East Lothian
Council

NOTICE OF THE MEETING OF
POLICE, FIRE and COMMUNITY SAFETY SCRUTINY COMMITTEE

WEDNESDAY 8 JUNE 2016
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON

1

Committee Members Present:
Councillor T Day (Convener)
Councillor J Gillies
Councillor J Goodfellow
Councillor P MacKenzie
Councillor J McNeil
Councillor K McLeod
Councillor J Caldwell
Councillor F McAllister

Police Scotland
Chief Supt I Marshall
Chief Insp M Paden

East and Midlothian Scottish Fire and Rescue Service
Mr D Farries, Area Manager
Mr D Mack, Group Manager
Mr S Gourlay, Group Manager – Protection and Prevention

Council Officials Present:
Ms M Patterson, Depute Chief Executive (Partnerships and Community Services)
Mr T Shearer, Head of Communities and Partnerships
Mr P Vestri, Service Manager - Corporate Policy and Improvement
Ms E Morrison, Service Manager, Customer Service
Mr K Black, Safer Communities Team Leader

Clerk:
Mrs F Stewart

Apologies:
Councillor M Libberton

Declarations of Interest:
None

1.   **MINUTES OF MEETING ON 24 FEBRUARY 2016**

The Committee agreed that the minutes were a true record of the meeting.

Matters Arising

Councillor McLeod enquired if there was any update on assistance available to victims of domestic abuse and Tom Shearer, Head of Communities and Partnerships, advised that he had circulated information from the Public Protection Unit (PPU). A presentation had also been given to the Council Senior Management Team by the PPU and a briefing was being arranged for interested parties.   Councillor McLeod welcomed this and hoped that the Council could continue to raise awareness in the community of the help available to victims.

2.   **POLICE SCOTLAND SCRUTINY REPORT, QUARTER 4, 1 JANUARY – 31 MARCH 2016**

The Chair welcomed Ivor Marshall, newly appointed as Police Divisional Commander. He also conveyed his thanks to Chief Superintendant Gill Imery for her service over the past few years.

The Chair advised that the Police Management Report could not be brought to the meeting today as it would not be available until 21 June.   Future meetings would be scheduled on dates following the publication of the management reports.

Chief Superintendant Marshall introduced himself and outlined his career in the Police prior to his new appointment, including periods of service in the Lothians and Borders. He stated that his initial impressions of the area had been very positive and described the indicators for East Lothian as exceptionally good, particularly in relation to road safety and crime. He also informed Members of some changes within Police Scotland, advising that Malcolm Graham would in future focus more on outcomes although analysis work would continue. There also remained significant budget challenges that needed to be worked through to build a sustainable model with national capability. His priorities would be to meet and listen to the people in East Lothian and to continue to build on the positive work being done in the county.

The Chair stated that one of the frustrations of local authority scrutiny committees was that they were unable to influence national decision making, but there were now signs that Police Commanders would have more autonomy at local level. Chief Supt Marshall replied that autonomy and empowerment revolved around budgets and resources, both of which were subject to ongoing change.

Councillor McAllister stated that successful collaboration depended upon the public having access to the Police and suggested that opening hours should be clearly and accurately displayed outside the county's police stations. He was also concerned at the high turnover of Police Officers involved in local policing and urged reform to restore a measure of continuity. Chief Supt Marshall replied that he would like the service to be as open and accessible as possible and he aimed to do that in consultation with partners. He advised that there was now a changing profile with regard to members of the public contacting the police; some people still preferred to visit a police station with their concerns while others communicated with the Police on-line.   Whilst acknowledging the point made on staff turnover, he explained that there needed to be a balance between establishing relationships and operational deployment. Chief Insp

Paden added that the new Policing model was designed to better address that balance and to deliver the best service to the community.

Chief Insp Paden summarised the Scrutiny report highlighting a number of Indicators. Indicator 1, on the detection of crimes, showed that the Service was on target with a detection rate of 33.6%. Figures also showed that there had been a significant decrease in the number of violent crimes and housebreakings, but there had been an increase in the number of fire raisings. The Chief Insp stated that there had been an excellent multi agency response to episodes of fire raising in Musselburgh and these incidents were now the subject of court proceedings. Indicator 4 showed that there had been a reduction of 9.9% in the number of domestic abuse incidents reported compared to last year and the detection rate for those crimes (Indicator 5) had risen by 4.3%. Indicator 8 showed that the number of Disorder Incidents had decreased by 4.9% compared to last year. However, there had been a very small increase in Anti Social Behaviour incidents (Indicator 9). Chief Insp Paden said that this increase would be analysed and discussed with partners. Indicator 10, to reduce the number of Hate incidents, showed a 42% reduction compared to last year and the number of Hate crimes (Indicator 11) showed a 36% reduction from last year. Indicator 13 showed that there had been a significant fall in the number of assaults, serious assaults and attempted murder which the Chief Inspector described as very positive. He was also pleased to report an improved position on Making Our Roads Safer (Indicators 17 and 18). There had been a 22.5% decrease in the number of people killed or seriously injured on the roads and an increase of 23% in people detected for drink/drug driving offences. Indicator 20 showed a marked increase in the seizure of assets which had risen from £163,696 in 2014-15 to £883,571.

Chief Inspector Paden stated that, as a result of collaboration, there was now improved protection for the residents of East Lothian. The Scrutiny report had showed many positive results and demonstrated that East Lothian is a safe place to live.

Councillor McNeil stated that Chief Inspector Paden had delivered a good report. There had been some concern when it was announced that East Lothian Council's contribution to Police Scotland had been reduced but the results had been positive overall. Chief Supt Marshall replied that, where local authority funding had been reduced or withdrawn, the establishment of Officers would reflect that. The Service was doing its best to mitigate the impact on performance which might not be seen in the short term but might become more evident over time. Councillor McNeil also welcomed an improved record of attendance for Police Officers attending Community Council meetings.

Councillor Caldwell enquired about notification to Ward Members on major incidents and Insp Paden replied that local Inspectors had been advised to brief local Councillors on major incidents. Councillor Caldwell also enquired about the Indicator relating to complaints against the Police and Insp Paden replied that he would be in a position to provide this information at a later date. The Chair advised that the Scottish Police Authority would publish this information.

Councillor Gillies enquired if there had been any significant change to the numbers of offenders remanded on bail or the imposition of Anti Social Behaviour Orders (ASBOs) since court proceedings had moved to Edinburgh, following the closure of Haddington Sheriff Court. Kenny Black, Safer Communities Team Leader, advised that there are currently 20 live ASBOs in East Lothian. Since the transfer of judicial business to Edinburgh Sheriff court, refusals of applications had become more common; however, the majority were still being granted. The Chair added that concerns had been

expressed about the loss of local knowledge when Haddington Sheriff Court had closed.

Councillor Gillies also enquired if the value of assets seized by the Police would stay in East Lothian. Chief Insp Paden replied that there was a recognised process whereby community groups can bid for funding from the proceeds of crime. The Chair advised that he would circulate this information.

Councillor McAllister enquired if there was a statistic on the number of domestic abuse cases where alcohol had been a significant factor. Chief Insp Paden acknowledged that alcohol consumption often was a factor and would seek any available statistics. Councillor McAllister also enquired regarding the Police new stop and search policy. Chief Supt Marshall replied that there were new codes of practice in place and the matter would be monitored. It was now recognised that stop and search activity should be intelligence led connected to threat and harm.

The Chair stated that there had been concerns expressed about the service provided to the public by the Bilston Service Centre at the last meeting. He enquired if there was any update on the performance levels on call handling and police response at this new Police centre where services were now integrated. Chief Supt Marshall replied that new Assistant Chief Constable John Hawkins was now responsible for Contact, Command and Control and he would be conducting a review into the integration work.

