence development and operational opportunities.

The Drug Harm Tactical Taskforce consists of dedicated intelligence staff based within the National Intelligence Bureau. Since implementation, work has been ongoing to capture and evaluate the full circumstances of all DRDs, nationally, since the start of 2021. This involves collation and review of each death report submitted to COPF(S), review of productions including phones and other electronic devices, witness statements and capturing data in relation to illicit and controlled commodity recovered from the scene with a particular emphasis on benzodiazepines and synthetic drugs.

This allows for the identification of trends and patterns in DRDs and the identification of clusters within ward areas and key nominals of interest. This, in turn, facilitates more enhanced intelligence development and additional investigative opportunities than if DRDs are investigated in isolation.

The taskforce utilises the skills, knowledge and experience of a variety of specialists from Forensic Services and analysts, as well as specialist officers from Substance Harm Prevention, local policing divisions, STOP Unit, Intelligence and Serious Organised Crime Interventions, to ensure prevention tactics are aligned and delivered appropriately.

Current intelligence provides that there are numerous SOCGs involved in the manufacture, distribution and supply of Benzodiazepines within Scotland. Benzodiazepines being used by the Scotland based groups include Diazepam / Valium, Etizolam and Alprazolam (Xanax). We have also seen a rise in the number of groups manufacturing their own illicit tablets.

Since January 2020 a total of 18 Pill Presses have been recovered as a result of operational activity. The capacity of the machines allow for high volume production. The removal of these machines from operation will undoubtedly have a direct positive effect on communities of Scotland.

During the reporting period 2kg of Etizolam was intercepted by Border Force having been imported from China destined to addresses in Glasgow. Warrants were issued under the Customs and Excise Management Act which led to the recovery of blotting paper soaked in Etizolam and a printer and indentation machine used to produce individual tab of Etizolam similar to 'LSD Tabs'. It is almost certain that this was destined for distribution into the Scottish Prison Estates.

Drug Type Analysis

The Minute of Agreement (MoA) with Abertay and Robert Gordon Universities to support rapid analysis of seized drugs is now complete in principle. The process, which will be for intelligence purposes only, will allow a quick time turn-around in drug analysis and provide a current update on drug types, strengths and trends impacting on our communities across Scotland. This enhanced intelligence picture will provide greater focus on relevant substance harm prevention and enforcement activity. Final administrative checks are being completed prior to the process going live.

Drugs Related Deaths

Police Scotland works hard to fulfil its duty to ensure the safety and wellbeing of all our communities. In tackling many of the intertwined and complex problems faced by parts of the population, it is necessary to adopt a public health, whole system approach, which means working alongside multiple external agencies to address longstanding issues and improve the life chances of individuals we interact with frequently. Our focus in the area of drug related deaths is on identifying primary prevention and intervention opportunities, and working with partners to reduce the harm caused by substance abuse to individuals and communities.

These aims are forwarded through major internal and external forums such the Drug Strategy Board, the Drug Harm Prevention Group, and the multiagency Scottish Drugs Deaths Taskforce, whilst numerous other workstreams continue across the force and are detailed as follows.

Naloxone

The carrying of Naloxone – an emergency first aid reversal agent for opioid-related overdoses – by frontline officers as a Test of Change programme was approved in November 2020, to be rolled out in three testbed areas (Falkirk, Dundee City, and Glasgow East). The Test of Change is subject to a robust and independent evaluation phase, which began in May and will conclude in November 2021.

Training commenced in March 2021 and is now near completion, with only a small number of officers still to receive their inputs. In addition to the initial areas training has now also been rolled out to the Community Policing Teams and Alcohol and Violence Reduction Unit in Stirling, as well as Caithness officers based in Wick and Thurso, with further training planned for police custody officers in the testbed areas. To date, 764 officers overall have been trained, of which 615 (80%) subsequently volunteered to take part.

Drugs Related Deaths Impact

During the Test of Change so far, Naloxone has been administered to unconscious and unresponsive persons at 23 police incidents, representing a total of 37 doses used by 24 officers. The types of incidents in which Naloxone has been administered have varied, from attending a call relating to unconscious individuals to officers on patrol being stopped by members of the public to raise concern for a person, and have taken place across police property, private dwellings and public space.

In a number of these incidents, the individual involved was judged to have been in a life-threatening situation, however following the intervention of an officer and administering of Naloxone, they received sufficient medical care to make a full recovery. To date there have been no issues raised by either police officers administering, persons receiving, or persons witnessing the administration of Naloxone.

Pathfinders

Elsewhere, the Criminal Justice and the Law Sub-Group of the Scottish Drug Deaths Taskforce secured funding for a Pathfinder pilot in the Inverness area. This pilot involves a police referral process, at the initial point of contact, for individuals subject of S5(2) drug possession charges (or, if an addiction associated vulnerability exists for an individual, those who would benefit from a referral). This is not exclusive to persons taken into police custody and extends to those dealt with at scene.

The project aims to reduce drug related criminality, harm and deaths in Scotland through early intervention and engaging numerous relevant agencies. Referrals will be made to local peer mentor / Navigators (Medics Against Violence), who will triage and offer ongoing support through the criminal justice pathway and sign-post to relevant services.

Information regarding that person's engagement / progress will be shared by Pathfinders with the Crown Office and Procurator Fiscal Service (COPFS), ensuring that any subsequent case disposal decision by COPFS is fully informed.

The project, which has been funded for two years, went live on 05 July 2021 and following joint patrols between police and navigators a number of persons have been referred to the relevant support agencies.

Probationer Training

Initial discussions have taken place between the Substance Harm Prevention Team and the Scottish Police College with a view to enhancing current probationer training on substance abuse and misuse of drugs offences.

These inputs will be delivered in partnership with the Scottish Drugs Forum, the Scottish Recovery Consortium, Scottish Families Affected by Drugs and the Crown Office and Procurator Fiscal Services.

The focus of delivery will be to raise officer awareness on the public health approach to justice, the benefits of prevention and early intervention, addressing stigma, the impact of drug related deaths, and support services available.

Public Wellbeing

During Quarter 1, there were a total of 381,368 incidents reported to Police Scotland by members of the public, a fall of 4.3% (17,114 fewer incidents) from the same period last year. The following table displays key incident types during Quarter 1 compared with the same period last year:

Incident Demand	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Concern for Persons Incidents	36,521	36,695	+0.5%	n/a	n/a
Public nuisance	61,188	31,964	-47.8%	n/a	n/a
Neighbour dispute	9,413	7,473	-20.6%	n/a	n/a
Noise Complaints	18,632	13,856	-25.6%	n/a	n/a

Missing Persons

Missing Persons	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of missing persons investigations	2,977	4,378	+47.1%	n/a	n/a
Number of people who have gone missing previously	871	1,098	+26.1%	n/a	n/a
Percentage of people who have gone missing previously	41.0%	36.1%	-4.9% point	n/a	n/a
Median length of time missing (hrs)	7.5	7.4	n/a	n/a	n/a
Total number of missing persons from NHS, YPU and Foster Care	921	1,427	+54.9%	n/a	n/a
Percentage of overall missing persons that go missing from NHS, YPU and Foster Care	30.9%	32.6%	+1.7% point	n/a	n/a
Number of missing people incidents (Code 25)	7,952	10,459	+31.5%	n/a	n/a

The number of missing persons investigations has risen by 47.1% compared to the same period last year. As noted previously, factors associated with COVID-19 such as the lockdown restrictions and the closure of schools, workplaces, and the night-time economy appear to have impacted on the number of missing persons being disproportionately lower last year. Indeed when you compare the same period in the last unrestricted year (2019) then reports have only increased 8.5% (343 more this year).

Of those missing persons investigations, 16.4% were graded as high risk (717) in Quarter 1, whereas in 2019 only 11.0% were graded as high risk (442).

The increase in high risk missing persons can partly be attributed to there being a higher volume of missing persons with mental health or dementia markers this year compared to 2019. This may be partly due to more accurate recording with the introduction of National Missing Persons Application (NMPA) in April 2019, however there does seem to be a trend for more missing people to be assessed as High Risk as we exit lockdown period(s).

Health and Social care for those with Mental Health conditions has seen a reduction in face to face contact during the pandemic which may also be a contributing factor.

	2019	2021	Volume Change	% Change
Mental Health	1,280	1,478	+198	+15.5%
Dementia	83	142	+59	+71.1%

The proportion of repeat missing persons has decreased this year compared to last (-4.9%). This is because during the pandemic there was less of a decrease in repeat missing persons than in one time missing persons. The data suggests that 75.5% of repeat missing persons are either cared for adult, looked after children, wanted / absconder or child. Individuals in these demographics are less likely to be aware or less deterred by rule changes to change their behavioural habits thus a

greater proportion of all missing people last year were from these demographics.

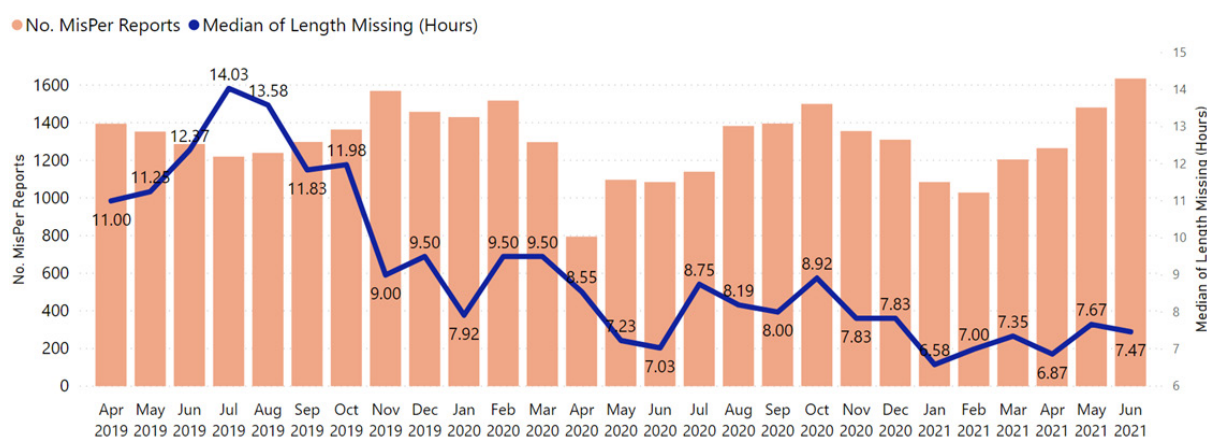
While numerically the number of people missing from Young Persons Units, NHS and Foster care has increased in comparison to last year, when this is considered proportionately there has only been a slight increase of 1.7% and when compared to 2019 the proportion has actually decreased by 2.6%.

Key Insight

The average (median) length of time missing has fallen from 10.9 hours in 2019 to 7.4 hours in 2021. There appear to be a number of factors to why this is. NMPA was introduced in April 2019 as an investigative database and not a recording system, therefore officers have better information at hand to make solid investigative decisions and action officers appropriately to trace repeated Missing

Persons quickly and more effectively. This may also be impacted positively by the use of the Contact Assessment Model (CAM) to more appropriately risk assess missing persons and deploy resources in a fully intelligence led manner.

This reduction in average length of time missing has been sustained, even following recent and significant increases in the number of investigations.



Not at Home

The 'Looked after & Accommodated Children Who Go Missing from Residential & Foster Care in Scotland' policy or, as it is commonly called, 'Not at Home', details the distinct roles and responsibilities that will inform how resources respond to help locate a child and to prevent further missing episodes. The guidance asks that decisions are based on clear and recorded assessments and that these are shared by the parties involved.

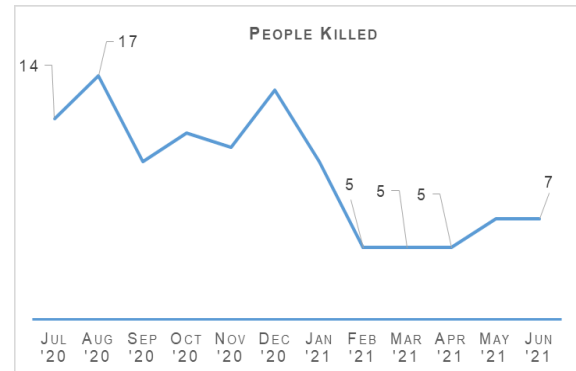
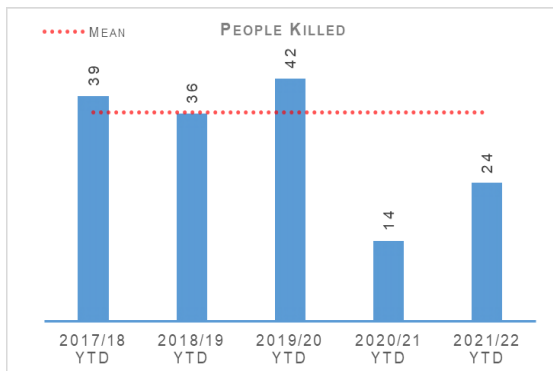
The policy is to be used by Local Authorities and care providers in cases where there are grounds to believe that the child's current circumstances involves no apparent risk, or the level of risk is a tolerable and not meeting the threshold for a police-led missing person investigation. In these types of circumstances it is permissible to have a single-agency response and there is no need for the police to be contacted.

Not at Home Impact

Renfrewshire and Inverclyde Division implemented the policy on 01 June 2021. As of 23 June 2021, the care providers have recorded 44 instances where the 'Not at Home' policy has been used and only two instances where it was eventually escalated to police action, demonstrating the effectiveness of this policy in reducing police involvement in missing persons incidents better dealt with by care establishments.

Road Safety

Road Casualties	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
People Killed	14	24	+71.4%	36.2	-33.7%
People Seriously Injured	301	291	-3.3%	400.8	-27.4%
Children (aged <16) Killed	1	2	+100.0%	1.2	+66.7%
Children (aged <16) Seriously Injured	24	28	+16.7%	34.6	-19.1%



The above data shows an increase of ten fatal collisions when compared to the same period last year. However the greatly reduced figures in 2020/21 are directly related to two national lockdown periods and associated restrictions where traffic declined significantly. It is estimated that motor traffic volume in 2020 fell by 23% from 2019, resulting in a reduction in overall collisions including fatal collisions. Against the five year mean the number of people killed on Scotland's roads has fallen by 33.7%, whilst the number of those seriously injured has fallen by 27.4%.

Transport Scotland has published initial key road casualties figures showing the progress made against the Road Safety Framework targets that ran from 2010 to 2020. Whilst final figures will not be published until October 2021, provisional data suggests that all five targets have been met as illustrated in the following table:

Scottish Road Safety Targets 2010 – 2020	Target Reduction	Actual Reduction
People Killed	-40%	-51%
People Seriously Injured	-55%	-68%
Children (aged <16) Killed	-50%	-76%
Children (aged <16) Seriously Injured	-65%	-77%
Slight injury	-10%	-68%

A new Road Safety Framework with interim targets to 2030 has been published, which looks for reductions of 50% to 60% in people / children killed or seriously injured on Scotland’s roads from a 2014/18 baseline.

Operation LITE 2 ceased on 26 April 2021 following the easing of national lockdown restrictions. As a result of this operation, officers from Road Policing stopped 33,519 vehicles, issued 491 warnings, and 66 Fixed Penalties for COVID-19 travel restriction offences.

As national lockdown restrictions eased, most local authority areas entered Level 1 or 2 of the Tier system, with the exception of Island communities. As a consequence, traffic levels have risen sharply and are now deemed to be at pre COVID-19 levels. This sharp rise in traffic, coupled with uncertainty surrounding international travel restrictions, has resulted in ‘staycations’ gaining popularity, and has had a direct impact on fatal / serious collisions in the reporting period. This is also compounded by schools concluding for the summer holiday period, resulting in an increase in traffic around local beauty spots.

Road Policing continue to work closely with the Visitor Management Strategy Group and Transport Scotland, ensuring that emerging traffic levels and trends are monitored in real time, affording an appropriate response. Local Road Police Inspectors through the Prevention, Regulation and Reassurance sub-group support local policing colleagues with traffic-related issues.

Safety Cameras Scotland’s Staycation Campaign launched on 01 June 2021 and is supported by Road Policing. The campaign highlights summer driving hazards such as the presence of more vulnerable road users, whilst also emphasising the penalties of driving above the speed limit, to influence driver behaviour and encourage everyone to ‘stay within the speed limits this staycation’.

Safety Camera Scotland will also deploy an advertising van (iVan). This vehicle has the capability to display digital messages on the side, like a mobile advertising board. The iVan will be deployed on popular tourist routes, delivering key campaign messaging where traditional methods would have a limited reach. In addition to this, poster and digital media messaging has been circulated around tourist information centres and placed on the back of food menus ensuring a wide audience is reached.

Group 7 Offences

During the first quarter of 2020/21 there was a significant rise in a number of Group 7 offences compared to the prior period (no insurance, no licence, disqualified driving), which highlights the continuance of criminals utilising the road network during periods of lockdown. This was particularly apparent during the first national lockdown period in 2020 which resulted in them being more visible through a reduction in 'normal' traffic, leading to improved detection rates by officers.

As a comparison, the fall in other Group 7 offences such as speeding, seat belts, failing to possess a MOT, and use of mobile phones was a direct correlation of the reduction in 'normal' traffic levels.