The Chair commented that doorstep crime and crimes where older people were defrauded was of a particular concern to him. He asked if any work was currently addressing this type of crime and Chief Insp Paden gave an assurance that all reports on such crimes were investigated robustly and he would bring a summary of these reports to the next meeting. He also advised that there was a raft of activity involving Adult Protection and care homes to heighten awareness.

3.   **SCOTTISH FIRE AND RESCUE SERVICES (SFRS) LOCAL PLAN PERFORMANCE REPORT FOR EAST LOTHIAN, 1 JANUARY – 31 MARCH 2016**

David Farries advised that he had taken up the position of Local Senior Officer in February 2016. He also introduced Steven Gourlay, Group Manager, Protection and Prevention.

Mr Farries advised that consultation on the new Fire and Rescue Framework was due to close on 15 June 2016. A 10 week online consultation on the SFRS Strategic Plan 2016-19 had also opened on 31 May 2016 which would inform how the Fire and Rescue Service would be delivered in East Lothian. The aim of this was to balance the national priorities with local needs.

Mr Farries advised that there was a need for the Service to use its resources in a more innovative way while still maintaining a traditional operational model. Recent developments included responding to out of hospital cardiac arrests and a Living Safely in the Home programme aimed at those under 5 years and over 65 years of age. The Service had also purchased aids and adaptations and was strengthening referral pathways to make positive interventions. A further commitment was the investment in a new set of hydraulic equipment for use in road traffic collisions and industrial accidents.

Dean Mack, Group Manager, presented the SFRS performance report. He advised that during this financial year to date, the SFRS had responded to 1455 incidents, an increase of 184 incidents when compared to last year. During this Quarter, the Service had responded to 21 Accidental Dwelling Fires, an increase of 4 incidents on last year. Of these 21 fires, 71% had occurred in single occupancy households with 40% being in the over 65 category. However, Mr Mack reported that, although the number of fires had increased, outcomes had been better and each of the homes had been fitted with a smoke alarm. There had, however, been one fatality. He also advised that there had been 58 deliberate fires, an increase of 30 on the same period last year. A significant number of those fires had occurred in the Musselburgh area.

The Chair stated that all Council houses had been fitted with a smoke alarm and enquired if private landlords had an obligation to fit smoke alarms in their properties. Mr Farries replied that these properties should have hard wired detection. Mr Shearer, Head of Communities and Partnerships, advised that there was a range of measures to ensure that tenants were safe in private accommodation.

Mr Mack advised that the Service had attended 13 Road Traffic Collisions, the same as for Quarter 4 last year. The total of 56 for the year to date was the highest figure in the last 5 years but the number of injuries was down. The Service had also responded to a number of medical emergencies as first or co responders. Mr Mack advised that there had been 96 Unwanted Fire Alarm Signals (UFAS), slightly down on last year and they continued to work closely with the owners of premises to further reduce UFAS incidents.

Councillor MacKenzie stated that the Police report had shown what a safe place East Lothian was for residents and that the perceived danger was much higher than the actual danger. He had also been impressed by the innovations to the service provided by the SFRS and encouraged the Police to carry out more pastoral work. Chief Supt Marshall replied that the Police had already moved into this area of work and were involved with vulnerable adults and children. The Police report was on the priorities East Lothian had set for itself and did not represent all of the work carried out by the Police.

Councillor McAllister, Ward Member for Musselburgh, stated that residents in Musselburgh had been alarmed during the recent fire raising in Musselburgh and had been disappointed at the Police response. This was in contrast to the response by the Fire Service which had been prompt. Mr Farries explained the Fire Service strategy and response in relation to the Musselburgh fires and advised that they had worked with both the Police and the community in relation to these incidents. He also hoped that their attendance at the crime scenes had given re-assurance to the public. Councillor McAllister advised that he had since been advised that Police Officers had attended and investigated the fire raising incidents in plain clothes.

Steven Gourlay, SFRS Group Manager, outlined the prevention and protection activities. He reported on the delivery of Home Fire Safety Visits stating that, by visiting households, providing safety advice and smoke alarms, the number of dwelling fires and casualties would be reduced. A points allocation had been set to target the highest risk households across East Lothian and this target had been exceeded. A total of 1419 visits had been delivered. Mr Gourlay also outlined the partnership working involved in the pilot prevention initiative and advised that 19 activities had been delivered with a focus on young people to underline the potential consequences of playing with fire or starting deliberate fires.

The Chair congratulated Mr Gourlay on the successful pilot initiative. He noted from the report that a more sustainable funding stream would have to be considered to continue or expand this work and asked where this funding might come from. Mr Farries replied that there were challenges around the budget but he did have a small amount of funds which he intended to invest in the pilot initiative. Other avenues would be explored and he hoped that in future it could be jointly funded.

Councillor Goodfellow enquired what the cost of a cardiac arrest call out would be to the Service and was advised by Mr Farries that there was a turn out fee for any type of response for a retained firefighter. Costs for trial of the cardiac arrest pilot would become available.

Councillor Caldwell stated that the Fire Service had no control over incidents which took place but their response was always excellent.

4.   REVIEW OF SAFER COMMUNITIES TEAM

The Depute Chief Executive (Partnerships and Community Services) had submitted a report on the work undertaken by the Safer Communities Team.

Kenny Black, Safer Communities Team Leader, presented the report. He outlined the current composition of his team in terms of staff and location, and advised that the Team's remit included investigating serious anti-social behaviour and taking enforcement action against the perpetrators. The Team also assisted in the operation of the Council's night time noise service in conjunction with the Council's Environmental Protection Team and assisted other Council teams in investigating and taking action in respect of dog fouling, littering and fly-tipping. Diversionary activities for young people involved in anti-social behaviour were also organised and presentations delivered to school children and community groups on community safety issues.

Mr Black advised that antisocial behaviour cases were dealt with on a multi agency basis via four-weekly adult and children's case monitoring groups. There were currently 71 adults and no children on the monitoring groups. Mr Black also advised that there were currently 20 live Antisocial Behaviour Orders in East Lothian and 2 antisocial behaviour related interdicts. The Council had received 1444 antisocial behaviour complaints between 1 April 2015 and 31 March 2016, slightly down on the previous year. Mr Black gave a geographical breakdown of the complaints and summarised the performance targets of his Team. He also advised that the Safer Communities Team had recently undergone a comprehensive service review and a final report containing a number of recommendations was due to be published. Representatives from the Council and Police Scotland were currently in advanced discussions with a view to signing a Service Level Agreement for the future provision of funded Police Officers in light of revised budgets. It was anticipated that this agreement would be ratified by the end of June 2016.

Councillor Goodfellow enquired if the Council would offer support to private landlords to evict tenants involved in drugs and Mr Black confirmed that the Council would offer support in such circumstances.

The Chair requested that the Service Level Agreement was brought to the August meeting.

Councillor McLeod enquired if more staff were required to resolve antisocial behaviour issues quicker and Mr Shearer replied that the current resources for antisocial behaviour worked extremely effectively. He added that outstanding results had been achieved, not just predicated on the work of the Safer Communities Team but also in collaboration with other Council Teams and Partners. Services and structures were being reviewed to provide the best outcome.

Councillor McAllister enquired if, in cases of serious antisocial behaviour, protracted eviction procedures could be shortened. Mr Black replied that this was not possible under the terms of the Housing (Scotland) Act 2001.

Decision

Members agreed to support the re-organisation of the team in order to align working practices with Area Partnerships.

5.   ANNUAL WORK PROGRAMME

The Safer Communities Team Service Review and the Service Level Agreement were added to the Work Programme for 31 August 2016.

6.   DATE OF NEXT MEETING:

Wednesday 31 August 2016

Memorandum

2

From:	Jon Fleetwood Sergeant – LALO East Lothian	**To:**	CI M. Paden LAC – East Lothian
		Date:	10th August 2016
		Ref:	

Doorstep Crime

Doorstep crime is the name given to crimes carried out by bogus callers and rogue traders who call uninvited at people's homes under the guise of legitimate business or trade.

Rogue trading concerns incidents where consumers have been 'cold called'. It refers to the practice of deliberately overcharging for unsatisfactory goods and/or services. This includes overcharging for unnecessary work, damaging property deliberately in order to obtain money, leaving work unfinished and intimidating behaviour in order to extort money.

Doorstep crime affects some of the most vulnerable within society and our local communities. Victims are targeted due to perceived vulnerability (Age / Gender / Disability), with many becoming repeat victims. An individual's quality of life deteriorates significantly after such incidents, impacting on subsequent investigations and their ability to access the criminal justice system.

The national Police campaign aimed at tackling the issue of doorstep crime is, **Operation Monarda** with activity including intelligence gathering and enforcement, with the primary focus aimed at prevention and engagement. It is evident that the victims of Doorstep Crime are vulnerable and elderly members of our community who rarely access modern technology and rely on face to face contact or advice through campaign material. With this in mind officers conducted the following activities along with partners:

Engagement

1. Circulation of 'Nominated Neighbour Scheme' booklets and guidance on how to use the scheme.
2. Talks given, along with Trading Standard Reps, to vulnerable groups covering:
    a. Scams
    b. Bogus Workmen
    c. Personal safety
    d. ELC Safe Trader Scheme
3. Media engagement through local press and Community Council/CAPP meetings

Prevention

1. **Letter drops, 'Banking** – National Best Practice Guidelines' to all banks, Building Societies and Post offices in East Lothian - best practice guidelines were drawn up in 2004 by the Trading Standards Institute (TSI) the Building Societies Association (BSA), and the British Banking Association (BBA). The guidelines set out procedures, which may be adopted by the banking institutions in the event of an older or vulnerable adult attempting to withdraw unusually large sums of money, which might be used as payment to a rogue trader or doorstep criminal. The guidelines are supported by bank/building society staff training pack and posters. (Appendix A).
2. Visits to all Builder Merchants in East Lothian – to raise awareness of the campaign.
3. Circulation of Posters to Libraries, Council Buildings, Dr Surgeries, Post Offices, Citizen Advice Bureaus.
4. Circulation of Police Scotland advice slips (Appendix B).
5. Introduction of - '**Nominated Neighbour Scheme**', which allows for the increase of intervention and overall prevention of doorstep crime activity, through key support networks such as family, friends and neighbours. By means of displaying a card any caller is sign posted to a nominated neighbour or family member before access is gained to a home. An information booklet is provided giving detailed instruction to the user, 'nominated neighbour' and caller.
6. Introduction of '**No Cold Call Zones'** - which are designated areas where local residents and communities have the confidence to say NO to uninvited salespeople. These areas also warn rogue traders and cold-callers they are being watched.
    Certain criteria are required for the identification of a suitable zone. The establishment of the zones should be proportionate and commensurate to the issues of the locality in question.
    Information packs are available to help local communities to set up a no cold calling zones/cold calling control zones. The information packs are in three sections to cover what it is and why it is needed, getting started and running the scheme.
7. Raising awareness of East Lothian Council TS '**Trusted Traders Scheme'** – a register of reputable traders.

Enforcement

1. Officers from Trading Standards (TS) teamed up with Police officers for joint proactive patrols to ID and check traders carrying out work in area. Information packs were distributed, providing bespoke legal advice on the contractual obligations/rights of the trader and customer (Appendix C).
2. Multiple Joint Agency Road Checks, including VOSA, DVLA, TS, Road Policing Units and local Community Ward Officers.

Crime Statistics

Between February and July 2016 there were 30 Doorstep Crime type incidents reported within East Lothian. Of those, 74% were carried out during daylight hours and can be broken down as follows:

Monday	3% of Incs
Tuesday	17% of Incs
Wednesday	17% of Incs
Thursday	30% of Incs
Friday	27% of Incs
Saturday	3% of Incs
Sunday	3% of Incs

Ward	No. of Incidents
Dunbar & East Linton	1
Fa'side	6
Haddington & lammermuir	1
Musselburgh East & Carberry	6
Musselburgh West	5
North Berwick Coastal	3
Preston, Seton & Gosford	8

Jon Fleetwood
Sergeant – LALO East Lothian
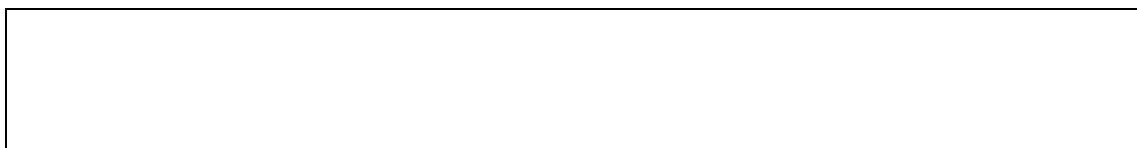
Appendix A

DATE

Your Ref:

Our Ref:

TYPE ADDRESS

**POLICE
SCOTLAND**
Keeping people safe

DIVISION/DEPT
TYPE ADDRESS

TEL NO

e-mail

Dear TITLE

Doorstep Crime - Best Practice Guidelines

We believe that all communities in the …… area deserve to live their lives free from crime, disorder and danger. With this in mind I would like to ask for your support in our drive against doorstep crime.

'Doorstep crime' has a devastating impact on the lives of older victims and has potentially serious consequences for their life chances. Older adults (over 60's) in particular are at risk from bogus callers and doorstep rogue traders. To address this situation in …… we are embarking on a high profile campaign.

Older and vulnerable adults fall victim to bogus callers, rogue workers or plausible sales people who sometimes demand large amounts of money. Isolated and pressured into paying, these victims are often driven to the bank, building society or post office to withdraw cash on demand.

Financial institutions can play an invaluable role in protecting older and vulnerable adults from these criminals. With this in mind I would like to remind you of the National Best practice Guidelines and ask you to circulate them among your staff.

If you have any further questions or queries, please do not hesitate to get in contact with your local Police Station through our non-emergency number; 101.

Yours Faithfully

NATIONAL BEST PRACTICE GUIDELINES

When an older, or vulnerable customer wishes to make a withdrawal, which is outside their normal routine (e.g. unusually large and/or especially when they are accompanied by an unknown person).

The Cashier should

- Tactfully enquire why the cash is needed

- Point out the dangers of carrying large cash amounts

- Discourage the customer from drawing out cash, especially by pointing out the other means of payment available

(Where possible such advice should be communicated to the customer in a private area.)

Where it is suspected that the customer may be a potential victim, the consent of the customer should be sought to inform the police or trading standards. Where this cannot be gained, but there is still a suspicion that a customer may be the victim of a crime, internal procedures should be followed and every effort to make Police aware at the earliest opportunity should be sought.

Where suspicious circumstances arise, every effort should be made to record the customer and any accompanying person(s) on the CCTV security system.

Where possible, an attempt should be made to identify any vehicle being used by the customer and any accompanying person(s).

The customer's wishes must always be paramount. However, the sensitive and tactful application of these procedures will prevent customers from becoming victims of doorstep crime.