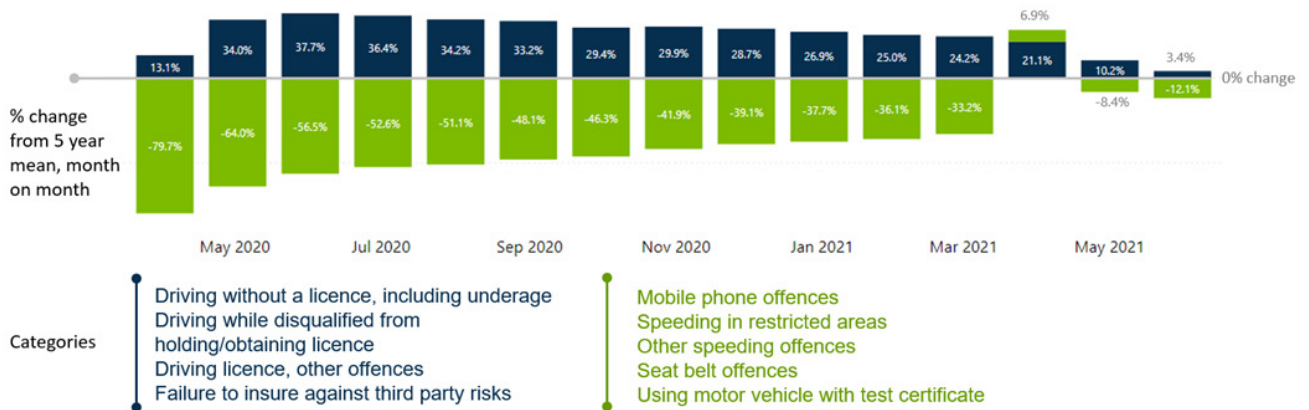
In the first quarter of 2021/22 we have seen a reversal of these two sets of figures as traffic volumes have started to return to more usual levels. As all restrictions are due to be eased in the coming months, it is fully anticipated that Group 7 offences will return to expected levels as the year progresses.

Whilst the focus of reducing those killed and seriously injured on Scotland's roads remains a priority, officers continue to work collaboratively across divisions, targeting those using our roads network for the purpose of criminality.

As previously reported, Section 5a Road Traffic Act 1988, drug driving legislation continues to be a successful road safety tool, with a high number of offences recorded across the country. Forensics Services, COPFS and Police Scotland work collaboratively to improve the overall Sec 5A process on an ongoing basis. However, capacity issues persist within Forensics Services, with a significant backlog in the testing of samples. This backlog accounts for the difference in recorded and detected figures for drug driving offences.

Key Insight

Certain road offences (blue) rose throughout the pandemic, due to fewer legitimate drivers on the roads allowing for more targeted, proactive policing activity. Conversely, other road offences (green) fell in line with the reduction in traffic numbers and have recently begun to return to historic levels as the roads return to normal service.



Road Policing Campaign Updates

Working in conjunction with partners and Corporate Communications, the Road Safety campaigns calendar and multi-agency days of action continue to be delivered in line with current COVID-19 guidance. As we work through the campaign calendar, data will be collated by NPCC, enabling benchmarking in the future.

Road Policing consistently support local policing colleagues in rural and island communities nationally to ensure equitable access to specialist resources. Within the reporting period, officers from North Command have deployed to the Shetland Islands for Operation Close Pass, whilst officers in West Command carried out speeding days of action on the Isle of Arran.

Operation Close Pass Day of Action – Wednesday 14 April 2021

The National Operation Close Pass Day of Action took place on Wednesday 14 April 2021, addressing cycle safety. Plain clothes officers on pedal cycles with bike-mounted cameras advise colleagues when they are passed too closely by drivers who are then pulled over and given advice and any offences dealt with.

With cycling during the COVID-19 pandemic having risen significantly, for both commuting and leisure purposes, road policing officers from across Scotland participated in the day of action supported by both Cycling UK and Cycling Scotland. Corporate Communications and Road Policing social media users elevated the profile of the campaign during the run up to and on the day itself.

On the day, road policing, working in partnership with community officers, issued 52 warnings to drivers. One driver was reported for careless driving and several non-campaign related road traffic offences were detected.

Give Cycle Space annual campaign

During the reporting period, road policing officers supported Cycling Scotland's "Give Cycle Space Campaign", with 12 Operation Close Pass deployments nationally. This provided an excellent opportunity to educate and remind drivers about giving more space to people cycling. As a result, road policing officers issued 41 warnings and detected 14 offences by way of conditional offer / report. This campaign attracted positive media attention with coverage on STV national news.

Global Road Safety Week – 17 – 23 May 2021

The 6th United Nations Global Road Safety Week between 17 and 23 May 2021, provided an opportunity for road policing area commanders to focus on specific road safety issues pertinent to their local area. Social media was used to highlight this campaign and promote the Global Road Safety message. During the week every opportunity was taken to engage and educate in the delivery of key road safety messages and appropriate enforcement. A total of 2,920 vehicles were stopped during the week long campaign, with 2,106 offences detected.

Motorcycle Campaign – Periods of Activity 17 – 23 May, 28 – 30 May 2021

The pandemic has also resulted in an increase in the popularity and sales of motorcycles. According to the Motorcycle Industry Association (MCIA), the sales and registrations of powered two-wheelers recorded a strong performance in 2020 despite the disruption caused by COVID-19. The MCIA noted that training schools had also reported 'record levels of first-time riders' undertaking their compulsory basic training course to be able to ride commuter-friendly 125cc motorcycles and scooters.

The annual National Motorcycle Safety Campaign began on Monday 05 April 2021 and runs through the spring and summer, concluding on 30 September 2021. A shift from traditional dedicated weekends of action to "periods of activity" allows each road policing area commander flexibility to direct activity based on numerous factors such as local events, periods of good weather, and received intelligence.

From the 17 to 23 May 2021, Highlands & Islands Division road policing officers directed activity in anticipation of increasing numbers of vehicles on the popular North Coast 500 route. Patrols between the A835 Inverness and Ullapool resulted in 48 motorcycles stopped with eight offences detected.

Over the weekend of the 28 to 30 May 2021, officers from Ayrshire Division road policing unit carried out activity, in partnership with officers from both Dumfries & Galloway and Greater Glasgow Divisions, to ensure that routes known to be popular with the motorcycling fraternity, were covered in their entirety. Sections of the A713, A76, M77, A71 and A78 were targeted. A total of 17 motorcycles were stopped with 11 offences detected, ranging from speeding to construction and use offences.

National Seatbelt Campaign – 24 May – 13 June 2021

A Road Policing Seat Belt campaign ran between Monday 24 May and Sunday 13 June 2021. Focussing on reducing the number of casualties resulting from road collisions and creating a positive impact on driver behaviour, the campaign was supported by Road Safety Scotland in conjunction with the Good Egg Safety charity who gave advice and guidance on the fitting of child seats and restraints.

The campaign was further augmented by a media campaign highlighting the risks associated with failing to wear a seat belt.

During the campaign officers detected 154 seat belt offences. In partnership with the Good Egg Charity, officers carried out 214 child seat checks. 134 (63%) of these checks found that the child seat / restraint was incorrectly fitted. 40 (19%) were found to have major faults and 11 (5%) were found to be incompatible with the vehicle.

Stop and Search

Stop Search	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Stop Search Compliance Rate (%)	99.3%	99.2%	-0.1% point

There were 9,743 stop and search records raised during the quarter, a decrease of 18.1% compared to the previous year. All records are reviewed by line managers and thereafter quality control checked by the National Stop and Search Unit to ensure their compliance with the Stop and Search Code of Practice which was introduced in May 2017.

Of the stop and searches submitted during the quarter, 8,636 were deemed compliant and recorded correctly on the stop and search database. A further 1,026 were compliant with the code of practice but required amendment to their details to ensure they were appropriately recorded.

81 records were deemed as not recordable under the code of practice or recorded in error and deleted from the database. Typical reasons for deletion include where a person is searched after being arrested, as a result of a duplicate record or where no physical search of a person has actually taken place.

While the overall compliance rate for stop and searches was lower than last year (0.1% point), compliance with the code of practice remains very high and continues to be monitored diligently.

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

The total number of calls to Police Scotland increased by 2,286 (from 664,221 to 666,507). This is an increase of 0.3% compared to last year. As shown in the table on the next page there has been an increase of 22.9% for 999 calls received, however, the volume of 101 calls received is showing a decrease of 5.8%, both being compared to the same period last year. Of the calls received, 39.6% did not result in an incident or crime being raised. The total number of incidents has decreased by 14,955 (from 400,885 to 385,930) compared to the same period last year.

The handling of 999 calls remains our highest priority. Between 01 April and 30 June 2021, our service centres managed to maintain an average speed of six seconds for answering 999 calls, 1 second less than the same period last year. The average call answer time for 101 calls has increased by 1 minute 28 seconds compared to the same period last year, this has been highlighted as a challenge for the division and measures are being put in place to alleviate this.

Calls from other emergency services and alarm activations, which come via alarm receiving centres who monitor alarms on behalf of companies / individuals, are answered before any lower level non-emergency calls. Throughout the same period, calls of this nature have continued to be answered, on average, within 13 seconds.

The recent increase to 101 call wait times are as a result of various impacting factors which include, but are not limited to the following: covid-19 related absence within C3 Division; reduced capacity for personnel due to physical distancing; and restrictions reducing partner agency capacity throughout the pandemic. There has been a significant increase in calls during the summer demand period. This year the country has seen a significant rise in 'staycation' holidays due to the inability of the Scottish public to travel abroad. This increase in tourism has brought about an increase in policing issues particularly within rural and popular holiday and beauty spots.

Call Handling		2020/21 YTD	2021/22 YTD	Change from Previous Year
Total Number of 999 calls		141,960	174,531	+22.9%
Total Number of 101 calls		522,261	491,976	-5.8%
Average call answer time	999 Calls	7 seconds	6 seconds	-1 second
	101 Calls	1 min 57 seconds	3 mins 25 seconds	+1 min 28 seconds
Number of 999 / 101 calls that do not result in an incident / crime		263,329	280,577	+17,248
Percentage of 999 / 101 calls that do not result in an incident / crime		39.6%	42.0%	+2.4% point

Incident Demand			2020/21 YTD	2021/22 YTD	% Change from Previous Year
Incident Demand – Total Number of incidents raised			400,885	385,930	-3.7%
Number of incidents by response type *	Immediate		50,238	44,504	-11.4%
	Prompt		179,896	171,256	-4.8%
	Standard	Local Policing Appointment	6,144	22,122	+260.1%
		Direct Crime Recording	4,805	18,482	+284.6%
		Resolution Team Involvement	2,528	6,051	+139.4%
Other Resolution		114,435	113,254	-1.0%	
Incident Demand - % of incidents which lead to a crime			24.8%	26.0%	+1.2% point
Incident Demand - % of incidents requiring police response			97.0%	97.0%	-
Partner Demand – Total number of external force request incidents			522	683	+30.8%

Note: A small percentage of incidents are still being categorised under the old grading and are therefore not included in the above figures.

During the reporting period 46,655 standard incidents were recorded in total, this is up 246.2% (33,178 incidents) from the same period last year. The new process, involving the allocation of LPA, DCR and RT involvement to standard incidents, has now been fully integrated into daily business leading to this significant increase. During the reporting period the most common crime types recorded for standard incidents are theft, road traffic collisions, assist member of the public and damage.

Looking at incident demand for the reporting period compared to the previous year, the percentage of incidents which lead to a crime report being raised and that require police attendance are consistent. Due to the process changes a comparison against the five year mean is not available. Demand from partners, for external force request incidents, has risen 30.8% (161 incidents) compared to the same period last year.

C3 Division Demand

In addition to the call numbers above there have been over 76,000 additional public contacts dealt with by Contact, Command and Control (C3) Division during the reporting period. C3 Division does not only deal with incoming calls from the public. Service advisors also deal with incoming calls from other partner agencies and alarm calls. There have been over 30,000 of these types of calls for this reporting period, including an increase of 25.2% (4,086 calls) in Emergency Service Partner calls.

“Contact Us” emails and online reports, for some crime types, can be completed online. Each one of these reports is assessed by a service advisor using the Threat Harm Risk Investigation Vulnerability and Engagement (THRIVE) model. The service advisors then also had to take into account COVID-19 restriction considerations, to decide what resolution is required for each report. Over 30,000 “Contact Us” emails and 2,700 online reports have been submitted since 01 April 2021. This represents an increase of 7.9% on last year.

In December 2020 the section on the website to report possible COVID-19 restriction breaches online went live. During this reporting period, there were 8,120 online forms completed reporting restriction breaches, adding to the demand on the service centre. These are assessed by a service advisor in the same way as normal online reports.

Overall, additional public contacts rose 34% from 2020/21.

Modernised Contact and Engagement

Police Scotland has established a Modernised Contact and Engagement Programme of change projects focusing on improving the way it engages and communicates with the public to maximise opportunities presented by new, enabling communications technologies in combination with improvements in practice and procedures.

Part of this Programme is the development of the new Contact, Engagement and Resolution Project (CERP), designed to build on the Contact Assessment Model to improve further the service for the public calling Police Scotland.

This project will also continue the delivery of the Mental Health Pathway, as well as explore other 'pathway' options to work collaboratively with partner agencies to get the most appropriate services to the public. CERP is still at the development stage and a full business case is anticipated to be completed in the coming months.

Mental Health Pathway

The Mental Health Pathway (MHP) is a collaboration between NHS 24, the Scottish Ambulance Service and Police Scotland, supporting members of the public suffering from mental health issues calling Police Scotland to be referred directly to NHS 24 in appropriate circumstances, ensuring they receive the best support at the earliest opportunity.

An initial evaluation of the MHP has been completed and presented to the SPA Board, with over 1,000 referrals made in the first six months, 93% of which were resolved entirely through NHS 24, needing no further emergency intervention. This is a significant improvement in outcome for those members of the public, getting direct access to the service they needed.

To enhance this work, the intention is to co-locate Mental Health Nurse Practitioners into the Police Scotland Control Room. The aim is to enhance the MHP referral process by bringing in professional expertise to support decision making and interagency collaboration at the time of need.

In addition, this development will give operational officers dealing with distressed people immediate access to professional support and advice at the time to get the best outcome for each person.

Recruitment is ongoing for these new Mental Health Nurse Practitioners, the first of whom are anticipated to start with Police Scotland in August 2021. Evaluation and learning will commence immediately thereafter, to support both NHS 24 and Police Scotland learn from this development and maximise their impact for the public.

Complaints

C3 Complaint Allegations	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Complaint Allegations received relative to C3 – on duty	89	60	-32.6%
Complaint Allegations received relative to C3 – Quality of Service	47	31	-34.0%
Total Allegations closed - relative to C3	118	74	-37.3%
Percentage of total Allegations closed which were upheld – relative to C3	14.4%	1.4%	-13.0% point

Complaints against C3 Division have decreased by 29.9% in the year to date, with a total of 75 received during this period. Decreases are visible across all Command areas: North (-75%, 5 cases in total), East (-22.9%, 27 cases in total) and West (-17.3%, 43 cases in total).

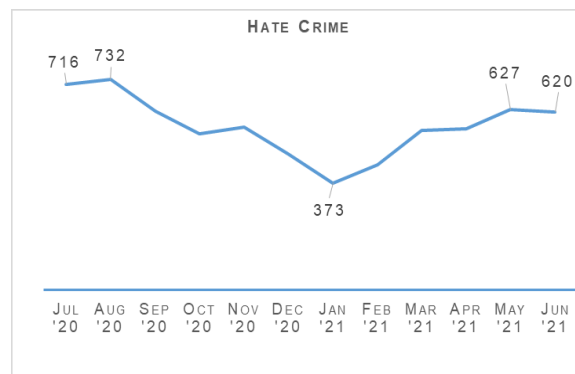
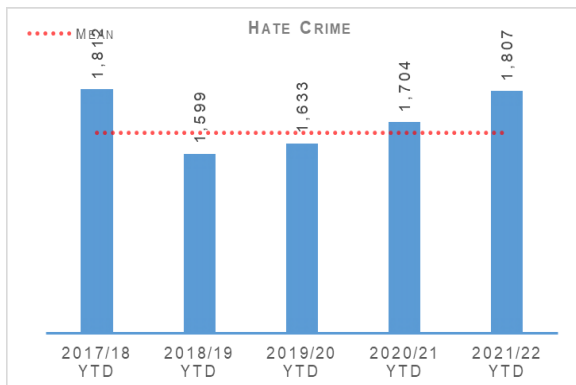
Incivility continues to be the most common allegation type, with 46 received during the year to date. This accounts for 50.5% of all allegations received within this period. However, the volume of incivility allegations YTD represents a 9.8% decrease from the comparable period in 2020/21.

Consistent with the corresponding decrease in complaint cases, decreases are visible across almost all allegation categories. The only exception was a low volume increase in Discriminatory Behaviour, with two allegations received YTD (one more than PYTD).

In total, 61.3% of complaint cases received year to date for C3 Division were Frontline Resolved by the PSD National Complaints and Resolution Unit (NCARU). This demonstrates that most complaints against C3 Division during this period have been non-criminal and non-serious in nature, with a majority resolved through simple explanation, apology or assurance.

Hate Crime – Equality Outcome 1

Hate Crime	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Hate Crime - number of incidents	1,804	2,028	+12.4%	1,707.8	+18.7%
Hate Crime - number of crimes	1,704	1,807	+6.0%	1,669.4	+8.2%
Hate Crime - detection rate	72.0%	62.4%	-9.6% point	70.4%	-8.0% point
Hate Crime - detections	1,227	1,128	-8.1%	1,196.4	-5.7%



Hate crimes have increased by 6.0% compared to the same period last year (103 more) and are 8.2% above the five year mean (137 more). Although crimes have not reached the peaks of last July and August there has been a steady increase in crimes from January onwards. Hate crimes across all individual aggravators (race, religion, disability, sexual orientation, and transgender) have increased. Numerous factors in Quarter 1 have contributed to an increase in community tensions (for example, COVID-19 restrictions, an escalation in the Israel / Palestine conflict, football fans disorder, and the Scottish elections) which may have given rise to the increases observed.

As noted last year, a number of hate crimes were a direct result of perpetrators being asked to comply with COVID-19 restrictions (wearing a mask in shop, providing contact details, etc.). It is likely this trend will continue as restrictions are relaxed.

Police Scotland continues to actively encourage the reporting of disability hate crime, as we have done throughout the COVID-19 pandemic. Consultations with partner organisations last year illustrated that many disabled people have felt disproportionately affected by restrictions and guidelines associated with COVID-19. An increase in disability hate crime may be a reflection of this work.

Aggravator	2020/21	2021/22	% increase	% of Total Hate Crimes (2021/22)
Race	1,050	1,077	+2.6%	59.6%
Religion	111	114	+2.7%	6.3%
Race & Religion	24	21	-12.5%	1.2%
Multiple aggravators including Race & Religion	38	59	+55.3%	3.3%
Disability	81	110	+35.8%	6.1%
Sexual Orientation	359	385	+7.2%	21.3%
Transgender	21	26	+23.8%	1.4%
Multiple aggravators excluding Race & Religion	20	15	-25.0%	0.8%
Total	1,704	1,807	+6.0%	100.0%

HMICS Thematic Inspection of Hate Crime

On 03 June 2021 HMICS published their Thematic Inspection of Hate Crime Report, making 15 recommendations, 14 of which pertain to Police Scotland. When exploring the HMICS recommendations it was noted that work was already underway to address areas which had not been progressed due to limitations experienced through the COVID-19 pandemic. Several of the recommendations cover a number of business areas and improvement actions are likely to impact multiple interdependencies.

To support the delivery of said recommendations, a Strategic Oversight Group has been formed to specifically focus on and develop the existing Police Scotland service delivery, relative to Hate Crime. This group has met and actions are being progressed.

The activities and outcomes of this group are to deliver:

- The appropriate tasking and delivery of all actions associated with the action plan in response to HMICS' recommendations;
- Corporacy and consistency of organisational approach concerning Hate Crimes;
- Introduction of streamlined structure and governance model;
- Improved trust and confidence of Hate Crime victims in Scotland;
- Effective engagement with local communities and local stakeholders;
- Improved organisational effectiveness;
- Promotion of the values of Police Scotland.

The remit of the group is as follows:

- Review the profile of Hate Crime in strategies and plans, considering if it should be defined as a standalone strategic priority;
- Consider the creation of national Hate Crime Unit and develop an optimised operational response to Hate Crime;
- Ensure the national policy direction for Hate Crime links up with local service delivery;
- Review the training needs for Hate Crime training, specific to officer / staff roles;
- Engage with Scottish Government to consider the ownership and delivery of Third Party Reporting Centres;
- Review current practice, design and implement national process and governance structure to respond to Hate Crime;
- Any other identified activity, which would assist in meeting of the recommendations set out by HMICS;
- Strengthen Police Scotland's response and capability in respect of hate crime and community confidence.

PPCW Division will have oversight of the improvement actions required to address all the recommendations, and will report updates to the Equality, Diversity, Inclusion, & Human Rights Strategic Oversight Board.

A working group will be established to implement and drive the necessary improvements. This will consist of SPOCs from the same business areas as the strategic group, and who will also

be responsible for the development of a stakeholder/engagement plan. It is envisaged that this group will be chaired by PPCW Chief Superintendent.

A draft action plan will be presented at the Local Policing Management Board on 04 August, and will thereafter to Senior Leadership Board (SLB) on 11 August for endorsement. This will be presented through SPA governance in due course.

Hate Crime and Public Order Bill

The Hate Crime and Public Order Bill is not expected to commence until 2022. It presents some IT complexities around the recording data of aggravators and disaggregated data. Police Scotland are working with the Scottish Government and Criminal Justice partners to overcome these and allow all partners to comply with the requirements of the bill. It is anticipated that additional training will be required for officers and staff.

Truth to Power Sessions – Equality Outcome 3

A series of 'Talk Truth to Power' sessions have taken place with Diversity Staff Association and their Executive Sponsors. In those session members are invited to openly discuss their personal experiences in a safe space and to express what action they feel could support the organisation in creating a more inclusive culture.

The sessions have generated honest and impactful engagement, with the testimony of experiences shaping Diversity Action Plans across the protected characteristics.

The approach is to listen first and act second, in order to understand the experiences of people who are facing barriers in the organisation and to develop plans setting out specific actions Police Scotland will take to address concerns and deliver its' inclusion agenda. Fundamentally, the Action Plans support the goals set out with the People strategy and Equality, Diversity and Inclusion (Employment) Framework.

The BME Action Plan was approved at Strategic Leadership Board (SLB) in January 2021. The actions contained within the plan continue to be progressed in conjunction with action owners, relevant business areas, SEMPER Scotland and stakeholders. The Joint Disability and Carers Action Plan and LGBTI Action Plans were approved at the Equality, Diversity, Inclusion & Human Rights Strategic Oversight Board on 09 July and will be progressed to SLB in August 2021.

Personal experiences listening sessions have also taken place with members of the Christian Police Association (CPA) and Scottish Police Muslim Association (SPMA) with planning underway to hold sessions with the Sikh Police Association. The accounts and views of all association members will collectively inform the Religion / Belief Action Plan. Experiences of other religion / beliefs will also be sought.

Common themes have emerged from the discussions across the protected characteristics, including that of leadership and understanding of Equality and Diversity matters, recruitment, training and development, inclusion at a local level, mental health and wellbeing, and hate crime against officers / staff. Although there are areas of commonality in the action plans, individual sessions with diversity staff associations ensures that specific concerns relating to particular characteristics can be identified and action taken to address any existing barriers.

Anti-social Behaviour and Disorder

Antisocial Behaviour and Disorder	2020/21 YTD	2021/22 YTD	% Change from Previous Year	3 Year Mean	% Change from 3 Year Mean
Number of antisocial behaviour incidents reported by the public	132,012	95,037	-28.0%	103,200	-7.9%
Number of complaints regarding disorder	104,170	69,651	-33.1%	77,308	-9.9%

The number of antisocial behaviour incidents and complaints regarding disorder reported by the public has seen a sharp decrease compared to the same period last year. Last year's rise was predominantly linked to Public Nuisance

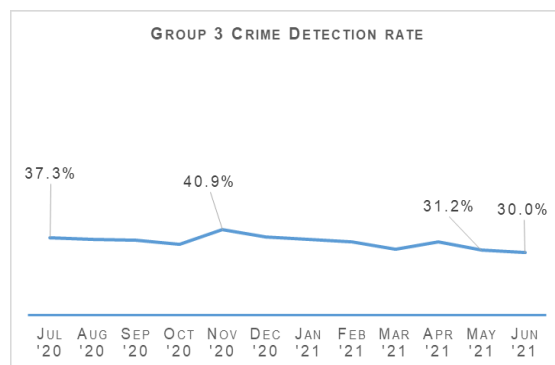
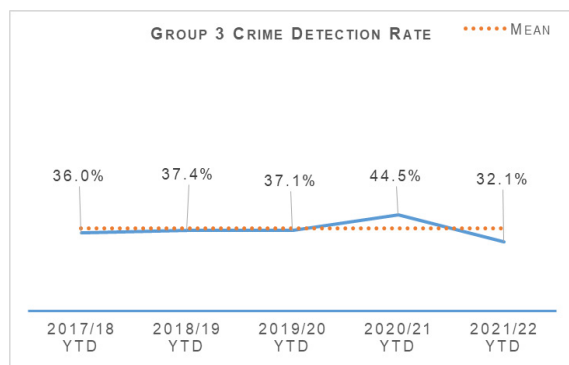
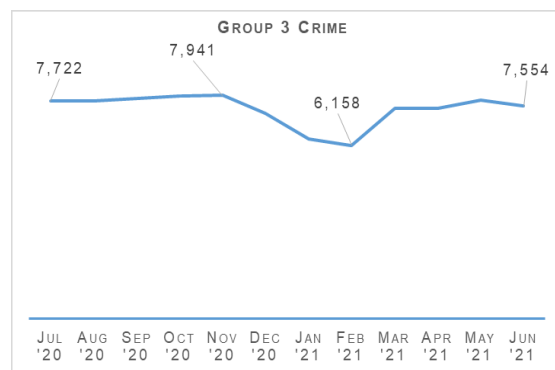
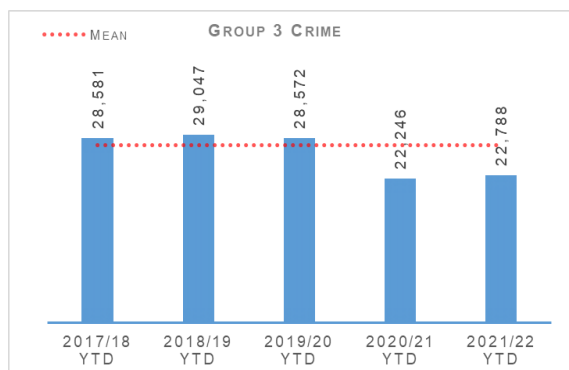
calls in relation to non-compliance with the COVID regulations. With more people spending time at home over that period, there has been growing tensions in neighbourhoods which contributed to last year's rise in ASB incidents.

With fewer restrictions in place during April to June 2021 compared to the same period last year, it was expected that levels would decrease. Levels are now much closer to those seen in 2019/20 rather than last year. The number of antisocial behaviour incidents reported by the public is now 95,037 compared to 86,416 in 2019/20

and the number of complaints regarding disorder is now 69,651 compared to 61,801 in 2019/20. As restrictions are lifted it is likely there will be less complaints, however if we see a return to stricter measures, there may be a rise in complaints and neighbour disputes in relation to potential breaches of restrictions.

Acquisitive Crime

Group 3 Crime	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	22,246	22,788	+2.4%	27,447.8	-17.0%
Number of detections	9,896	7,312	-26.1%	10,503.0	-30.4%
Detection rate	44.5%	32.1%	-12.4% point	38.3%	-6.2% point



Acquisitive crime has remained at a similar level to last year but is still largely down on the five year mean. Between April 2021 and June 2021 there has been 542 more crimes compared to the same period the previous year, and 4,659 less than the five year mean. Excluding fraud, which has risen by 1,461 crimes, common theft and shoplifting crimes have been the main contributors to this increase from the previous year, with common theft increasing by 370 crimes and shoplifting by 583 crimes. Despite the overall increase, some aspects of acquisitive crime have continued to fall compared to the same period last year.

Overall housebreakings have reduced by 27.1% (738 crimes), motor vehicle crime by 15.7% (463 crimes) and pedal cycle theft by 25.2% (392 crimes).

There has been 2,584 fewer detections detected between April 2021 and June 2021 compared to the same period last year. The detection rate for Group 3 crimes has decreased by 12.4 percentage points due to the drop in detections and the rise in recorded crime. With operational and forensic resources being affected by positive COVID-19 cases, self-isolation rules and social distancing restrictions allowing fewer staff in the workplace, this has led to unpreventable delays and backlogs in investigations.

Theft of pedal cycles was a common trend seen at the start of last year. During the initial lockdown, there was a large demand for pedal cycles with cycling being an easy means of daily exercise. This led to a sharp rise in thefts, increasing 26.9% (334 crimes) on 2019/20. This year there is not the same demand and this has contributed to these crimes decreasing by 25.1% (392 crimes)

compared to last year and are currently at their lowest level in the last five years.

Due to increasing thefts of Catalytic Convertors, a week of action took place from 19 to 25 April 2021 under Operation GOLDIRON. Led by BTP, a range of proactive tactics and preventions activity options were produced for police and partners. Responses from Police Scotland led to joint visits in a number of divisions with partners including SEPA, LA Trading Standards and BTP. These included 12 catalytic convertor buyers, 40 Scrap Metal dealers and 13 Vehicle Dismantlers plus an opportunity which developed for an intelligence-led operation to be carried out in Fife targeting illegal activity around catalytic convertors.

Shoplifting

Throughout the year, shoplifting crimes have gradually risen after the decrease seen during lockdown last year. Between April and June 2021 there has been 5,428 crimes, 12% (583 crimes) higher than the same period last year. This increase is expected to continue as shoplifting crimes remain 25.4% lower than the five year mean.

Detections over the period have decreased from 3,839 to 3,186 compared to the same period last year. Detecting shoplifting crimes has been far more difficult due to offenders wearing face masks and being much harder to identify through standard methods such as CCTV. This has had an impact in the detection rate. The rate is 20.5 percentage points lower than the same period last year and 10.2 percentage points lower than the five year mean.

Housebreaking

As it did last year, COVID-19 has continued to impact housebreaking over the period, with a significant decrease of 27.1% (738 fewer crimes). Over the period there have been 1,987 housebreaking crimes. This decrease means housebreaking is now 42.9% lower than the five year mean of 3,482.2 crimes and is at its lowest level in the last five years.

The main decrease can be seen in commercial housebreakings, with 495 crimes between April and June 2021, compared to 854 crimes over the same period last year. Last year commercial properties were targeted during lockdown as many were closed and largely unattended for long periods of time.

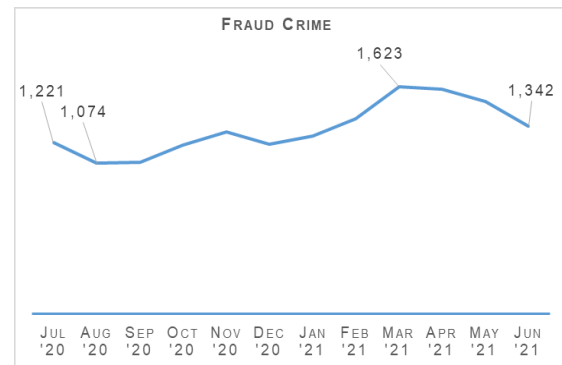
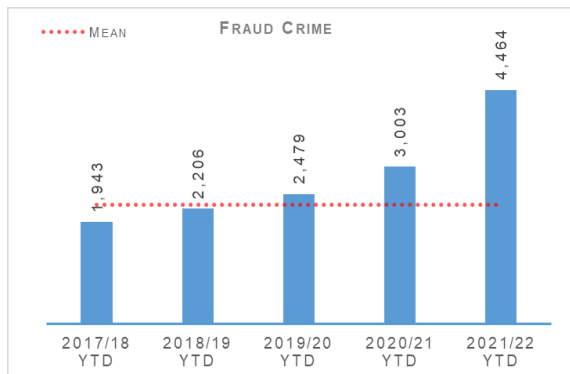
Further decreases can be seen in domestic housebreakings, with 1,093 crimes between April and June 2021, compared to 1,156 crimes last year and the five year mean of 1,672 crimes. The continued reduction in housebreakings over the last year can be attributed to the COVID-19 restrictions that have been in place. With large numbers of the population staying at home and the shift to home-working this has meant homes have been better guarded, making housebreaking less attractive to criminals.

As restrictions are eased and life gets back to normal around the country, it is expected housebreakings will rise to levels closer to those experienced in previous years. With the easing of travel restrictions, more of the country returning to workplaces and homes being unattended for longer periods of time it is likely criminals will find more opportunities to break in to properties.

In response to recent SOCG activity targeting heritage and cultural property such as the significant theft of Mary, Queen of Scots artefacts from Arundel Castle, Sussex, coupled with recently identified hostile reconnaissance at Edinburgh Castle and a breach of security at the National Museum of Scotland, work has been developing throughout June. In conjunction with partners including Historic Environment Scotland, National Museums of Scotland, National Trust for Scotland and Treasure Trove, Police Scotland are ensuring opportunities for similar thefts are minimised. This included the national Architectural Liaison Support & Development officer facilitating a meeting with staff from the National Museum of Scotland security team plus department heads in order to provide advice, reassurance and support following an intrusion into various "staff only" areas.

Fraud

Fraud	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	3,003	4,464	+48.7%	2,274.8	+96.2%
Number of detections	922	684	-25.8%	825.6	-17.2%
Detection rate	30.7%	15.3%	-15.4%	36.3%	-21.0%



Fraud crimes have continued to rise, increasing 48.7% compared to the same period last year and 96.2% from the five year mean, a rise reflected across all divisions and the UK in general. Criminals continue to take advantage of the global COVID-19 pandemic to commit fraudulent activity as the public move even more of their day to day activities online.

This ongoing change in behaviour provides greater opportunities for compromise and is not unique to Scotland or even the UK, but is a global issue. Fraud knows no borders and with online retailers typically operating across countries, this provides challenges in terms of enforcement and tracking of fraudulent activity.

As criminals grow ever more sophisticated, investigating those responsible requires an equally sophisticated whole-system approach. Police Scotland will continue working with partners across law enforcement and the private sector with the aim of disrupting the activities of these criminals, and protecting the public from falling victim in the first instance.

Police Scotland have established partnerships across the cyber ecosystem, including being a key partner in Cyber Scotland Partnership, with a focus on reaching public, private, third sector, learning and skills development, promoting cyber security and online safety.

Public awareness plays a huge part in ensuring that people can quickly identify when they may be subject to a fraud and how to report it to the appropriate enforcement agency. This greater understanding and reporting allows enforcement bodies to track the fraud landscape, understand fraud trends and ensure appropriate enforcement and informative messaging is made available to limit the number of victims of fraud.

The reach of under reporting spans all aspects of our communities from vulnerable citizens through to multinational companies. The reasons for such under reporting ranges from embarrassment through to commercial implications and the need to protect organisational reputations.

The Shut Out Scammers springtime campaign was refreshed then launched by Trading Standards Scotland (TSS) and Police Scotland for the month of May 2021. TSS and Corporate Communications provided graphics plus literature via print services to every Divisional Partnerships Department in advance of the launch.

The campaign aims were to reduce the impact of doorstep crime by providing information and advice on how to prevent falling victim to bogus callers, raise awareness of the issues surrounding doorstep crime and the organisations that are able to help plus encourage reporting of doorstep crime.