Personal Descriptive Form

Please list as much detail as possible, of anyone you suspect to have accompanied a customer to your premises, where you believe him / her to be a potential victim of a crime (Fraud etc):

Ethnic Appearance:	Unknown / White North European / White South European Asian / Chinese, Japanese or other South East Asian / Arabic or North African / Black *(Persons of mixed appearance will be recorded in the most appropriate category)*
Height:	
Build:	Fat / Medium / Slim / Stocky / Thin
Facial Hair:	Bushy / Clean Shaven / Curly / Dirty / Dyed / Full Beard / Goatee / Greasy / Greying / Hairy / Handlebar / Long Sideburns / Moustache / Plucked / Streaked / Stubble / Very Long / Waxed / Other ………………
Head Hair:	Afro / Bald / Beehive / Bushy / Collar Length / Cropped / Curly / Curtains / Dirty / Dreadlocks / Dyed / Greasy / Greying / Mohican / Permed / Plaited / Pony Tail / Rasta / Receding / Shaven / Short / Shoulder length / Skinhead / Straight / Streaked / Teddy / Thinning / Untidy / Very Long / Wavy / Wig / Other. ……………
Head Hair Colour:	Auburn / Black / Blonde / Blue / Brown / Dark Brown / Fair / Ginger / Green / Grey / Light Brown / Mousey / Multi / Orange / Pink / Purple / Red / Sandy / White / Yellow / Other……………
Eyes:	Blue / Brown / Green / Grey / Hazel / Pink / Cast / Deformed / Protruding / Squint / Staring / Other ……………
Glasses:	Glasses / No Glasses / Contact lenses
Complexion:	Fair / Sallow / Freckled / Spotted / Fresh / Swarthy / Pale / Tanned / Ruddy / Wrinkled
Distinguishing Features:	Lacking……………… / Mark…………… / Peculiarity…………… / Pierced…………….. / Scar……………… / Tattoos……………… / Other………………..
Accent (General):	Cultured / English / Irish / Welsh / Scottish / Other………………
Noticeable Jewellery:	
Clothing worn at material time:	
Vehicles:	Registration Number……………… / Make…………….. / Model……………… Colour……………… / Type…………………. / Seen?…………………
Vehicle Types:	3 Wheeler / Articulated Cab / Motor Caravan / Motor Cycle Combi / Convertible / Estate / Rigid Lorry / Lorry – Trailer / Solo Motor Cycle / Moped / Pick-up / Van / Sports / Scooter / Saloon / Public Service / Other ………………
Any Additional Observations:	

Appendix B

Division: J

Doorstep Crime

Police Scotland is committed to reducing the number of individuals affected by doorstep crime, ultimately keeping vulnerable groups safe and empowering local communities. With this in mind we would like to ask for your support in our drive against these crimes.

Doorstep crime affects some of the most vulnerable within society, mainly targeting victims due to perceived vulnerability (Age/Gender/Disability), with many becoming repeat victims.

What can I do?

THINK! –

- Be on guard if someone turns up unexpectedly.
- Be aware of methods used by criminals to distract you such as being asked to make a telephone call, asking to retrieve a ball or being asked to check water or gas supplies.
- Don't keep large amounts of money at home
- Do your premises or garden really require work to be carried out.
- If it sounds too good to be true, it probably is.
- Keep an eye out for Be vigilant for vulnerable neighbours who may fall foul of these criminals
- About calling the police when you see anything suspicious

Never let an unknown person into your home. If you're not sure, don't answer the door.

SECURE!

- Use a door chain or bar. Always put the chain on before opening the door and keep it on while talking to callers.
- If you don't have a door chain, check who is at the door from the nearest window.
- If you have a security spy-hole; use it to check who is at your door
- Keep rear and side doors and windows secure. **It may be easier for someone to gain access while** you are answering the front door to their accomplice.
- Don't feel embarrassed - genuine callers expect you to be careful.

Never let an unknown person into your home. If you're not sure, don't answer the door.

QUESTION!
- If you answer the door, ask for ID, whether you expect anyone or not.
- Remember – IDs can be faked and shouldn't be relied upon.
- Don't assume a caller is genuine because they are wearing a uniform.
- Ask a friend or neighbour to be available to help if you need them.
- Obtain a written quote before agreeing to have any work completed
- If you have any doubts, tell the caller to come back when someone else is home. Genuine callers won't mind rearranging.

Remember, utility companies have the option of setting 'personal passwords', which are quoted when they need to attend at your home. Ask your utility company about this service.

If in doubt, keep them out!

Trading Standards Advice

Don't feel pressurised into agreeing to immediate work.
Never listen to scare stories. Beware of traders who suddenly appear after storms or floods and also of claims that a low price is only available if you sign up right away.
Don't agree to buy from the first person who calls.
Ask yourself if you really want these goods or services.
Don't pay cash up front.
Never pay for work before it is completed and don't hand over large sums of money.
Do shop around if you decide you need work done.
Get a minimum of three quotes from reputable traders and get recommendations from people you trust.
Do ask what your cancellation rights are.
Remember for jobs costing over £42, traders are required to provide the consumer with a written notice informing them they have a fourteen-day cooling off period during which customers can change their mind and cancel the contract. Do report them! Don't ever feel embarrassed if you feel you have been the victim of doorstep crime.

Who should I call if I feel threatened, unsafe or suspicious of a caller?
• Contact the police immediately on **999**.

if I see something suspicious in my area, or want more advice about doorstep crime?
• Contact the police on **101**.
• Try and take a note of vehicle details or registration numbers and descriptions of anyone suspicious.

If I want to contact the police anonymously?
• Contact the independent charity Crimestoppers on **0800 555 111**. You can also visit its website at www.crimestoppers-uk.org

To find out more about home safety services?
• Contact your local police station on **101** to arrange a free security survey.

Contact your local Trading Standards: Some operate No Cold Calling Zones or have lists of approved traders.

In the fight against crime, Police and partner agencies rely heavily on support and information from the general public.

**HELP TO MAKE OUR
COMMUNITIES SAFER?"**

If you have any information on this type of criminal activity within our communities, please contact us.

- **Call Police Scotland on 101**

- **Contact Trading Standards on 01620 827365**

- **Citizens Advice Consumer Service's 01620 824471**

Appendix C

Trading Standards advice for businesses Home contracts

Cancellation rights

What it means

Do you agree contracts when you're with consumers in their homes, or on the street or at a temporary venue or immediately after such an introduction on your premises?
Well, you're required to give consumers written notice of their rights to cancel **unless**

- it's for at most £42 or
- it's only for urgent repairs or maintenance made at the consumer's request or
- the goods are made to the customer's specification, an example could be windows made to measure and not just stock items

This right to cancel has now been extended to 14 days **and** in a major change to the law, the 14 days start from the day after goods are delivered.
For service only contracts the 14 days start from the date of the contract.
So consumers can cancel contracts involving goods from when it's signed to 14 days after the day they're delivered.

What it doesn't mean

This does not mean that work can only start 14 days after the goods have been delivered.
If installation is involved, get the consumer's written consent if they ask you to install within the cancellation period. If they then cancel they must pay for the service you've provided.
Consumers can still cancel the fitted goods within 14 days of their delivery but you can make it their responsibility to return the goods. Cancellation is impossible if the nature of the goods has meant they have become inseparably mixed with other items.

What must I do?

The notice of cancellation rights must be provided in writing which, if the consumer agrees, may be sent by email. This should be provided before or at the time the contract is agreed.
Oral contracts are not permitted since a consumer is not bound by the contract until the following information is provided in writing. These are regarded as terms of contract.
This requirement is relaxed if you're responding to an emergency costing less than £170.

What if I don't?