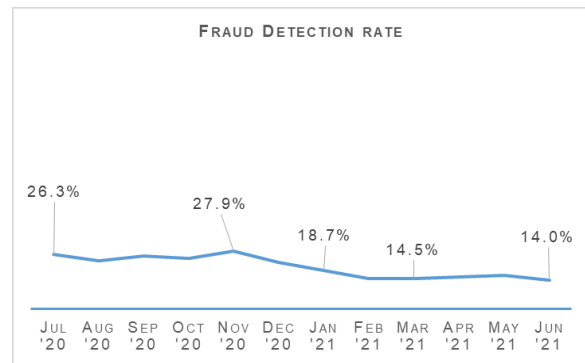
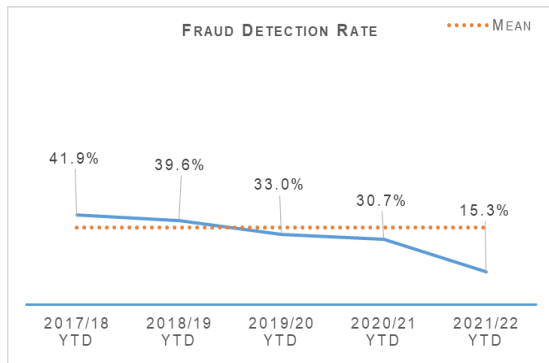
Cyber enabled and cyber dependent crime has been increasing for a considerable period of time and this has escalated further during the COVID-19 pandemic, with long term rises observed in not only fraud but threats and extortion, communications offences, and online child sexual abuse. In response, the Cyber Strategy Implementation Programme has been established in order to enhance Police Scotland's position in relation to the threats presented by cybercrime.

It will support the force priorities of tackling priority crime types and organisational objectives contained within other enabling strategies, including the Digital, Data and ICT Strategy (DDICT). It is proposed that it will embed a 4P's approach to dealing with cyber related threats (Pursue, Protect, Prepare and Prevent), in line with the NPCC led 'Team Cyber UK' methodology.

Police Scotland supported The National Economic Crime Centre (NECC) in Operation GIANTKIND, an investment fraud awareness campaign with support from UK wide forces and ROCUs. Operation GIANTKIND revolved around the FCA's ScamSmart campaign, which ran from the 18 January – 31 March 2021 on radio and social media.

There was also a week of activity specifically around 'clone firm' investment scams which began on the 27 January 2021. UK law enforcement currently has over 90 significant investigations into investment fraud. We are seeing a significant number of sophisticated organised groups behind these scams, and anyone can fall victim to them. This can have a devastating impact, with individuals losing a significant proportion of life savings or pensions.

Detection Rates



The fraud detection rate currently stands at 15.3%, down 15.4 percentage points on last year and 21.0 percentage points on the five year mean. This decrease has been driven by both recorded frauds increasing and detections falling. Between April and June 2021, 684 frauds were detected, which is 25.8% (238) less than the same period last year and 17.2% (141) less than the five year mean. This is an issue seen across UK forces due to how quickly the cyber-enabled element of fraud is evolving.

In response to this issue, fraud is now a high strategic priority and, as part of the Annual Police Plan 2021/22, Police Scotland have committed to developing a national approach to respond effectively to fraud / scams.

The COVID-19 pandemic has changed many individuals' working and lifestyle conditions. With an expanded reliance on technology and increased cyber enabled purchases, we have seen a rise in recorded frauds which has impacted on the detection rate.

Continued reliance on the internet due to COVID-19 restrictions is reflected in the increasing numbers of cyber enabled frauds and reduction in conventional frauds.

It is anticipated as restrictions ease and the retail and entertainments sectors re-open fully, there will be an accompanying increase in conventional frauds.

Since April 2020, Police Scotland has changed the way in which frauds are recorded. Previously a report of fraud to the police where the perpetrator was found to reside outwith Scotland were initially recorded and the enquiry passed to the other jurisdiction for police enquiry and marked as 'no crime' in Scotland.

The changes made to our recording practices provides an enhanced victim centred approach, and ensures Police Scotland have a full picture of reported fraud and online crime in Scotland and provides further opportunities for the victims to be offered support, advice and updates. For the April to June 2021 period, there have been 271 'no-crime' frauds, compared to 1,235 in the same period last year.

The accessibility of internet enabled devices, smart phones and social media platforms continues to grow at an accelerated rate globally and tackling cybercrime remains a key priority for Police Scotland.

As part of Police Scotland's attempt to tackle this threat, specialist software – increasing capability to investigate online criminality and intelligence gathering – was introduced on 03 May 2021.

Long Arm provides secure internet connection, and an array of investigative tools for users, from existing PNN networked desktops. Long Arm will support online investigators across the Service with secure internet access as well as providing each user with a consistent range of tools to tackle the threat from online criminality. The software also expands audit and governance functionality and will be used by trained open source investigators throughout the Service.

Serious Organised Crime Groups (SOCGs)

The Serious Organised Crime Group Mapping (SOCGM) analysis report for Quarter 1 identifies that there are 96 known Serious Organised Crime Groups (SOCG's) comprising 2,032 individuals being investigated by police and partners in Scotland.

Police and partners in Scotland have recently implemented SOC System Tasking, which is a UK-wide, Multi-Agency project establishing a single, whole-system approach to fighting SOC, enabling cross partner prioritisation of threat based on the Management of Risk in Law Enforcement (MoRiLE) methodology.

From Quarter 1 (April – June 2021) police and partners in Scotland have scored known SOCG's using tactical MoRiLE which assesses impact, physical, psychological and financial harm to individuals, the community, public expectation and

environmental impact; likelihood, confidence and organisational position, taking account of an organisation's capacity and capability to address the threat.

With all law enforcement agencies in the UK using the MoRiLE tactical model, it will facilitate the interoperability and the movement of operational and tactical work between law enforcement agencies whilst prioritising use of resources. This ensures resources are used to target the issues causing the greatest risk.

The Economic Crime and Financial Investigation Unit (ECFIU) is part of Specialist Crime Division (SCD) and is managed by the Head of the Organised Crime and Counter Terrorism Unit (OCCTU). To counter those involved in serious and organised financial crime the ECFIU have geographically spread teams which target five distinct areas.

The Economic Crime Units target organised fraud and public sector corruption. The Proactive Financial Investigators target serious and organised financial crimes and provide support to other SCD resources targeting serious and organised crime groups involved in other crime areas. The Financial Intelligence Development Unit (FIDU) develop intelligence packages for action by other areas of ECFIU, OCCTU, SCD and local area policing.

The Divisional Financial Investigators assist local area policing to maximise all Proceeds of Crime Act (POCA) opportunities. The Reactive Financial Investigators work closely with COPFS and the Civil Recovery Unit to pursue convicted criminals and confiscate their proceeds of crime.

Suspicious Activity Reports (SARs) alert law enforcement to potential instances of money laundering and terrorist financing. SARs are made by financial institutions and other professionals such as solicitors, accountants and estate agents and are a vital source of intelligence not only on economic crime but on a wide range of criminal activity.

The aforementioned Fast Tracked SARs are reviewed and researched on all available police systems and where appropriate an Adult at Risk of Financial Harm (ARFH) package is created and sent to the relevant Division for review / allocation. Packages are sent to Divisional Intelligence Unit or Divisional Area Command for a home visit to be arranged. The total number of packages developed by FIDU relating to Victims at risk of Financial Harm for the first quarter of the year is 48 packages: 17 for East, 23 for North and eight for West.

Mechanism	Amount
Proceeds of Crime Act (POCA) (year to date figures for POCA represent those provided to COPFS & CRU for consideration of confiscation & forfeiture)	£8,636,936.66
Confiscations Orders	£1,644,178.20
Civil Recoveries Unit	£564,250.63

Police Custody

Criminal Justice	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Volume of cases submitted into Criminal Justice System	34,026	35,358	+3.9%

Quarter 1 2019/20 data from COPFS provides they received 36,002 Standard Prosecution Reports (SPR) in the period. Quarter 1 2021/22, although higher than last year, is lower than pre COVID-19 levels. Better analysis of the trend of Police Direct Measures (PDMs) is currently being masked by COVID-19 related Direct Measures (DMs). It is difficult at this stage to understand why the volume of cases has reduced from pre-pandemic levels whilst the use of DMs continue to increase. The increase in SPRs is assessed to be in line with the relaxation of COVID-19 restrictions and a return towards a new Criminal Justice norm.

Arrested Persons	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of times arrested persons brought into custody	23,760	24,062	+1.3%
<p>It is important to note the number of arrested persons includes individuals who have appeared in custody on more than one occasion within the reporting period. This excludes voluntary attendance, S.23 MDA 1971 detentions and those in transit. The increase is modest but could be explained through further adjustments made to the Lord Advocates Guidelines in relation to the enforcement of pre-conviction warrants and arrests in general as the Criminal Justice sector continues to recover from the impact of the pandemic.</p>			
Proportion of arrested persons held for court	30.8%	35.1%	+4.3%
<p>The increase in the number of arrested persons held for court is reflective of the gradual return to normality brought about as the CJ sector continues to return to business as usual. It is not anticipated that the proportion held for court will return to pre-pandemic levels (52.6% for 2019/20), owing to the introduction of the Quality Assurance Inspector (QAI) role which ensures that the most appropriate disposal decisions are made under the Criminal Justice (Scotland) Act, whilst improving the consistency of the recording of custodial rationales.</p>			
Proportion of arrested persons released on an undertaking	29.5%	27.1%	-2.4%
Proportion of persons released on investigative liberation	0.3%	0.6%	+0.3% point
Number of persons re-arrested	416	404	-2.9%
<p>A minor decrease in persons released on undertaking is noted which is consistent with the general trend explained above but also potentially by the increased emphasis placed on non-custodial disposals and the presumption of liberty in the spirit of the initial pandemic response and revised Lord Advocate's Guidelines. Figures also demonstrate increased use of Investigative Liberation as an effective tool to protect the integrity of investigations whilst maintaining suspect's right to liberty.</p>			
Number of younger children arrested and brought into police custody	399	332	-16.8%
Number of younger children held for court	129	122	-5.4%
Number of older children arrested and brought into police custody	538	635	+18.0%
Number of older children held for court	120	117	-2.5%

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 S.22 of the Criminal Justice (Scotland) Act 2016 issued, indicating why they were held in a police cell and not at a place of safety. There are reductions in the number of younger children arrested and held for court which is in keeping with Police Scotland's desire to minimise the number of children in custody and also to reduce the length of time they are held for. This is in line with the incorporation of UN CRC into Scots Law. A continued downward trend over recent years highlights the fact that significant effort continues to be made to minimise the time a child spends in custody whether on arrest or in relation to a disposal decision.

Definitions for clarity:

Adult being defined as 18 or over

Older child being defined as 16/17 and not under supervision

Younger child being defined as under 16 or 16/17 but subject to a Compulsory Supervision Order.

Antisocial Behaviour (ASB) Fixed Penalties	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of ASB Fixed Penalties issued	6,272	5,051	-19.5%

A significant proportion of the Fixed Penalties issued relate to the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020. There has been a realisation of the anticipated reduction in ASB Fixed penalties issued in relation to these regulations which correlates with the relaxation of COVID-19 related restrictions.

Vulnerability	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of times persons arrested who have declared an alcohol addiction	2,811	2,665	-5.2%
Proportion of persons arrested who have declared an alcohol addiction	11.8%	11.1%	-0.8% point
Number of times persons arrested who have declared drug addiction issues	4,234	3,797	-10.3%
Proportion of persons arrested who have declared drug addiction issues	17.8%	15.8%	-2.0% point

Number of times persons arrested who have declared Mental Health issues	9,693	10,058	+3.8%
Proportion of persons arrested who have declared Mental Health issues	40.8%	41.8%	+1.0% point

As a result of the total number of persons arrested being down compared to the previous year, both the number of persons arrested with alcohol and drug addiction issues are also down on the same period for the previous year. As a proportion of the total number of persons arrested, those with alcohol addiction remained stable at approximately 11.5% of total throughput. Similarly, the proportion of those arrested with drug addiction issues remained stable at 17.2% of total throughput. Those arrested with mental health issues has increased slightly by 1.0%. Please note the mental health questions as asked as part of the Vulnerability Assessment for those in custody relate to both current and previous mental health issues. Therefore, these figures may include those who are not currently experiencing mental health issues.

Number of arrested persons referred to partners	165	386	+133.9%
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Figures for the reporting period were artificially low due to the initial impact on arrests during the first lockdown compounded by the reduction in third sector service provision and functionality. Although the Harm Reduction Strategy focuses on four strands, namely reducing drugs deaths, drug and alcohol use, mental health and social inequalities, there is much work being undertaken to increase the availability of access to support services after release from custody. This includes both increasing the number and range of services working with Police Scotland, but also increasing awareness of the arrest referral service internally. Since April 2021, a new arrest referral service has gone live in Dundee (Dundee CARS) and as of 01 June 2021, the division has appointed over 150 Custody Support and Intervention officers (CSIs). The CSIs are completing training in all aspects of referral arrangements and practice, to allow them to increase the number of referrals offered and continue to raise awareness of available support for those in need.

Number of people in custody seen by NHS partners in custody centres	1,197	1,642	+37.2%
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Figures provided represent the numbers marked out of cell for medical assessment (excluding those to hospital). They do not include those individuals who are subject to several medical assessments as is often the case during longer periods in custody. Within the past year there has been a drive to make optimal use of Health Care Professionals for healthcare and welfare decisions and risk assessment and this may have contributed to the rise, however, it is an area which is difficult to interpret owing to the complex nature of healthcare needs of those in custody. Another possible contributing factor may be the increased time in police custody for those who are held for Virtual Court appearances that otherwise would have had their healthcare needs addressed by Scot-Med through the longstanding contract with GEOAmev.

Additional exceptions out with the Measures of Progress towards Strategic Outcomes

Wildlife Crime	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	136	98	-27.9%	87.8	+11.6%
Number of detections	73	49	-32.9%	40.0	+22.5%
Detection rate	53.7%	50.0%	-3.7%	45.6%	+4.4%

Quarter 1 saw the overall Wildlife crime figures reduce by 27.9%, a drop from 136 crimes in the same period of 2020 to 98 crimes recorded in 2021. Although detections have decreased compared to last year, we have continued to detect a similar proportion of these crimes with the detection rate for wildlife crimes decreasing by 3.7%.

This period last year saw a vast increase in Wildlife crime, namely salmon and freshwater fishery offences. As fishing was one of the first restrictions to ease during the first lockdown this resulted in an increase in activities such as illegal angling. This year with the return to a more normal way of life and much of the public returning to work, and as a result, having less free time, has seen a fall in wildlife crime. This is evidenced by the drop in salmon and freshwater fishery offences, down to 19 reported crimes between April to June 2021 from 59 reported crimes over the period last year (down 67.8%).

Offences involving birds have increased 200% from 11 to 33 crimes whilst detections are also up from one to 11 compared to the same period last year. This can be partly attributed to the successful impact of Operation WINGSPAN. The raptor phase of Operation WINGSPAN ran from April to June 2021, during which we carried out social media campaigns to raise awareness of raptor persecution as well as proactive enforcement and engagement activity with partners, businesses and members of the public.

Overall detections have decreased by 32.9% however this can also be explained by the reduction in persons reported for salmon and freshwater fisheries offences.

Raptor persecution remains an issue and there has been a worrying increase in the use of banned substances such as Carbofuran and Bendiocarb to poison raptors.

Operation WINGSPAN

Operation WINGSPAN is Police Scotland's year-long dedicated response to wildlife crime, during which we are focussing on each of the NPCC priorities in turn. The NPCC priorities of Bat Persecution, Badger Persecution, CITES offences, Raptor Persecution, Fresh Water Pearl Mussels and Poaching (Hare / Deer / Fish) are all central to our Operation WINGSPAN. It is our aim to make a significant impact on all of these priorities, identifying the most vulnerable locations at their most vulnerable times, carrying out crime prevention visits and through media campaigns raising public awareness. The operation commenced on 01 October 2020 and concludes September 2021.

Each phase comprises activities under the headers of preventions, interventions and enforcement. Specialist training days have been carried out by partner agencies specific to the different phases / priorities training for officers across the country, equipping and enabling them to adequately deal with incidents, to raise awareness, to prevent and detect crime. Media campaigns and social media releases at specific times in specific geographical locations are used to maximise effectiveness for these priority crimes.

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 Satisfaction

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 in the Public Confidence and Experience of Policing section at the beginning of this report.

The following table provides 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 Opinion Statements	Percentage of respondents Q1 2020/21	Percentage of respondents Q2 2020/21	Percentage of respondents Q3 2020/21	Percentage of respondents Q4 2020/21	Percentage of respondents Q1 2021/22
Feel either ‘very safe’ or ‘fairly safe’ in their area	88%	81%	70%	75%	79%
Strongly agree or agree that the police listen to concerns of local people	41%	36%	32%	30%	25%

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	Q1 2020/21 (Apr – Jun)	Q2 2020/21 (Jul – Sep)	Q3 2020/21 (Oct – Dec)	Q4 2020/21 (Jan – Mar)	Q1 2021/22 (Apr – Jun)	% Point Change from last Q
Percentage callers saying it was easy or very easy to contact the police	82%	76%	75%	81%	75%	-6% point
Percentage callers satisfied or very satisfied with the way they were treated by staff member during initial contact	87%	85%	88%	87%	85%	-2% point
Percentage callers who felt staff properly understood what they needed	88%	87%	89%	89%	86%	-3% point
Percentage callers feeling that the police provided the appropriate response	66%	67%	70%	60%	66%	+6% point
Percentage callers felt they were adequately informed about the progress made (where applicable)	53%	56%	59%	64%	59%	-5% point
Percentage callers felt satisfied with the way they were treated by the officers who attended the incident	80%	82%	83%	84%	81%	-3% point
Based on overall experience, percentage callers satisfied or very satisfied with Police Scotland	71%	72%	73%	73%	68%	-5% point

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

Quarterly Comparison

Since April 2020 measures of satisfaction with Police Scotland have remained both steady and high. The change of survey methodology (from phone interviews to text) and the spread of COVID-19 caused a drop in satisfaction across all measures from Quarter 4 2019/20 to Quarter 1 2020/21. This initial drop did not indicate a trend, and since this satisfaction figures have remained steady.