It is an offence under The Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013 not to give consumers notice of their cancellation rights.
Cancellation rights don't go away. They can be lengthened by a year.
Contact Trading Standards if you want to know more. This is only a brief outline.

3

East Lothian

**POLICE
SCOTLAND**

Keeping people safe

Local Priorities
Indicator 1 - Detection Rate: Groups 1 to 5 Crimes
Target - Increase from 2015/16

Current situation

On target with a detection rate of 51.3%, which is an increase of 1.5% from this time last year.

Reasons

Police Scotland have extended their recording parameters to now include Group 5 crimes, which lists all other crimes that have been detected through pro-active activity, such as carrying offensive weapons, production and manufacture of drugs, possession of drugs. This in addition to Groups 1-4 crimes which includes violence, indecency, dishonesty and fire-raising/ malicious mischief offences.

Detection rate in East Lothian is above the Divisional and 5 year average.

What are we doing

- Enhanced offender management processes.
- Intelligence led targeting of known offenders, hot-spots and anti-social behaviour through proactive policing.
- High visibility patrols by local community & funded officers as directed by divisional tasking process & also through Multi-Agency Tasking and Coordinating Group process.
- Multi-agency collaboration e.g. Partnership interventions (CCTV, ASB teams, Trading Standards and Housing Associations etc.)

Indicator 1 - Detection Rate: Groups 1 to 5 Crimes

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
49.4%	49.8%	51.3%	48.0%	Up 1.5%
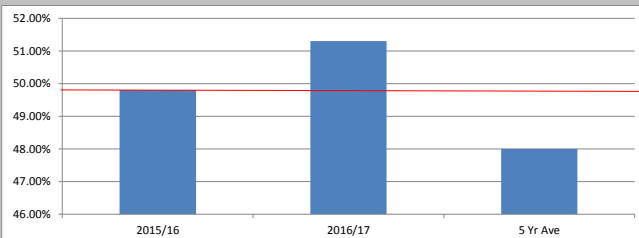
Local Priorities
Indicator 2 - Reduce the number of Domestic Housebreaking Offences
Target - Decrease from 2015/16

21

Current situation

On target, with a decrease of 7.7% from this time last year.

Reasons

Whilst we remain on target in relation to this indicator, East Lothian as has been previously reported continues to be impacted by criminals travelling from outwith the area to commit this crime.

What are we doing

- Prevention, proactive and reassurance, target hardening of repeat victims, visits to vulnerable premises.
- Community Officers undertaking reassurance patrols and other prevention activity.
- ASBO craved routinely for all offenders convicted of housebreaking related offences in East Lothian through ASB Team.
- Operation Greenbay.
- Crime Prevention Surveys.
- Robust enforcement activity utilising local/regional and national support.
- Op Monarda activity focusing on vulnerable members of the community.
- Smartwater delivery, including the positioning of signage.
- Architectural Liaison consultations/reports.

Indicator 2 - Reduce the number of Domestic Housebreaking Offences

	Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
	130	39	36	32.4	Down 7.7%

Local Priorities
Indicator 3 - Increase detection rate in respect of Domestic Housebreakings
Target - Increase from 2015/16

Current situation

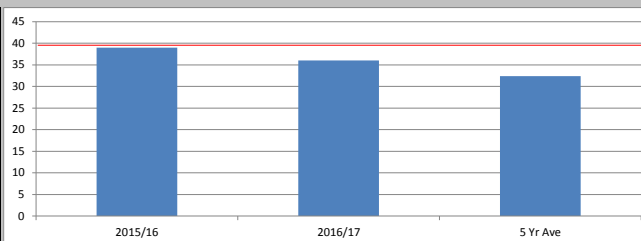Off target, with a decrease of 23% from this time last year.

Reasons

Whilst we have seen a reduction in the number of Domestic Housebreakings, there are currently a number of crimes with ongoing and productive enquiries.
The Community Investigative Unit are currently progressing various lines of enquiry which should see the detection rate rise considerably once completed.
A similar detection rate and percentage change from last year, is reflected across the whole Division.

What are we doing

- Operation Reduce and Capture (RAC).
- Joint work with police officers across East of Scotland.
- Operation Greenbay sharing intelligence and working in a co-ordinated manner to tackle offenders.
- ASBO proceedings in relation to housebreaking offenders.
- Community and Funded officers undertaking high visibility patrols to enforce ASBO's and deter criminality.
- Community Investigation Unit co-ordinated work across area.
- Crime Prevention Surveys.
- Fast-tracking positive Scenes of Crime evidence.
- Media releases, providing security and safety advice.
- Deployment of Smartwater increasing forensic opportunities.

Indicator 3 - Increase detection rate in respect of Domestic Housebreakings

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
36.2%	59%	36%	54.9%	Down 23%
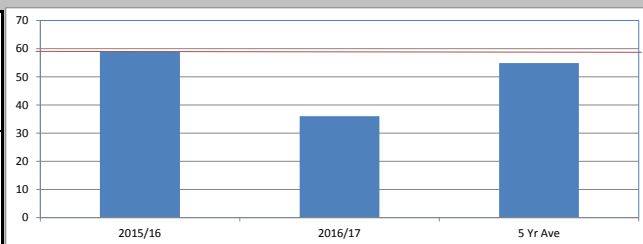
**Priority 1 - Protecting People
Indicator 4 - Reduce the number of Domestic Abuse Incidents reported
Target - Decrease from 2015/16**

23

Current situation

On target, there has been a reduction of 6.14% compared to this time last year.

Reasons

This year has seen 14 less Domestic Abuse Incidents reported compared with this time last year.
Previously, Police Scotland were unable to produce 5 year average data for this indicator because it was not a substantive crime in it's own right. However, a method has been developed to research legacy and new systems to provide data.

What are we doing

- A thorough and robust investigation process is in place.
- Pro-active Domestic Abuse bail checks.
- MATAC (Multi Agency Tasking and Co-ordination):responsible for identifying and targeting High Risk Domestic Offenders.
- MARAC (Multi Agency Risk Assessment Conference): responsible for identifying and protecting High Risk victims of domestic abuse.
- Officers trained in risk assessment through domestic abuse questionnaire.
- Domestic Abuse investigation unit in place dealing with complex and high tariff cases.
- iVPD's - Risk & Concern management and assessment in conjunction with Partner Agencies.
- Strong National Police Scotland media campaigns.

Indicator 4 - Reduce the number of Domestic Abuse Incidents

	Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
	1286	228	214	245	Down 6.14%

23
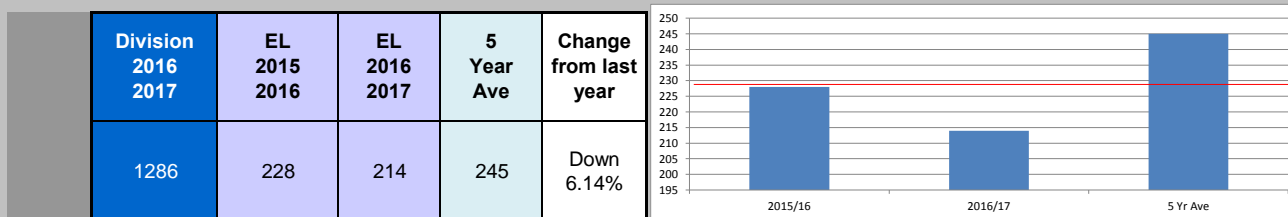
Priority 1 - Protecting People
Indicator 5 - Increase the detection rate for Domestic Abuse crimes
Target - Increase from 2015/16

Current situation

Off target, there has been a fall of 11.4% in the detection rate compared to this time last year, which amounts to a reduction of 37 less detected crimes.