However, between Quarter 4 2020/21 and Quarter 1 2021/22 there has been a significant drop in the number of callers reporting it is easy to contact Police Scotland and feelings of overall satisfaction. This drop in satisfaction represents a notable change from previous quarters, where satisfaction remained between 71-73%.

Similarly, ease of contact is significantly lower this quarter than the previous. However, it remains in-line with recorded levels for Quarter 2 and Quarter 3 of last year. This shows that this level is neither unprecedented nor unusual. However, more investigate work needs to be undertaken to better understand the factors that influence ease of contact.

Through analysis, the Insights team have found that the current level of detail people provide in the open-ended responses within the User Experience Survey is not enough to fully understand every contact. It is recommended that more work is undertaken in the future, perhaps utilising focus groups or citizens' panels to understand what issues are presenting for the public in terms of contacting us.

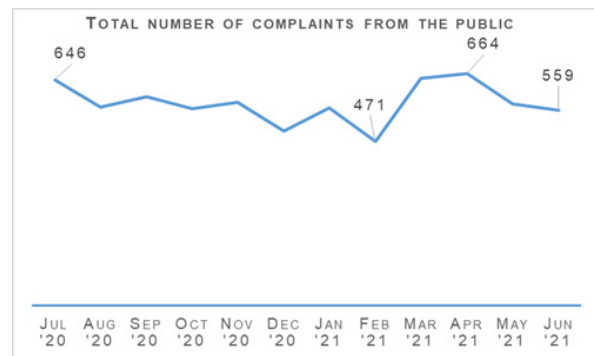
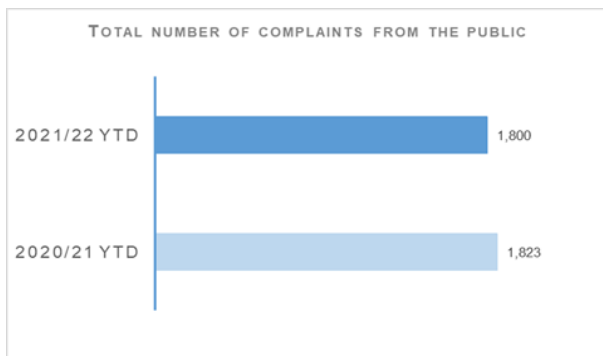
That said, we know through analysis of qualitative data in responses to our User Experience Survey and Your Police 2021/22, that call waiting times on the 101 service are a regular theme.

Ease of contact is a key area of focus in the [Public Contact and Engagement Strategy](#) where the introduction of accessible new contact channels and enhancement of how we communicate and engage, will help to improve public experience and confidence in reporting crime and other incidents, enabled by digital services. For example:

- **Fully accessible online reporting** for getting information and advice, reporting low level crime and other incidents, receiving updates, and sharing evidence;
- **Investing in the replacement of our national contact platform (UCCP)** to sustain contact assessment and call triage. And to ensure our technology is a platform for innovation and supportive technologies i.e. next generation 999 for connecting with mobile technology. Next generation policing in Scotland is expected to use video and text, activated by service advisors for easing emergency contact, in addition to phone;
- **Ensuring the public can reach us using voice assisted technologies** e.g. smart home devices and smart watches, in situations where they might not be able to reach a phone or dial 999.

Complaints about the Police

Complaints	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of complaints from members of the public	1,823	1,800	-1.3%	1,651	+9.0%



Complaints from members of the public decreased by 1.3% to 1,800 during Quarter 1 compared to the same period last year but are up 9.0% (149 more complaints) on the five year mean.

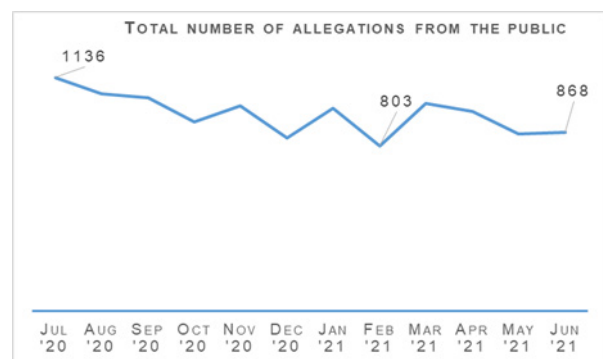
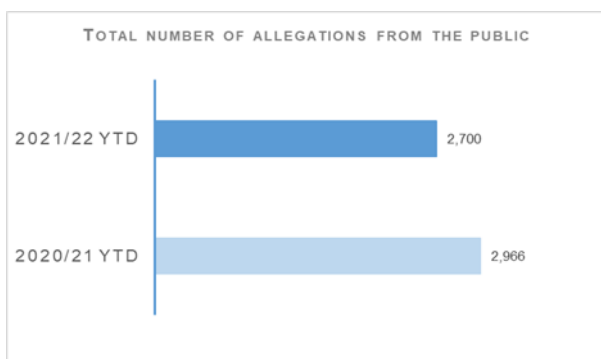
The volume of COVID-19 related complaints peaked during Quarter 1 of 2020/21 and this is assessed as a key factor in driving the year to date decrease in total complaints received. A total of 73 COVID-19 complaints were received during Quarter 1 of 2021/22. This represents a decrease of 83.7% (374 less complaints) when compared to the same period last year where 447 COVID-19 complaints were received.

The increase in complaints compared to the five year mean has potentially been influenced by both the number of high profile incidents which occurred in Quarter 1 YTD and the gradual release of COVID-19 restrictions.

The Professional Standards Department (PSD) resolved 757 complaints (42.1%) by Frontline Resolution (FLR) in Quarter 1. FLR is where a complaint can be resolved by simple explanation, assurance or apology, without the need to progress through the full complaint process and is applied to complaints which are non-criminal, non-complex and non-serious in nature.

Allegations	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of allegations from members of the public	2,966	2,700	-9.0%	2,779	-2.8%
% of closed allegations which were upheld	6.3%	4.9%	-1.4% point	10.1%	-5.2% point

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.



The total number of allegations have decreased by 9.0% (266 less allegations) compared to the same period last year, with 2,700 allegations recorded at the end of Quarter 1 2021/22. The number of allegations are also down 5.2% (79 less allegations) on the five year mean. As with the number of complaints, the peak COVID-19 related allegations in Quarter 1 of last year are assessed as being a major contributory factor in this decrease.

Allegations closed totalled 2,368 in Quarter 1 with 4.9% of these being upheld. Allegation outcomes (e.g. upheld) are based on closed allegations within the year to date period. Closure dates vary from the received dates, therefore closed and received data may not be directly comparable.

Police Investigations and Review Commissioner	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of PIRC Complaint Handling Reviews (CHRs)	43	64	+48.8%	n/a	n/a
Number of allegations considered by PIRC (CHRs)	169	247	+46.2%	n/a	n/a
% of reviewed allegations assessed as handled to a reasonable standard	73.4%	65.2%	-8.2% point	n/a	n/a

The Police Investigations & Review Commissioner (PIRC) has conducted 64 Complaint Handling Reviews (CHRs) which equates to only 3.6% of all complaints. The 64 CHRs conducted by PIRC considered 247 allegations, with 161 (65.2%) assessed to have been handled to a reasonable standard. This is down 8.2 percentage points from the same period in 2020/21. These CHRs included 82 recommendations.

Police Scotland made 62 referrals to PIRC resulting in 24 investigations (38.7%). These referrals are made by Police Scotland under statute and, for example, can relate to death / serious injury in police custody, presentation or discharge of firearms and crown directed criminality. Statutory referrals are made to PIRC under the following provisions.

- Police, Public Order and Criminal Justice (Scotland) Act 2006;
- Police and Fire Reform (Scotland) Act 2012;
- Police Investigations and Review Commissioner (Investigations Procedure, Serious Incidents and Specified Weapons) Regulations 2013.

Organisational Learning

PSD is committed to promoting a culture of organisational learning. Learning from CHRs and other sources are disseminated through bulletins, individual feedback and is also used to inform training packages. This learning can therefore influence and improve our service.

In the last quarter, PSD has disseminated learning from a variety of incidents. The following learning outcomes are of particular note:

- Any learning identified and any action which has been proposed or taken should be communicated to the Complainer. This plays an important part in ensuring public confidence in the complaint handling process;
- All officers are reminded of the importance of providing their own accounts in any enquiry and Enquiry Officers need to identify and question accounts that appear to be copies of each other;
- Findings from a recent FAI determination following a death in custody at Elgin (2019) determined the death was caused by Cocaine Intoxication and that no reasonable precautions could have realistically avoided this outcome.

Youth Ethics Advisory Panels

Professional Standards Department's Ethics and Preventions Team, working in partnership with the Scottish Youth Parliament (SYP), have established Youth Ethics Advisory Panels (YEAP) to engage the voice of Scotland's young people in police decision making. These sit as a tier of advisory panels alongside Regional, National and Independent.

Training was completed with a cadre of 15-20 drawn from 160 elected MSYP's, ensuring that ethical dilemmas are considered by a diverse and representative set of Scotland's democratically elected voice of young people, with panels independently chaired by the Convener of the SYP's Justice Committee.

On 22 April 2021, the first YEAP – believed to be the first Youth Ethics Advisory Panel / Committee used in UK policing – was held to consider dilemmas on the policing approach to COP26. The advice from the panel, in the form of a Chair's report, is now being considered by Operation URRAM and will feed directly into their planning.

Regional Ethics Advisory Panels

A series of Regional Ethics Advisory Panels, consisting of police officers and staff, were held across Police Scotland between 15 and 16 June 2021 to consider the ethical intricacies involved in a code of practice for body worn video (BWV).

The panel considered the wearing and activation of BWV, public trust and confidence, data handling and storage, collateral intrusion, training and professional standards. Chairs' reports are currently being drafted to reflect the advice of each panel for consideration of the BWV project.

Independent Ethics Advisory Panels

An Independent Ethics Advisory Panels (IEAP) was held in January 2021 discussing dilemmas on Remote Piloted Aircraft Systems and the Domestic Abuse Scotland Bill. Following this panel, a series of ethics advisory panel familiarisation sessions were held to bolster the cadre of members.

These were individuals from the public, private and third sectors as well as academia and religious organisations with the IEAP now having 29 confirmed members. A further 13 potential members who attend the sessions are either still considering their involvement or are actively engaged in the joining process.

The next IEAP will take place on 04 August 2021 with the panel reviewing the Body Worn Video dilemma considered by the REAP to provide external consideration, scrutiny and advice for the project.

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

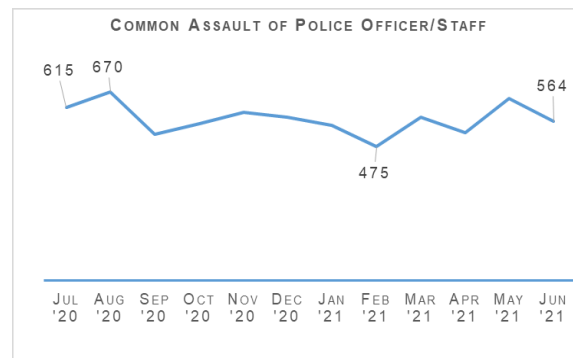
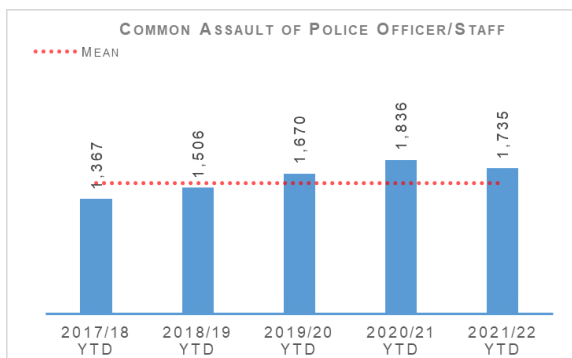
Police Scotland’s objectives are to:

- 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)	2020/21 YTD	2021/22 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	1,836	1,735	-5.5%	1,560	+17.7%
Percentage of assaults leading to injury	35.7%	37.3%	+1.6% point	n/a	n/a
Number of assault RIDDORS	8	15	+87.5%	n/a	n/a
Number of assault RIDDORS per 1k employment	0.4	0.7	n/a	n/a	n/a

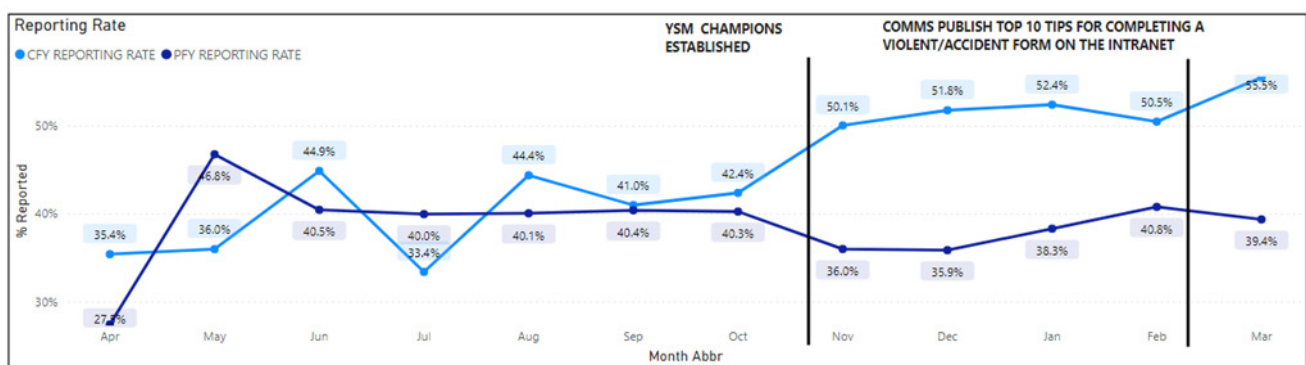
Note: The figures for crime incidents and injuries to officers / staff are obtained from two separate systems / databases and do not directly correlate, but that are representative of the issue.



Common assaults of police officers / staff have decreased by 5.5% (101 fewer) compared to the same period last year. Crimes are however 17.7% above the five year mean (175 more). High numbers of assaults in Quarter 1 last year may be of a result of assaults related to COVID-19. As restrictions have eased in

Quarter 1 this year, assaults related to COVID-19 have decreased 29.0% from 317 to 225 (92 fewer). The 1.6% increase in percentage of injuries as a result of assault may also be because of the number of COVID-19 related assaults falling as they are less likely to cause injury due to their nature (e.g. cough / spit).

Your Safety Matters (YSM)



Improved communications last year around the health and safety data saw the reporting rate of assaults being reported to health and safety double (an increase of 28 percentage points).

This increase can be attributed to the YSM Champion network being established in autumn 2020 leading to the reporting rate rising to 50% for the first time. The reporting rate peaked at 55% in March 2021 a month after corporate communications released a top ten guide for completing a Violent / Accident form. Additionally, the YSM group have a number of other approaches aimed at improving reporting, which include increased analysis, a YSM Police Assault dashboard suite, the Chief Constable's Assault Pledge, as well as the increased visibility of YSM and Police Assaults on the intranet and screensavers.

Increased reporting is something that should be given consideration as a contributory factor for the rise in crime assaults on officers / staff compared to the five year mean, given the multitude of work ongoing by the YSM group and the increase in reporting that has been observed in the Violent / Accident form.

In addition, increased reporting leads to better data and intelligence surrounding police assaults. The improved data allows Police Scotland to more accurately analyse how and where officers are being injured, so findings can be passed to Officer Safety Training to improve techniques in real life. Importantly the increased reporting also ensures that officers are being directed to the appropriate support and reassures them that their assault is being dealt with adequately.

Officer Safety Training (OST)

As of 25 June 2021, the total number of officers / staff recertified is 3,478. As OST only recommenced on 05 January 2021 this equates to approximately 580 officers being trained each month in OST. Feedback from the OST courses has been considerably positive with 96.7% of attendees' surveyed saying that the course met their expectations. The majority of officers felt confident that they would be able to execute the new techniques learned and many commented how positive the new training was and that the improved techniques can be used in real life situations.

Use of Force

'Use of Force', for the purpose of recording, is defined as 'any physical use of force, except compliant handcuffing' and 'come along hold / escort hold' and includes: Empty Hand Techniques, Batons, Irritant Sprays (including draws), Leg Restraints and Spit Hoods. Use of these techniques are recorded by means of a Use of Force form.

The level of force used must be proportionate, legal, and absolutely necessary and officers are individually accountable in law for the amount of force they use. The use of force in any situation will involve a unique set of circumstances and deploying use of force tactics will be based on a variety of factors. A police officer's priority will always be ensuring wider public safety as well as that of the individual(s) they are dealing with.

The Spit Hood is a single-use, breathable mesh hood (with a plastic reinforced panel at the front) that covers the face and head of a subject. The application of a Spit Hood is designed to reduce the inherent dangers that come with trying to control a violent, aggressive subject who is handcuffed but still presents a significant threat to officers / staff by their actions of spitting and biting, or where the officers / staff belief is that the subject will attempt to do so. The purpose of the Spit Hood is to restrict the ability of the subject to spit and bite therefore reducing the potential for injury to officers / staff and the subject. When worn, it allows the subject to see and breathe almost normally.

The Chief Constable has publicly raised real concerns about assaults and attacks on police officers and police staff, including verbal assaults on people who work in our control rooms, and he has made a personal pledge that he will do everything that he can to minimise such behaviour. No member of the police service should expect to be, or tolerate being, spat on or assaulted at their work. Over the course of the pandemic, instances of spitting has increased so, inevitably, the use of spit hoods has increased.

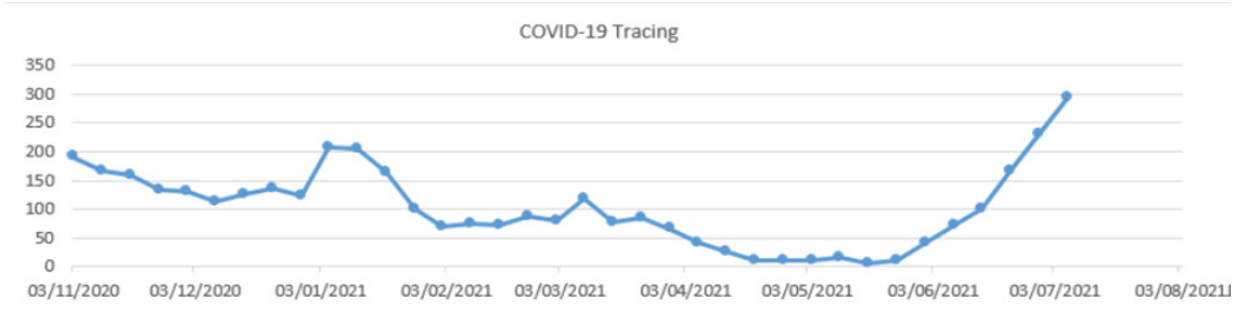
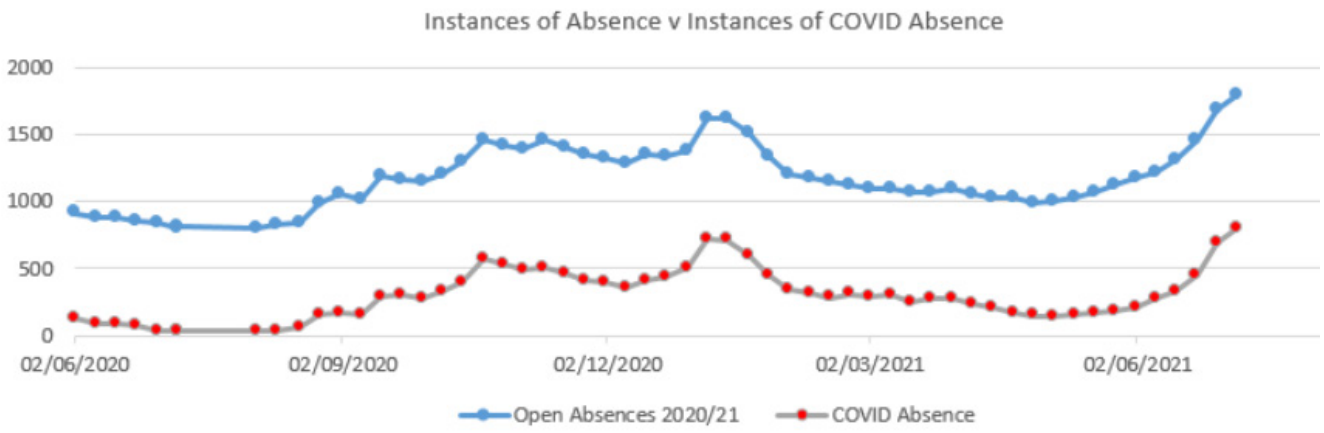
Instances of use of force in which a Spit Hood were used decreased by 18.3% in Quarter 1 compared with the previous year, potentially due to a slight increase in use during the early stages of the COVID-19 pandemic on safety grounds.

Use of Force Applied	2019/20 YTD	2020/21 YTD	2021/22 YTD	% Change from Previous Year	% Change from 2019/20 to 2021/22
Spit Hood / Mask Used	183	246	201	-18.3%	+9.8%

People and Development Absence Management

Absence Management	2020/21 YTD	2021/22 YTD	Change from Previous Year	5 Year Mean	Change from 5 Year Median
Percentage of working days lost for police officers	5.9%	4.8%	-1.1% point	4.1%	+0.7% point
Percentage of working days lost for police staff	8.1%	6.0%	-2.1% point	5.0%	+1.0% point
Average working days lost for police officers	3.1	2.5	-0.6	2.1	+0.5
Average working days lost for police staff	8.7	3.5	-5.2	3.3	+0.2
Number of working days lost to Psychological Disorders for police officers	9,970	6,553	-3,417	10,324	-3,771
Number of working days lost to Psychological Disorders for police staff	5,310	4,286	-1,024	4,274	+12

Note: For Psychological Disorders - This dataset captures WDL for employees that have returned to work within quarter. WDL for employees that are currently absent are not included. The WDL figure is the days lost during the totality of the absence, not just the WDL within the reporting period.



The overall absence data shows that although figures are lower than last year, they remain above the five year median. The ongoing COVID-19 pandemic and the uptick in cases at the end of Quarter 1 has been a factor in this. The two graphs display that COVID-19 absences (symptomatic) and COVID-19 tracing (track and trace) are the highest they have been in the past six months (See Operation TALLA section for further details).

At this point it is difficult to determine how much the absence figures have been directly affected by COVID-19 (either illness or track and trace) and not causal factors such as more flexible working, less viral infections circulating etc. As guidance and restrictions change throughout the year Police Scotland will continue to monitor the impact of these factors and

their effect on absence rates. Absence of Police Staff due to psychological disorders peaked in Quarter 1 last year, and have decreased this year to a similar level as the five year median. In contrast to this, Police Officer absence due to psychological disorders decreased last year and continue to decrease this year. Again, causal factors related to the pandemic may have had an impact on psychological disorders, however as the pandemic is ongoing it is too early to determine the full effect.

This trend is being monitored closely to ascertain what the impact may have been and to understand if there has been any delayed reporting of psychological disorders from police officers during the pandemic.

Occupational Health	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of occupational health referrals	575	803	+39.7%	n/a	n/a

Employee Assistance Programme	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Employee Assistance Programme (EAP) referrals	415	486	+17.1%	n/a	n/a

Health and wellbeing services have increased compared to last year as many of the services were affected by the lockdown restriction imposed in Quarter 1 last year. Due to the cessation of some face-to-face appointments last year and the re-engineering of clinical practice, backlogs developed in some areas of service provision which Police Scotland continue to work with Occupational Health on.

Police Scotland officers and staff also undertook mental health and wellbeing training that highlighted resources that the workforce could access and educated managers on their own needs and those of the workforce. This highlighted the support mechanisms in place for officers and staff, which may also impact on the change highlighted above.

Equality & Diversity

Equality & Diversity Profile	Data Presented
Force Profile	See below
Promotion Profile	To be reported later in performance year
Recruitment Profile	To be reported later in performance year

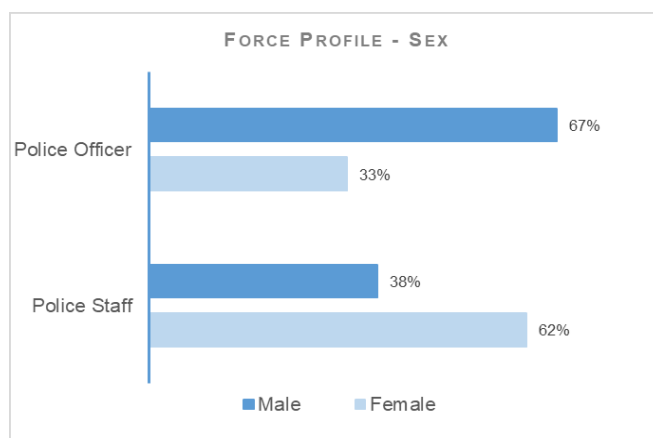
Police Scotland continue to improve the use of data to become a more equal, diverse and inclusive workforce that represents our communities.

The following analysis is an important step in understanding Police Scotland's current workforce profile, identifying where improvements have been made, and where action is required to better represent those communities we serve.

Force Profile as at 31 March 2021 – Equality Outcome 8

Sex

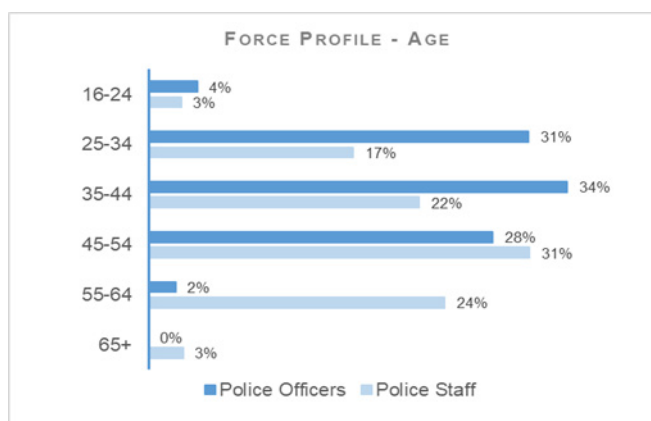
- Increase in the number of female police officers from 5,709 at 31 March 2020 to 5,735 at 31 March 2021.
- 11-15 years' service is the most common length of service for both male and female police officers.



- The average length of service is 12 years for Police Officers (11 years' for females and 13 years' for males).
- <1% of police officers and police staff select Yes when completing the Transgender Identity question or updating their personal sensitive equality & diversity data. This has been the trend since 2014 and since this time the number continues to decrease.
- The average length of service is 12 years for Police Staff (12 years' for females and 10 years' for males).

Age

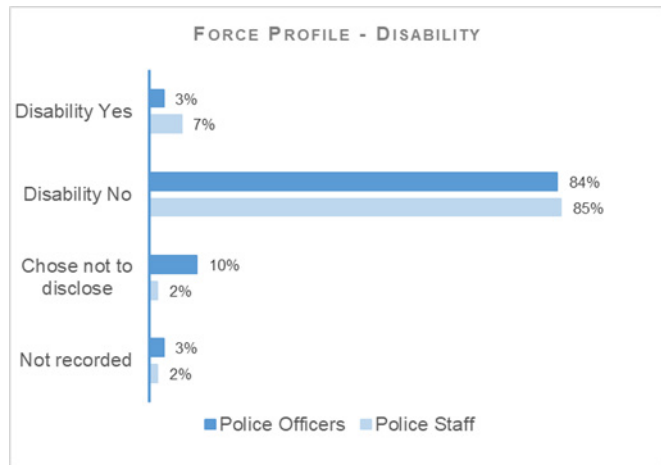
- The 35-44 age group remains the most common age group for police officers (same for both males and females).
- Average age of a police officer is 39 years old (37 for females and 39 for males).



- The 25-34 age group is the most common age group for probationary constables.
- Average age of a probationary constable is 28 years old (no difference for males and females).
- Average age of police staff is 46 years old (45 for females and 48 for males).

Disability

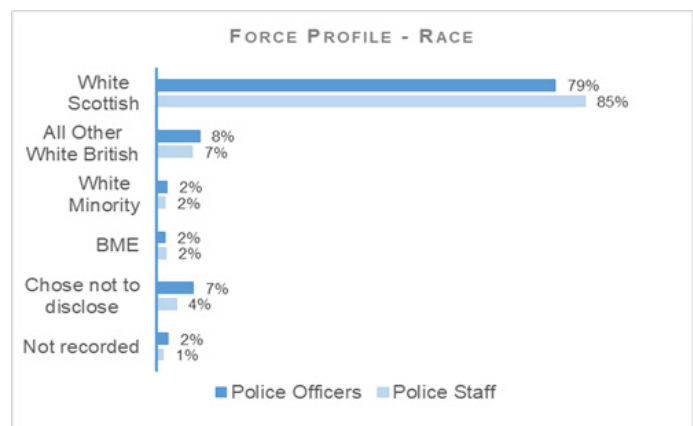
- The proportion of police officers with a Recorded Disability remains the same at 3%. For probationary constables, the proportion has fluctuated between <1% and 2% since 2016.
- 45-54 is the most common age group for those with a Recorded Disability compared to the 35-44 age group for those who selected No.



- Average Age – 42 for those identifying as Yes and 39 for those selecting No.
- Average Length of Service - 14 years for those selecting Yes and 12 years' for those selecting No.
- The proportion of police staff with a Recorded Disability remains the same at 7% - this has been the trend since 2017. However, in 2019, the proportion reduced to 6% before increasing thereafter to 7%.

Race

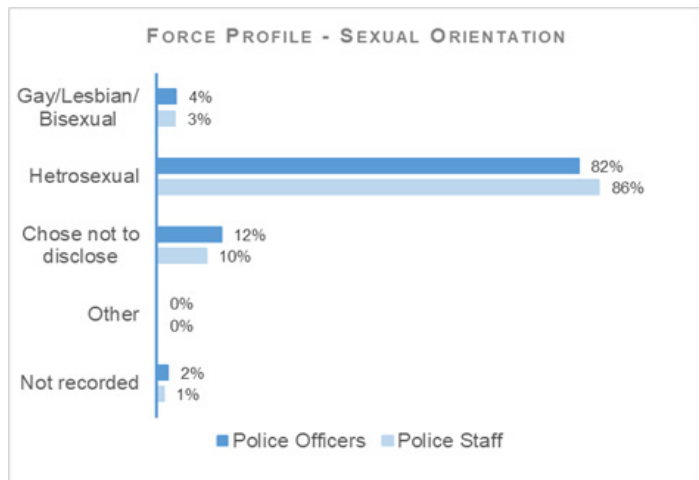
- The proportion of Police Officers identifying as BME remains the same at 1% and 2% for those identifying as White Minority. The graphs show the number of police officers overall or probationary constables who identify as BME or White Minority.



- The most common service band is 11-15 years' service for all ethnic origin categories, with the exception of White Minority where 0-2 years' service is the most common.
- Average Length of Service - White Scottish – 12 years'; Other White British – 11 years'; White Minority – 9 years' BME – 10 years.
- The proportion of police staff identifying as BME remains the same at 2% and 1% for those identifying as White Minority.

Sexual orientation

- The number of police officers identifying as LGB has increased from 614 at 31 March 2020 to 644 at 31 March 2021.
- 25-34 is the most common age group for those identifying as LGB compared to the 35-44 age group being the most common for those identifying as Heterosexual.



- Average Age – 36 for those identifying as LGB and 39 for those identifying as Heterosexual.
- 11-15 years' service is the most common service band for those who identified as LGB or Heterosexual.
- Average Length of Service – 9 years' for those identifying as LGB and 12 years' for those identifying as Heterosexual.
- The proportion of police staff identifying as LGB remains the same at 3%.
- Average length of Service – 7 years' for police staff identifying as LGB and 11 years' for those identifying as Heterosexual.

E&D Mainstreaming and Equality Outcomes Progress Report published

The [E&D Mainstreaming and Equality Outcomes Progress Report \(2019-2021\)](#) was published on 30 April. This report provides high-level updates and examples of progress and area for ongoing development in relation to E&D mainstreaming and the police Scotland Equality Outcomes (2017-2021).

New Joint Equality Outcomes for Policing published

Following extensive internal and external engagement, including an online survey open to the public, a new joint set of equality outcomes have been developed to provide a refreshed focus for the work which both organisations already have underway in this area.

There are now eight Equality Outcomes covering both equality in employment and in service delivery. The [Joint Equality Outcomes for Policing 2021](#) were published on 30 April 2021 and work is now ongoing to develop and undertake actions across all areas to support the delivery of the new outcomes.

Carers Positive Award Scheme – Established Employer status

Police Scotland and SPA have been successful in achieving 'Established Employer' status in the Carer Positive Award Scheme run by Carers Scotland.

The primary purpose of the Carer Positive award scheme is to work with Scottish employers (private, public and third sector) to identify and share good practice and to enable organisations to work through an incremental continuous improvement process.

Police Scotland and the SPA submitted a joint application for 'Established Employer' status in the Carer Positive award scheme, outlining progress made since the previous application.

The application included the following examples of work to support our officers and staff who are carers.

- Development and publication of the SPA/PSoS Carers Intranet Site;
- Provision of paid carers leave to Police Staff, regardless of their role or legacy area;
- Provision of paid carers leave for Police Officers;
- Ongoing awareness raising activity e.g. Carers Week articles and staffed Carers Exhibitions at various sites;
- Provision of facility for Police Staff to spread the cost of unpaid special leave, over period of time in order to make unpaid special leave a more accessible solution.

Recruitment

Police Scotland continues to recognise that people drive the success of Scottish policing, and our Positive Action Team is committed to attracting a diverse, multi-skilled, experienced and sustainable workforce.

180 offers of appointment have been issued for the Police Officer intake on 28 June 2021 with the intake profile once again delivering strong diversity with 10% of recruits being from a minority background. The intake was made up of 90 male officers and 90 female officers.

The intake also demonstrates our commitment to our hard to fill communities with 22% (39 officers) being posted to rural communities in Lothian and Borders, Argyll and West Dunbartonshire and Highlands and Islands divisions.

Special Constable Recruitment is currently working towards delivery of intakes in July (local training) and September (condensed course). Recruitment familiarisation events for divisional Special Constable co-ordinators have commenced and have taken place so far in Fife and Tayside divisions.

The Positive Action Team hosted a successful BME online family event on 05 June 2021 with 48 prospective candidates joining the event which showcased the new short films created by the PAT and featuring serving BME officers. Follow up engagement will take place to provide any further support and information. A national online LGBTI event is scheduled to take place on 24 June 2021.

Note: Minority ethnic denotes all recruits who disclosed any ethnicity other than White.

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

Maintaining a balanced budget: Financial monitoring report tracking and forecasting a balanced budget by Year End

The Corporate Finance and People Board monitor financial performance on a monthly basis and the overall financial position is regularly reported to the Scottish Police Authority (SPA) and Scottish Government. There is also frequent engagement throughout the year to ensure that the accountable officer is aware of the overall financial position and seek their views on how any emerging issues should be dealt with.