Reasons

The focus on Domestic Abuse over the past three years has resulted in an increase in reporting which has been evident in the longer term incident trend with incident levels peaking in 2014/15. As such it would be expected that this increase would slow to a level with a good balance between proactively impacting on the issue and encouraged reporting.

Indicatively, Q1 in East Lothian saw a 6.14% reduction of reported Domestic Incidents, down by 14. There has also been a reduction Nationally with a commitment by Police Scotland to work with partner agencies where possible to understand if the reduction in reporting is in line with their experiences.

Please note, that the '5 year average' data is not available for detection rates of Domestic Abuse crimes.

What are we doing

- A thorough and robust investigation process is in place.
- Pro-active Domestic Abuse bail checks.
- MATAC (Multi Agency Tasking and Co-ordination): responsible for identifying and targeting High Risk Domestic Offenders.
- MARAC (Multi Agency Risk Assessment Conference): responsible for identifying and protecting High Risk victims of domestic abuse.
- Officers trained in risk assessment through domestic abuse questionnaire.
- Domestic Abuse investigation unit in place dealing with complex and high tariff cases.
- iVPD's - Risk & Concern management and assessment in conjunction with Partner Agencies.
- Strong National Police Scotland media campaigns.

Indicator 5 - Increase the detection rate for Domestic Abuse crimes

	Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
	79.0%	80.4%	69.0%	N/A	Down 11.4%
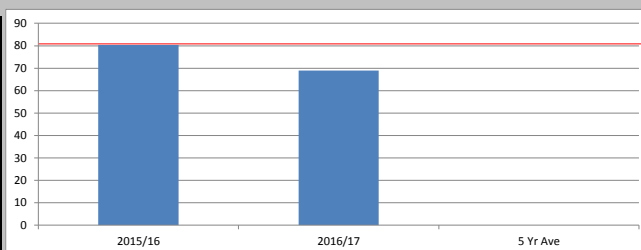
Priority 1 - Protecting People
Indicator 6 - Ensure 95% of Domestic Abuse initial Bail checks under 24-hour prescribed time limit
Target - exceed 95%

25

Current situation

On target, 100% of all bail checks being completed under 24hrs.

Reasons

Supervisors and officers are fully aware of the importance of these checks and as such a disciplined tasking process is in place between the courts and the police.

Please note that the '5 year average' data is not available.

What are we doing

- A thorough and robust investigation process in place.
- Pro-active Domestic Abuse bail checks.
- MATAC (Multi Agency Tasking and Co-ordination): responsible for identifying and targeting High Risk Domestic Offenders.
- MARAC (Multi Agency Risk Assessment Conference): responsible for identifying and protecting high risk victims of domestic abuse
- All officers now trained in risk assessment through domestic abuse questionnaire.
- Domestic Abuse Investigation unit in place dealing with complex and high tariff cases.
- Domestic Abuse Task Force covering East Of Scotland, to investigate serious & complex cases identified by Police/partner agencies.
- Addressing conversion rates from incidents to crimes.

Indicator 6 - Ensure 95% of Domestic Abuse initial Bail checks are conducted within the 24-hour prescribed time limit

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
99.0%	100.0%	100.0%	N/A	Static
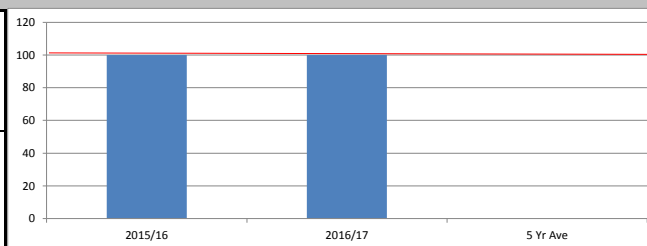
Priority 1 - Protecting People
Indicator 7 - Increase the detection rate for Sexual Offences (Group 2 Crime)
Target - Increase from 2015/16

Current situation

On target, with a detection rate 5.3% up compared to this time last year.

Reasons

As part of Operation Fusion there was a full review undertaken of all Group 2 offences in East Lothian. This ensured a thorough and robust investigation had been undertaken in all crimes and to consider any patterns that developed. This improved the detection rate over the year.

A number of crimes in this category remain on-going live investigations due to protracted/complex nature some of which are historical reports and others where detailed forensic examination results are awaited.

What are we doing

- Dedicated Public Protection Unit with specialist officers providing support and investigation lead.
- Systematic Review of all Group 2 crimes and analysis to identify crime patterns.
- Multi-agency protection measures through Child and Adult Protection Services.
- Utilising Banning Orders and other relevant legislation
- Operation FUSION review and enforcement phase improved detection rates.

Indicator 7 - Increase the detection rate for Sexual Offences (Group 2 Crime)

	Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
	72.5%	53.8%	59.1%	58.3%	Up 5.3%
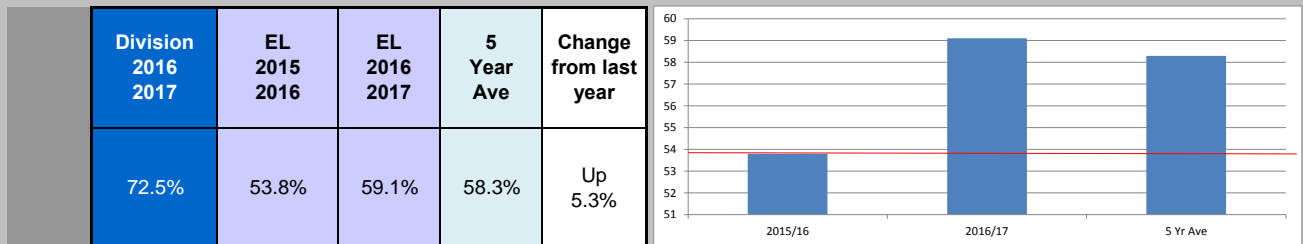
Priority 2 - Reducing Anti-Social Behaviour
Indicator 8 - Reduce the number of Disorder incidents
Target - N/A

Current situation

Off target, there has been an increase of 18.7% of Disorder incidents from this time last year.

Reasons

Please note that Police Scotland do not produce '5yr average' as figures pre Police-Scotland cannot be validated.

An increase in ASB Disorder is also reported across the whole of Police Scotland and it is understood that a recording anomaly occurred, which has since been rectified.

This is the first quarter data report since funding to the proactive teams was reduced and further analysis is ongoing to establish any impact.

What are we doing

- The efforts to address Antisocial Behaviour will continue and working with partners to ensure intelligence led patrols and preventative work is effective and efficient reassuring residents that they are safe to reside and visit East Lothian.
- Much of the work comes as a result of the multi agency ASB Team which works from Tranent and includes ASB officers, Housing, Police (including Funded Officers) and Community Wardens co-located using a process which reviews all relevant incidents daily and a weekly Tasking and Co-ordinating Meetings which incorporates other partners such as Council CCTV, Fire Service and Youth Workers to proactively deploy intelligence led resources.

Indicator 8 - Reduce the number of Disorder incidents

	Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
	5281	872	1035	N/A	Up 18.7%

Priority 2 - Reducing Anti-Social Behaviour (ASB)
Indicator 9 - Reduce the number of ASB incidents
Target - Decrease from 2015/16

Current situation

Off target, there has been an increase of 28.5% of ASB incidents from this time last year.