The approved budget is reforecast on a quarterly basis to ensure the financial position continues to reflect what is actually happening across the organisation, and that this position is understood to enable better informed decisions. The Quarter 1 net expenditure forecast is £9.1m over the approved budget, however, this is compensated by additional grant-in-aid funding committed from the Scottish Government for updated PSPP and to support transitional revenue costs for the transfer of post mortem toxicology services from the University of Glasgow to the Police Authority. There are a number

of other offsetting variances that form part of the Quarter 1 forecast that broadly net to zero. Overall, the break even position remains in line with budget.

The capital forecast at Quarter 1 is £58.5m, £4.8m above the budget position of £53.7m. This forecast overspend is fully funded and primarily compensated by additional grant-in-aid funding (£4.6m) committed by the Scottish Government to support transitional capital costs (laboratory fit out and instruments) for the transfer of post mortem toxicology services to the Police Authority.

The reform forecast at Quarter 1 is £25.6m, £0.6m above the budget position of £25.0m. This forecast overspend is compensated by additional grant-in-aid funding committed from the Scottish Government.

There are a number of financial threats and opportunities that may materialise over the course of the financial year. These will continue to be monitored with the necessary action taken as appropriate.

Maintaining Financial Sustainability

The medium and long term financial planning documents and annual budget submissions support this Strategic Outcome. Financial sustainability has been the primary objective of the medium / long term financial strategies developed since 2016, all of which highlighted the challenges facing the service in achieving financial sustainability.

These multi-year financial plans focussed on the sustainable elimination of the Authority's structural deficit by way of a combination of workforce reductions or a correction to revenue funding.

Following representations made to Scottish Government ministers and officials as part of spending review discussions, the Scottish Government's 2021/22 budget included a significant uplift to police funding. This allowed the Authority to address the structural deficit without the need for workforce reductions.

An initial refresh of the five year financial planning document will be developed in the summer of 2021 within the context of maintaining financial sustainability, i.e. a balanced budget. Development of a robust longer term financial strategy is highly dependent on a number of key enabling strategies, including the strategic workforce plan, the target operating model and the transformation roadmap.

Everyone in the organisation has a role to play in improving financial sustainability, making efficient use of resources and eliminating waste to deliver best value. Developing and actively managing the annual budget for revenue, capital and reform is a collaborative process involving consultation across the whole organisation as well as key stakeholders.

Once approved, the budget is allocated to nominated budget holders who are responsible for the management and control of that budget throughout the year. The approved budget represents the maximum financial resource for which budget holders have authority to allocate, prioritise and make financial commitments for their business areas.

Optimising the use of these resources is key in achieving best value. A robust process of budgetary control, undertaken on a monthly basis (with formal quarterly reviews) is in place to help ensure that divisions and departments make the most efficient use of their budgets and that each budget holder is accountable for spending of public money, in line with agreed budget at the outset of the financial year.

This approach enables Police Scotland to ensure that the financial position is monitored, with the appropriate checks and balances in place to maintain a financially sustainable position.

An overarching aim of our procurement strategy is to deliver value for money and best value outcomes by improving efficiency and reducing expenditure where possible. Key elements include sourcing strategies, market engagement, and contract and supplier management.

These procurement considerations, alongside the monthly monitoring of compliant spend undertaken across the organisation ensure that we deliver best value and support our financial sustainability objective.

Procurement

Compliance	2020/21 Q4
% of regulated spend undertaken compliantly in line with purchasing policy	92.0%

Note: Police Scotland report retrospectively on spend compliance as a result of the data requiring to be analysed after the end of each quarter. The figure provided is an analysis of Quarter 4 2020/21 – Data for Quarter 1 2021/22 will be available in the Quarter 2 report.

Procurement Impact

The procurement team target for non-compliance was to reduce non-compliant spend to less than 15% by Quarter 4 Financial Year 2020/2021. This target has been achieved earlier than expected and significantly exceeded in the last quarter of the year with a very high volume and value of compliant year end capital spend. There continues to be very low levels of new non-compliance, with most instances at very low values below the regulated procurement thresholds. This has contributed to a continued year on year reduction in non-compliance across all spend with a weighted average performance of c. 12% for Financial Year 2020/21, down from c. 24% for Financial Year 2019/20.

Fleet

% ULEV	Average age	Average % of Vehicle Availability
8.0%	5.6 years	96.4%

Police Scotland is working towards implementing the move to an Ultra-Low Emission Fleet (ULEV) as part of the Fleet Strategy. Work is ongoing with the ULEV board and the implementation group. The Fleet Strategy is a ten year strategy (2020-2030) and the ambition is to shift our unmarked fleet to ULEV in the first five years of the strategy (dependent on secured funding).

In years five to ten of the strategy, once unmarked vehicles have transitioned to ULEV, significant investment in replacing marked vehicles with ULEV will commence with the ambition of the fleet becoming fully de-carbonised by 2030.

Estates

Co-locations / Collaborations

Shared Occupancy	2020/21 YTD
% footprint of the Estate which is co-located/shared with our partners	10.7%

Since the start of the financial year new collaboration leases have been signed as part of the North East Division Integration Project (NEDIP) in Aberdeen at Marischal College and Woodhill House with Aberdeen City / Aberdeenshire Councils respectively. Another new lease was also

entered into with Clackmannanshire Council in Kilncraigs, Alloa. This percentage will further rise as a result of these projects when the vacated existing buildings in Aberdeen and Alloa are sold. The estate was also reduced by selling properties at Tay Coast and Fortrose.

Environmental - Total carbon emissions per m2 of estates

Provisional full year data for 2020/21 is as follows:

Total tonnage of emissions *	Benchmark 1 (including all emissions)	Benchmark 2 (building emissions only)
47,098 tCO ₂ e	107 kgCO ₂ e/m ²	69 kgCO ₂ e/m ²

Note: Total tonnage of emissions is tonnes of carbon dioxide equivalent. This total constitutes a 6% reduction on our 2019/20 baseline for the Environmental Strategy. It should be noted that this tonnage may be subject to change as we are still awaiting for a small number of sites.

Environmental – Reduction in Co2 emissions

As previously stated, our emissions for year 2020/21 were 47,098 tCO₂e, which represents a 6% reduction against our Strategy baseline. This figure is subject to change as we await final billing information for a small number of sites.

This information will be included in our next report to the Scottish Government in November this year and was also included in our internal Sustainability Report submitted to the SPA Board.

We are currently working on implementing projects related to our Strategy and will be in a position to report on progress in the coming months.

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

Police Scotland has implemented the Operation TALLA Command Structure to manage the planning and response to the impact of COVID-19. This has been continuously reviewed and refined as our response to the pandemic evolves and we start to see restrictions easing, creating ongoing challenges. Nine bespoke strategic objectives, aligned to our overarching strategic outcomes, are detailed on the next page. 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.

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 the communities of Scotland throughout the pandemic
- Work in partnership providing an appropriate policing response at strategic, tactical and operational level, including to any incidents involving COVID-19

The needs of local communities are addressed through effective service delivery

- Support partners as part of local and national resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, through effective planning preparation, response and recovery
- Monitor and respond appropriately to any internal or external tensions

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

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

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

- Protect, safeguard and support our officers and staff, throughout the period of the pandemic

Police Scotland is sustainable, adaptable and prepared for future challenges

- Renew and rebuild our working practices in a way that captures organisational learning and seeks out opportunities for continuous improvement
- 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 and managed, whilst ensuring that financial control, governance and discipline are maintained throughout the response
- To ensure all residual Operation Talla related work is mainstreamed as the force enters the recovery phase and transitions back to normality, post-pandemic. We will continue to safeguard our own people ensuring we continue to best serve the communities of Scotland

Emergency Legislation – Co-operation Levels

Police Scotland’s approach to the use of COVID-19 legislation continues to be primarily based on engagement with the public, explaining the provisions, and encouraging compliance with the necessary restrictions. Enforcement action is only taken where absolutely necessary. This approach is commonly known as the Four Es. Whilst the overall style and tone of policing the pandemic in Scotland has not changed since the inception

of the public health emergency, during September 2020 an additional condition was added to the approach which enabled quicker acceleration through the Four Es for flagrant or repeated breaches.

The following table summarises police intervention action taken during the period: 01 April 2021 to 30 June 2021 with comparisons to the same period the previous year:

Type of Interventions	Number (PYTD)	Proportion of total (PYTD)
Premises closed	5 (40)	<0.1% (<0.1%)
Premises where intervention was required	11 (177)	<0.1% (0.3%)
Medical detention	0 (0)	-(-)
Dispersals after being informed and requested (occasions)	11,595 (45,059)	51.5% (75.4%)
Dispersals after being informed, requested and instructed (occasions)	5,265 (10,641)	23.4% (17.8%)
People removed from place or premises*	2,738 (340)	12.2% (0.6%)
Fixed Penalty Notices issued	2,750 (3,192)	12.2% (0.5%)
Arrests	92 (272)	0.4% (0.5%)
Recorded Police Warnings	49 (8)	0.2% (<0.1%)
Total Interventions	22,505 (59,729)	

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

**Please note - People removed from place or premises was previously recorded as People returned home using reasonable force.*

Changes to recording practices

From Wednesday 03 March 2021, a change to the category for recording of intervention activity on the Coronavirus Intervention (CVI) Database came into effect, meaning that 'People returned home using reasonable force' was changed to 'People removed from place or premises'. Since this change, it has been evident that officers are more comfortable recording interventions under the new category in comparison to the previous category, and this has been noted as the primary reason for the increase in this intervention type compared to the previous year.

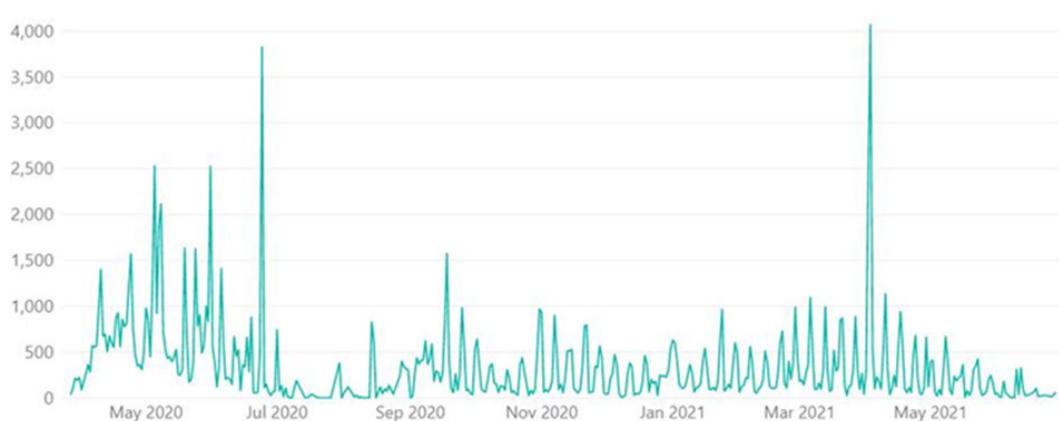
On 27 May 2020, amendments of the coronavirus regulations were made whereby FPNs became available as a disposal for those aged 18 and over only. This means that from that date, 16 and 17 year olds were no longer eligible for a FPN with Recorded Police Warning (RPW) being the alternative disposal, which may explain the rise in RPWs being issued this year.

Total Interactions (01 April to 30 June 2021)

The number of interactions have remained relatively stable since Quarter 3 last year, with one evident spike on the weekend of 15 - 16 May 2021.

Over the course of this weekend, 599 interventions were recorded, with 566 (94%) of these occurring in private dwellings in the form of house gatherings. Around half of persons (306) dispersed when asked / informed, with a further 109 dispersing when warned / instructed. Of the remaining 30%, 134 persons were removed from premises, 46 FPNs were issued and four arrests were made.

This was the first weekend following the First Minister's announcement that all areas of mainland Scotland with the exception of Glasgow and Moray would be entering Level 2 restrictions from Monday 17 May. This allowed six people from three households to meet indoors with no physical distancing restrictions for the first time during the course of the pandemic. The spike seen this weekend was similar to that experienced on 25 June 2020 when large groups of people gathered in Kelvingrove Park, Glasgow, drinking alcohol and not adhering to social distancing rules. Police cleared the park due to disorder and to maintain safety resulting in approximately 2,500 people being dispersed.



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 the communities of Scotland throughout the pandemic

Absence

Throughout April, absence levels were consistent with levels seen in 2019/20. During early May, absence levels for this year were much the same as 2020/21 and 2019/20. However from mid-May onwards, absence levels have been rising and are above that of the last two years. At the end of June, absence levels are around double those of last year.

At the beginning of the quarter, COVID-19 related absences accounted for around one quarter of all absences, with 61.3% of these as a result of confirmed COVID-19 or symptoms. This reduced to 12.9% of absences being COVID-19 related on 01 May (73.0% confirmed or symptomatic) before rising slightly to 18.3% on 01 June (57.9% confirmed or symptomatic).

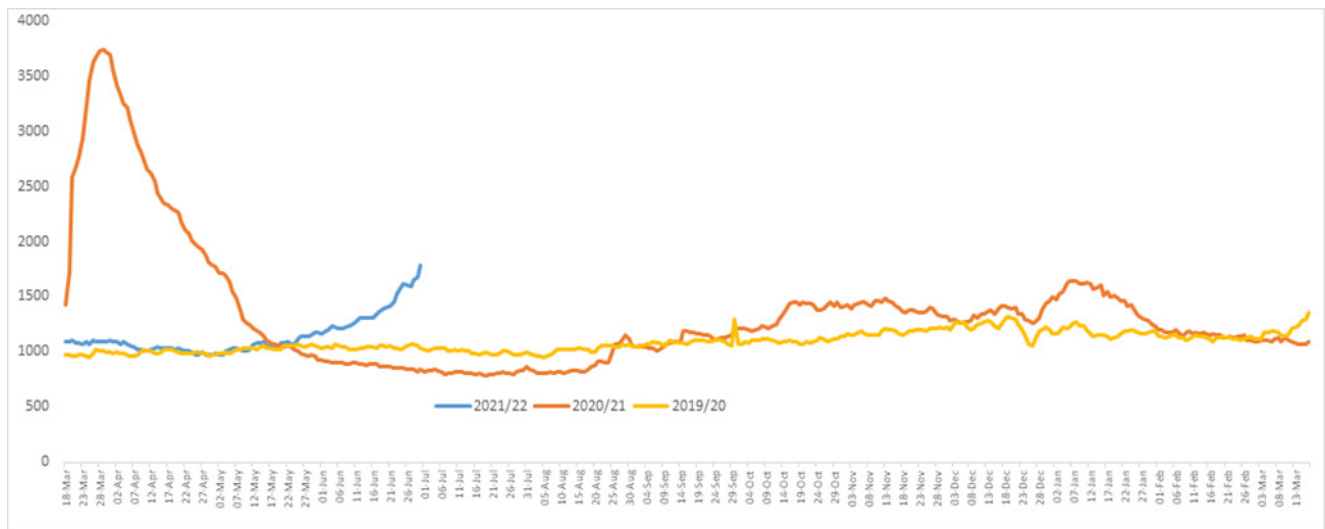
The proportion of COVID-19 related absences continued to increase throughout the month of June with 43.2% of all absences being noted as COVID-19 related on 30 June, of which 37.2% were COVID-19 symptomatic.

Up until mid-June, the majority of COVID-19 related absences were as a result of confirmed COVID-19 or symptoms. Throughout the latter part of June, this picture has reversed and there are more COVID-19 related absences as a result of precautionary isolating or as a requirement through contact tracing.

At the end of June, 484 officers / staff were absent for COVID-19 reasons are absent for precautionary isolation or as a result of contact tracing. This compares to 287 officers / staff absent with confirmed COVID-19 or symptoms meaning 62.8% of COVID-19 absences are not as a result of symptoms or illness.

Police Scotland are in continuous communication with the Scottish Government with regards to the self-isolation policy, taking cognisance to the changes announced by the UK Government coming into effect in July.

Total absence line graph – comparison of 2019 to 2020 (and 2021 to date)



COVID-19 Response Model (CRM)

The COVID-19 Response Model (CRM) was introduced during the last financial year to allow Police Scotland to adapt whilst responding to incidents in line with changes in restrictions implemented by Scottish Government. This was implemented in order to meet public expectations whilst taking measures to prevent the spread of the disease.

Deploying the CRM allows territorial divisions to retain ownership and management of their Local Policing Appointments, utilising telephone contact.

Since the easing of restrictions during April 2021 the CRM has essentially been suspended with the C3 staff using CAM and THRIVE assessments. However, the current CRM retains the ability to flex resources and be re-introduced via Local Policing Commanders / C3. As such, should the country return to a state of restricted movement / partial lockdown, required within Levels 3 and 4, consideration will be given to reintroducing the CRM to ensure that officer safety is maximised.

It will also be reactivated to alleviate pressures where high absence rates are causing concern, regardless of which level the area is under.

COVID-19 online reporting will remain in place as a means of reporting COVID-19 related incidents for as long as there is an associated demand in line with the regulations.

OP TALLA Strategic Objective

- Work in partnership providing an appropriate policing response at strategic, tactical and operational level, including to any incidents involving COVID-19

Marches and Parades

The Scottish Government sought legal advice on the prohibition of marches and parades with a view to balancing health protection against the rights of individuals under European Commission on Human Rights (ECHR).

As a result the decision has been taken to develop a guidance document to support a regulated framework for accommodating marches and parades. SG consulted all aforementioned agencies seeking input on the content and structure of the guidance.

Police Scotland contributed to the document supported by input from experienced operational superintendents, public order commanders and senior legal colleagues, ensuring proportionality and clarity over parameters for enforcement.

The resultant document, <https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-marches-and-parades> was published on 17 May and circulated among all divisional operational superintendents, public order commanders and local planning teams.

The guidance aims to support march and parade organisers, local authorities, and police facilitate the safe resumption of properly notified marches and parades while local-level health protection regulations are in place.

Plans for the resumption of marches and parades are as follows:

Level	Maximum number of participants	Maximum duration
4	Not permitted	Not permitted
3	Not permitted	Not permitted
2	50	1 hour
1	100	2 hours
0	500	3 hours

The limited resumption of public processions does not alter the policing approach to static demonstrations / protests in Levels 0-3 (and Level 4 where all persons are under 18 years of age) where it is clear that whilst they are not prohibited to take place, they are still required to comply with the requirements of the Regulations relating to minimising the risks of exposure to coronavirus and must have taken into account all current Scottish Government Guidance. Where this is not the case, they will be liable to enforcement if this is deemed necessary.

Through engagement with the procession organisers, Police Scotland event commanders will continue to have the autonomy to decide on the appropriate police action to be taken in order to provide a proportionate response to the circumstances to which they are presented, and to consistently discourage non-compliance and outline the legality surrounding public processions.

OP TALLA Strategic Objective

- Support partners as part of local and national resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, through effective planning, preparation, response and recovery

Virtual Summary Trials

Following on from the successful Virtual Summary Trial Pilot in 2020, a longer term initiative has been implemented with Aberdeen Sheriff Court, where the initial focus will be on domestic and other cases that lend themselves to be heard remotely being considered.

In response to this, Police Scotland have worked closely with partners in Scottish Courts and Tribunal Service (SCTS) and COPFS and now have five dedicated evidence giving rooms established across Grampian (Queen Street and Seaton Police Offices, Aberdeen, Stonehaven, Peterhead and Elgin Police stations) where Police witnesses will go to give their evidence to Aberdeen Sheriff Court. A Virtual Summary Trial SPOC has been instated to ensure that officers are fully supported during this new process. A number of trials have been identified over the coming months. Each partner will provide feedback after each trial to ensure learning is captured and the best model is shaped from this.

Remote Provision of Police and Professional Witness Evidence

In addition to supporting the Scottish Governments guidelines on travel restrictions, virtual summary trials generated immediate efficiencies for Police Scotland in respect of the reduction in resource abstraction, time spent waiting at court to give evidence, court overtime/ travel costs and impact on staff welfare.

In recent months, using legislation under the Coronavirus (Scotland) Act 2020, a number of ad-hoc submissions have been made to COPFS requesting that consideration be given to our police witnesses giving their evidence to the High Court remotely.

These requests so far have resulted in a number of police witnesses being permitted to give their evidence to the High Courts in Glasgow / Edinburgh from local Sheriff Courts in Kirkwall, Peterhead, Inverness and Wick.

Along with CJ partners, SCTS are now prioritising a workstream to implement new and innovative solutions to support the national delivery of justice throughout the pandemic.

With the support of the Lord Justice Clerk and Criminal Justice Board, a National working group involving CJ partners has been created to scope, plan and create a process for the Remote Provision of Police and Professional witness evidence to facilitate their participation in criminal trials from Police Stations, places of work and other remote locations deemed to be appropriate.

Three trials at Aberdeen High Court were identified for the week commencing 28 June where a number of Police and Professional witnesses successfully gave their evidence from Police Stations, places of work and other remote locations deemed to be appropriate.

A further ten trials have been identified in total to run as part of this Remote Provision of Police and Professional witness evidence pilot, for trials held at both Aberdeen and Livingston High Courts.

In preparation for this and other Virtual Summary initiatives, in the North, nine additional evidence giving rooms have been identified and established across Highlands and Islands.

This model will continue to evolve and expand in response to the evolving nature of the pandemic, working towards a full end-state strategic operating model.

Partnership, Prevention and Community Wellbeing (PPCW)

In order to comply with the Equality Act during COVID-19, it is necessary for Police Scotland to understand the potential effects of its activities on different people, groups and communities. It has been necessary to carry out research, community engagement and consultation with partners, in order to close the gaps in our evidence base. The evidence that we have gathered can be complex and sometimes conflicting, therefore it has been necessary to closely analyse and assess, in order to understand fully what we are being presented with.

Particular individuals and groups may be further disadvantaged during COVID-19, through wider economic and social inequalities already in existence. Examples of this include limited access online devices to access information and support, alongside instances of overcrowding, poorer housing and educational attainment. These factors are likely to lead to higher levels of non-compliance and enforcement in areas of social deprivation, therefore increasing likelihood of criminalisation of people from these areas.

PPCW Division's Equality & Diversity Unit continues to monitor tensions through engagement with local and national partners across all sectors, and daily monitoring of hate crime and incidents. The Unit also prepare a weekly Community Tensions Report for the Force Executive and provide information to the National Community Tensions Team.

OP TALLA Strategic Objective

- Monitor and respond appropriately to any internal or external tensions

PPCW Division continue to monitor internal and external tensions closely, through engagement with local and national partners across all sectors, and daily monitoring of hate crime and incidents. Further reporting is presented on a regular basis throughout the quarter on any emerging community issues or concerns. This includes maintaining Community Impact Assessments in relation to Operation TALLA, Operation NORDEN and Operation URRAM, as well as monitoring the Equality and Human Rights Impact Assessment created to assess the impact of COVID-19, and associated policing response, on equality and human rights.

Numerous strands of community tension have been identified over the period, with mitigating action recommended and undertaken as appropriate. Issues include but are not limited to the enforcement of COVID-19 regulations, Anti-Lockdown / Vaccination sentiment, the Israel / Palestine conflict, the Black Lives Matter movement, and climate change action.

OP TALLA Strategic Objective

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

Communications activity throughout Quarter 1 has continued to support the operational response to COVID-19 and keep our own officers and staff updated on issues which affect them. This has included using a range of external and internal channels and engaging with partners and stakeholders as appropriate.

We have maintained a consistent approach in all our communications, focusing on the Four Es approach of engaging, explaining, encouraging and using enforcement as a last resort.

Internal Communications

A dedicated intranet mini-site remains a main source of information for officers and staff, with all updates posted here. Changes to regulations are also communicated to officers and staff through guidance which is updated every time restrictions are amended.

Updates during Quarter 1 included advice about the supply of PPE, information about lateral flow testing, and guidance on home working. We have also issued line manager briefings detailing Police Scotland's road map to a new normal and updates are shared on a weekly basis from People and Development.

External Communications

We continue to use a number of channels to communicate with the public and key external stakeholders. Our website is updated once a week with the latest enforcement data and a weekly bulletin detailing an updated picture of the policing response to the pandemic.

We have used our relationship with the media to help enhance the public's understanding of our response to the pandemic, providing clear responses to enquiries and facilitating interviews with officers.

We have supported the work of Your Safety Matters to highlight the issue of COVID-19 related assaults on officers and staff through proactive media releases. We also used our social media channels to keep the public informed in instances where the easing of restrictions coincided with public events.

Our Divisional Commanders have written to their elected members to explain our approach and we continue to provide columns to local newspapers across Scotland to enhance this engagement. Using social media, we issued content and provided news releases to media outlets after our Your Police 2020/21 survey came to a close. We also detailed the changes made in divisions as a result of engagement with local communities and updated relevant individuals and members of the public in each division on levels of public confidence in their areas.

Professional Standards Department

The Professional Standards Department (PSD) has established a process to identify all complaints relating to COVID-19 and deal with these in as efficient and swift a way as possible.

During the year to date, 73 complaint cases were received in relation to COVID-19. The PSD National Complaint Assessment & Resolution Unit (NCARU) has resolved 49.3% of these by Frontline Resolution (FLR) through simple explanation, assurance or apology.

However, the volume of COVID-19 related complaints remains significantly below the peak volume in Quarter 1 of 2020/21, at the outset of the pandemic. Moreover, the total of 73 such complaints received in Quarter 1 represents a 63.3% decrease on Quarter 4 of last year.

Table: COVID-19 Related Complaints Received, by Period:

Period	Number of COVID-19 Related Complaints
Quarter 1 2020/21	447
Quarter 2 2020/21	108
Quarter 3 2020/21	120
Quarter 4 2020/21	199
Quarter 1 2021/22	73

PSD continues 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. Key themes (see below for definition) identified during Quarter 1 year to date were:

- Officers not wearing appropriate PPE and / or failing to social distance from other officers or from members of the public. These issues were cited in 47.9% of the COVID-19 related complaints received during this period;
- Failing to enforce reported breaches of Coronavirus regulations by members of the public. This was cited in 16.4% of the COVID-19 related complaints received. The most common theme amongst these reports related to gatherings in domestic dwellings, with the remainder involving reports of travelling outwith designated areas and public gatherings;
- Police action to ensure public compliance with the Coronavirus regulations was cited in 28.8% of COVID-19 related complaints received. These refer to complainers' subject to the 4E's approach by Police Officers. These complaints broadly express dissatisfaction with the approach taken, most commonly relating to reported gatherings within domestic dwellings.

Note: Each theme identified is counted once per complaint. However, each complaint may include multiple themes. Therefore, the totalling of all themes may vary from the total number of complaints.

With COVID-19 restrictions remaining in place at varying levels across the country, all COVID-19 related complaints will continue to be monitored, managed and recorded.

OP TALLA Strategic Objective

- Protect, safeguard and support our officers and staff, throughout the period of the pandemic

PPE

A document has been produced for the attention of all officers and staff 'Guidance in Relation to COVID-19' that covers all aspects of operational activities.

PPE training has now been successfully delivered and completed across all divisions and arrangements are in place to ensure that officers attending their initial probationary training at the Scottish Police College are trained prior to being deployed operationally. Trainers are now embedded within each division and have the necessary equipment to complete ad-hoc training as required locally. With the training element essentially complete it will therefore have no bearing for the next 18 months on existing PPE stock levels and provide confidence to quickly and proportionately respond to any additional wave or new pandemic whilst mitigating risk to current stock and future supply chain.

A carrier system allowing officers to carry three FFP3 masks, goggles and gloves has been distributed to all frontline uniform officers. Further training has been offered and delivered to Independent Custody Visiting Scotland Staff together with provision of appropriate PPE for use when attending Police Custody suites.

Processes have been developed to embed data led re-ordering and local distribution by DCUs within each Local Policing Division.

Training and guidance has been delivered to staff to ensure a thorough understanding of the triggers and processes to submit accurate replenishment requests to central stores, based on maintaining a 4-5 weeks supply at all times. On 30 June 2021 central stores undertook full responsibility for supply and distribution of PPE across Scotland.

The integrating of Operation TALLA Stores, Supply and Distribution processes into business as usual (BAU) has not met with any difficulties with Operation TALLA resources being further scaled back on 30 June in line with the transition plan. As part of the final phase of the transition over to BAU communication links will continue to identify any new trend, threat or risk and manage the longer term projections and usage of PPE.

PPE stock remains centralised at Meiklewood Road Stores complex and replenishment of items are taken from SPS Fauldhouse, our main storage facility for holding high stock and slow moving items. Although having seen a sustained period of increased usage of FFP3 masks, Operation TALLA Logistics have seen a recent reduction in use.

Data collated by Operation TALLA Logistics during the pandemic has provided an understanding of PPE usage, particularly FFP3 masks, including ratios of officers trained in each type of mask.

Data held suggests the current stock level provides confidence to meet the demands of a third wave or spike in the pandemic for the coming 12-18 months.

An alternative to FFP3 masks for officers who are unable to shave for religious or cultural reasons was approved at SOB for a four month pilot to begin. Two officers are involved in this process and Operation TALLA will review feedback on attendance at each TALLA incident and provide an update to the Gold Command, Equality & Diversity, Health & Safety, Officer Safety Training, Legal Services and Semper.

PPE guidance is currently that FFP3 masks should be worn where two metres physical distance cannot be maintained from any member of the public. As part of the Organisation's route map towards normality, this guidance had been approved to change on 01 July 2021. The reviewed guidance, in line with the Scottish Governments Strategic Framework, was going to see officers and staff in areas of the country which are in Level 0 or Level 1, being able to wear IIR masks as a default except in situations where there is an increased or identified risk of COVID-19, when they would still require to wear an FFP3 mask.

Owing to the increased community infection rate, increased R-number and increased absence rate across the force, the new guidance has been put on hold and a Short Life Working Group has been established to review the guidance and risk assessment.

Outbreak Management Team (OMT)

As the prevalence of COVID-19 reduced for the majority of Quarter 1, so too did demand on the OMT, particularly during what were historically peak times. As such, from 24 May 2021 the OMT ceased to provide 12 hour coverage and reduced to dayshift hours seven days a week. The resources within the OMT reduced accordingly.

In line with the Scottish Government phased approach, a full review of the OMT was undertaken mid-June. Had demand continued to reduce, the proposal would have been for the OMT to be decommissioned and transition to the People Direct Service Desk and P&D Absence Management BAU from early July. All other OMT business would have reverted back to the NHS Test & Protect Team.

Unfortunately, since the start of June, there has been a spike in absence figures across the force, in particular COVID-19 related absence. As such the plan to stand down the OMT has been reviewed, with resources working within the OMT being increased accordingly. The requirement for the OMT to remain in place will continue to be reviewed regularly with a view to reducing resources and decommissioning it when no longer required.

OP TALLA Strategic Objective

- Renew and rebuild our working practices in a way that captures organisational learning and seeks out opportunities for continuous improvement

ICT

As part of the organisation's response to COVID-19, one of ICT's key priorities was to ensure that remote working solutions were in place, through the distribution of remote access tokens (RAS) and laptops. Throughout 2020/21, ICT deployed 4,055 laptops to our staff, with 4,140 RAS tokens being provisioned enabling staff to access our network remotely. In total we now have 6,665 staff registered with remote access capability.

The introduction of Microsoft Teams has also been significant, with almost 13,500 staff now having access. This enables virtual face-to-face time with staff and colleagues, reducing the requirement to travel to attend meetings. The provision of MS Teams was significant in supporting the Staff Pay and Rewards Modernisation (SPRM) appeal hearings, SPA board and committee meetings, and interviews for new officers and staff.

Additionally, ICT has contributed to multiple adaptations to the changed operating environment, providing Police Scotland with enhanced flexibility to respond. ICT has, for example, delivered technology to enable virtual custody courts at 21 locations, with 37 endpoints, whilst supporting criminal justice with enhancements to enable the provision of in-cell consultations.

Alongside this, multiple changes were made to a suite of policing applications in alignment to Revised Police Powers and to support mobile ticketing.

An online estates request system to support logging and management of requests was introduced, as well as the development of online reporting for COVID-19 related incidents and physical distancing moves.

A project has also been initiated to procure, design and implement a new Electronic Document and Records Management Solution (EDRMS) within our P&D function. The solution will support the digitisation of manual based HR files and will support the electronic creation and maintenance of new HR records. The solution implementation is underway. This includes a digitisation exercise of several hundreds of thousands of manual files and paper based documentation. The solution is expected to be live towards the end of the summer.

Throughout Quarter 1 ICT have continued to deliver against requests for service in relation to COVID-19, these include office moves to support physical distancing and the safe distribution of equipment. With a reduction in these requests effective 07 May ICT are now managing this as part of their business as usual portfolio.

We are continuing to support organisational requirements as we move towards the new way of working and homeworking models and the development of the Virtual First Training requirements with Learning Training and Development (LTD).

Additionally we are progressing with implementation of process automation, BWV to support armed policing, and Tender evaluation & preparation for our Digital Evidence Sharing Capability (DESC) Project. This project is a collaborative approach between Police Scotland, The Scottish Government, COPFS and the Scottish Court and Tribunal Service to modernise the digital evidence process and in doing so, improve efficiency within the criminal justice system. We have implemented the new E recruitment system, completed a number of enhancements to many of our systems, and have published our Cyber security strategy implementation plan.

Organisational Learning

The Organisational Learning Group (OLG) was established during 2020/21 to ensure Police Scotland made the most of the learning opportunities identified as a result of our response to the COVID-19 pandemic.

The Renewal and Continuous Improvement Group (RCIG) was also established in June 2020 to support and coordinate planning within business areas as Police Scotland progresses to returning to a new normality. As part of this work, an assurance review was undertaken in order to provide a clear route map towards the establishment of an Organisational Learning function within 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 and managed, whilst ensuring that financial control, governance and discipline are maintained throughout the response

The operational and financial implications of COVID-19 will be monitored closely throughout the financial year to determine the overall impact on our 2021/22 budget position.

The 2021/22 budget approved by the SPA Board on 24 March 2021 included £15m of additional one-off funding to support the in-year impact of COVID-19; £10m to cover the anticipated shortfall in income as a result of operating in a COVID environment, £2m to support the enhanced cleaning requirements across our estate and £3m to cover additional PPE requirements.

At the end of June 2021, the 2021/22 year to date incremental revenue costs for Operation TALLA were £1.0m. The expected full year revenue forecast is £5.0m which is in line with our approved funding. No incremental capital costs have been incurred to date for 2021/22.

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

OP TALLA Strategic Objective

- To ensure all residual Operation Talla related work is mainstreamed as the force enters the Recovery phase and transitions back to normality, post-pandemic. We will continue to safeguard our own people ensuring we continue to best serve the communities of Scotland

As the country starts to emerge from the COVID-19 pandemic, restrictions are eased and we see communities across Scotland returning to normality, Police Scotland will review our own response and begin to resume business as usual processes across the force. This will be achieved through a planned transition, aligned to the levels of the Scottish Government's Strategic Framework, and will see an incremental and proportionate release of Operation TALLA resources back to their substantive posts.

The Operation TALLA Command Support Structure will be regularly reviewed along with the resources within the Operational Delivery Team to ensure both are proportionate to demand. As we start to recover from the pandemic we will maintain Business Continuity lists, retaining the capability to re-activate Operation TALLA at short notice if required.

Throughout, we will continue to protect and safeguard our staff and officers to support them back to normality. The current position on home working will be reviewed and a longer term policy implemented to reach a blended working arrangement post-pandemic. We will continue to review PPE guidance to ensure optimum levels of protection for our staff and officers, and will continue to support Lateral Flow Testing for staff and officers working in the highest risk areas.