Reasons

ASB incidents, are defined for counting purposes as, Complaint, Disturbance, Noise, Neighbour Dispute, Drinking in Public, Communications and Vandalism; the last 3 categories are in addition to those that are reported as Disorder incidents (Indicator 8).
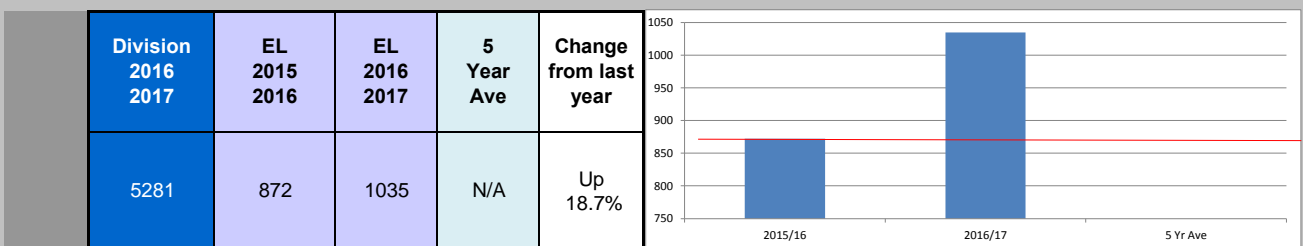
An increase in ASB Incidents is also reported across the whole of Police Scotland and it is understood that a recording anomaly occurred, which has since been rectified.

This is the first quarter data report since funding to the proactive teams was reduced and further analysis is ongoing to establish any impact.

What are we doing

- The efforts to address Antisocial Behaviour will continue and working with partners to ensure intelligence led patrols and preventative work is effective and efficient reassuring residents that they are safe to reside and visit East Lothian.
- Much of the work comes as a result of the multi agency ASB Team which works from Tranent and includes ASB officers, Housing, Police (including Funded Officers) and Community Wardens co-located using a process which reviews all relevant incidents daily and a weekly Tasking and Co-ordinating Meetings which incorporates other partners such as Council CCTV, Fire Service and Youth Workers to proactively deploy intelligence led resources.

Indicator 9 - Reduce the number of ASB incidents

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
7079	1102	1416	1454	Up 28.5%
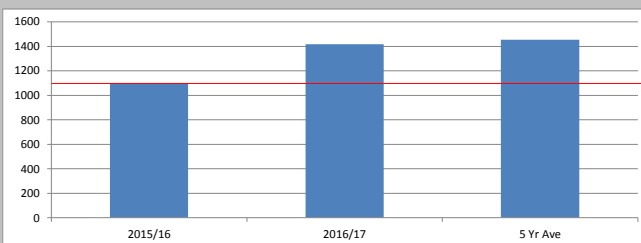
Priority 2 - Reducing Anti-Social Behaviour
Indicator 10 - Reduce the number of Hate Incidents
Target - Decrease from 2015/16

Current situation

Off target, a 36% increase in comparison to this time last year last year.

Reasons

The 36% increase in the number of Hate Incidents is equivalent to 4 additional crimes, one of which will be under review and likely to be reclassified, bringing down the figure from 36% to 27% compared to this time last year and directly comparable with the '5 year average'.

Research shows no direct link between this increase and any National event, and a spike has been identified during one week in June (prior to the Referendum Election) when 4 Hate Incidents were reported in East Lothian, none of which were connected in any way.

There are over 300 Third Party Reporting Sites across the country, 9 of which are situated in East Lothian. A list of all sites, broken down into Local Authority areas can be found on the Police Scotland website under the banner, '3rd Party Reporting'.
Hate Crime is a priority in East Lothian and across the whole of Scotland and the recent campaign seeks to reinforce the message that prejudice based on sexual orientation, transgender identity, disability, racial or religious lines will not be tolerated.
Continued multi agency risk assessment and robust enforcement help mitigate the harm and raise awareness throughout communities.

What are we doing

- A thorough and robust investigation process in place and monitored by Community Inspectors.
- ASB Team review at the weekly Tasking and Co-ordinating & Adult Monitoring Groups.
- Agenda item on daily Police Tactical Tasking and Co-ordinating process providing governance.
- Risk undertaken by Public Protection Unit and Local Authority Liaison Officer.

Indicator 10 - Reduce the number of Hate Incidents

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
92.0	11	15	14	Up 36%

29
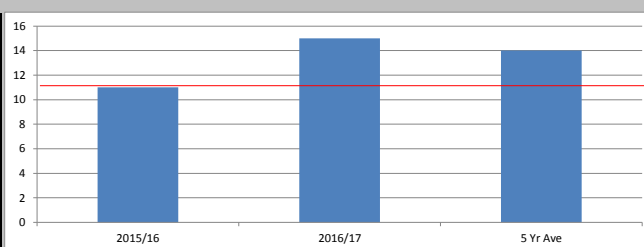
Priority 2 - Reducing Anti-Social Behaviour
Indicator 11 - Reduce the number of Hate Crimes
Target - Decrease from 2015/16

Current situation

Off target, there has been an 18% increase from this time last year.

Reasons

An 18% increase is equivalent to a rise of 2 Hate crimes compared against this time last year, which is however, still 7 below the '5 year average'.
Research shows no direct link between this increase and any National event, and one spike has been identified during one week in June (prior to the Referendum Election) when 4 Hate Incidents were reported in East Lothian, none of which were connected in any way.

What are we doing

- A thorough and robust investigation process in place and monitored by Community Inspectors.
- ASB Team review at the weekly Tasking and Co-ordinating & Adult Monitoring Groups.
- Agenda item on daily Police Tactical Tasking and Co-ordinating process providing governance.
- Risk Assessment undertaken by Public Protection Unit and Local Authority Liaison Officer.

Indicator 11 - Reduce the number of Hate Crimes

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
38	11	13	20	Up 18%
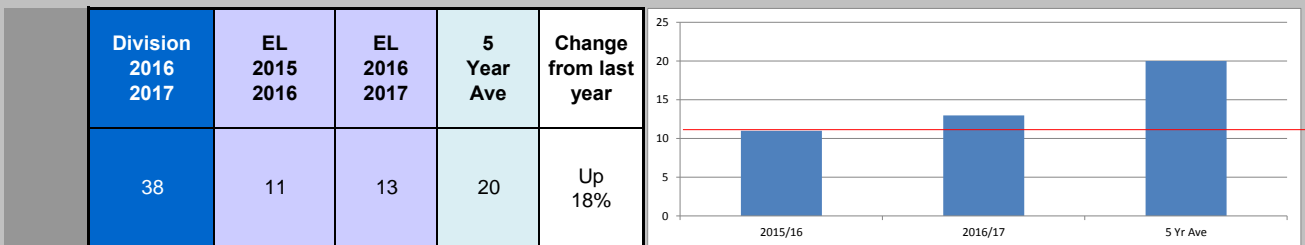
Priority 2 - Reducing Anti-Social Behaviour
Indicator 12 - Increase the detection rate for Hate Crime
Target - Increase from 2015/16

Current situation

Off target, a reduction of 46% from this time last year.

Reasons

There has been an increase of 2 Hate crimes reported compared to this time last year and of these crimes a number are and remain active and ongoing enquiries.

Research shows no direct link between this increase and any National event, and one spike has been identified during one week in June (prior to the Referendum Election) when 4 Hate Incidents were reported in East Lothian, none of which were connected in any way.

Please note that the '5 year average' data is not available. Hate Crime is not substantive but classed as an aggravator and the data is sourced from the Interim Vulnerable Persons Database (iVPD) system, which was only introduced 3 years ago.

What are we doing

- Robust investigation and review process.
- Sharing intelligence and using it to target patrols and be visible in the right place, at the right time.
- Daily review of iVPD Hate Crime referrals to capture any missed opportunities.

Indicator 12 - Increase the detection rate for Hate Crime

	Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
	62.0%	100.0%	54.0%	N/A	Down 46%

31
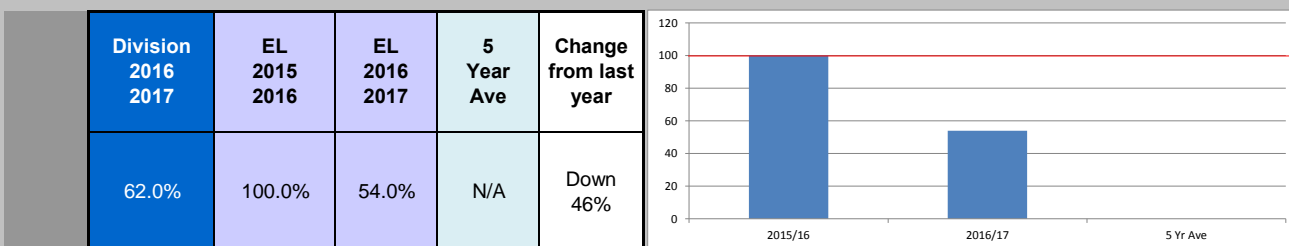
Priority 3 - Reducing Violence
Indicator 13 - Reduce the level of Group 1 Violent Crime
Target - Decrease from 2015/16

32

Current situation

Off target, there has been an increase of 130% compared to this time last year, from 10 to 23 crimes recorded.

Reasons

A great deal of this increase can be put down to the strict adherence to a change in definition of what is classed as a 'serious assault' – consequently we are now recording incidents as serious assaults, which in the past would have been common assaults. This is similarly reflected across the whole of Police Scotland. There does not appear to be a real pattern to locations/repeat offenders and an analysis of those 23 crimes recorded in East Lothian shows that 9 relate to serious assaults, with a 90% detection rate. It is also worth noting that the detection rate for Violent Crime currently sits at 82.6%.

Also worth noting, as of 24/07/16 there was a 33% increase change from last year, from 18 to 24 crimes recorded; a substantial change from this quarter's figure of 130% increase.

What are we doing

- Enhanced offender management processes.
- Intelligence led targeting of known offenders, hot-spots and antisocial behaviour through proactive policing.
- High visibility patrols by local community and funded officers as directed by police divisional tasking process and also through multi-agency Tasking and Co-ordinating Group process.
- Multi-agency collaboration e.g. Partnership interventions (CCTV, ASB teams, Community Wardens, Police Funded Team, Scottish Prison Service and Housing Associations etc.).
- Newly appointed Youth Community Officers have been providing inputs throughout schools.

Indicator 13 - Reduce the level of Group 1 Violent Crime

	Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
	139	10	23	19.4	Up 130%
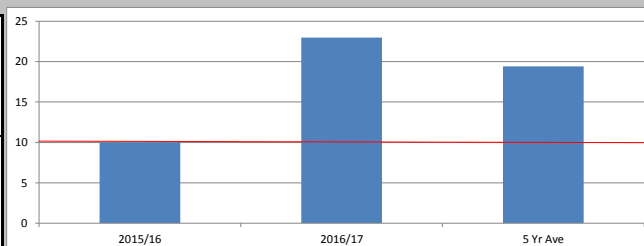
Priority 3 - Reducing Violence
Indicator 14 - Increase the number of positive Stop and Searches for Offensive Weapons
Target - Increase from 2015/16

Current situation

An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions. Management Information and data in respect of stop and search can be found on the Police Scotland website via http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication.

Reasons

No comparative data is available for stop search figures.

What are we doing

Intelligence led and proactive targeting using the concept of right person, right place, at the right time.

Indicator 14 - Increase the number of positive Stop and Searches for Offensive Weapons

	Division 2015 2016	EL 2014 2015	EL 2015 2016	5 Year Ave	Change from last year
	N/a	N/A	N/A	N/A	N/A

Priority 4 - Tackling Substance Misuse
Indicator 15 - Increase the number of positive Stop and Searches for Controlled Drugs
Target - Increase from 2015/16

34

Current situation

An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions.Management Information and data in respect of stop and search can be found on the Police Scotland website via http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication.

Reasons

No comparative data is available for stop search figures.

What are we doing

Intelligence led and proactive targeting using the concept of right person, right place, at the right time.

Indicator 15 - Increase the number of positive Stop and Searches for Controlled Drugs

	Division 2015 2016	EL 2014 2015	EL 2015 2016	5 Year Ave	Change from last year
	N/A	N/A	N/A	N/A	N/A

Priority 4 - Tackling Substance Misuse
Indicator 16 - Increase the number of on/off sales licensed premises visits
Target - Increase from 2015/16

Current situation

Off target, down 12 from 241 to 229 visits to licensed premises (including incidents) this year.

Reasons

There are currently 2 Problematic premises in East Lothian.
The figure combines the number of visits, which are either, 'proactive' (conducted during routine patrols) or 'reactive' (attending ongoing incidents which are linked to a licensed premises).
On 24th August CI Paden will be presenting Best Bar None Awards to 9 successful licensed premises in East Lothian.
The winners of the Gold awards were: The Pine Marten, Dunbar, Queen Margaret University Students Union, Musselburgh, The Golfers Rest, North Berwick and the Dunmuir Hotel, Dunbar.
The winners of the Silver awards were: The Coalgate Inn, Ormiston, Prestonpans Labour Party Social Club, The Golf Tavern, Haddington and the Thorntree Inn, Port Seton.
The winner of a Bronze award was The Bayswell Park Hotel & Spa, Dunbar.

What are we doing

Officers will continue to make regular visits to Licensed Premises as part of focused patrols in support of various initiatives, such as Test Purchase Operations.
- Campaign Against Violence deployment and Town Dispersal plans.
- Reduction in night time economy Premises.
- Pub Watch.
- Test Purchase operations.
- Active participation in Best Bar None Award Campaign, promoting a safer local community by reducing alcohol related harm, disorder and crime.

Indicator 16 - Increase the number of on/off sales licensed premises visits

Division 2015 2016	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
N/A	241	229	N/A	Down 12
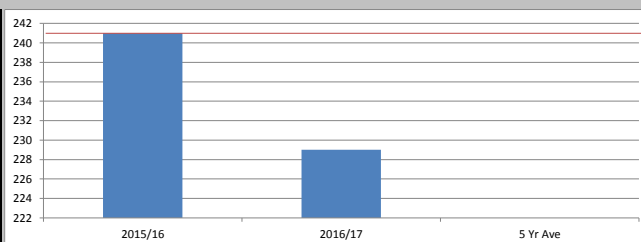
Current situation

36

On target, there has been a 55.6% decrease in the number of people killed or seriously injured on our roads, from 9 to 4 compared with this time last year.

Reasons

Continued preventative and proactive activity, in conjunction with focused enforcement, using local Divisional officers with support from Road Policing Unit, in accordance with National Road Safety Campaigns and direct tasking following collaboration with partners at ELC Road Safety Working Group and Community Safety Department.

What are we doing

- Local Officers and Roads Policing Officers continue to target priority routes, positively influencing driver behaviour. They have been paying particular attention to the A198/99 coastal routes (these have seen the most serious road collisions in recent years), engaging with car drivers and motorcyclists. Very often these road users are either warned or given advice in an effort to make them safer drivers and more aware of the potential hazards which exist.
- Preventative Activity including "2MRO's Driver".
- This year local officers and specialist Roads Policing Officers have been deployed to target speeding drivers in East Lothian hot spots. These have been identified through analysis/ community feedback of road collisions, in this way deploying resources at the right place at the right time.
- Increasing the number of officers trained in the use of handheld radar devices and undertaking enforcement activity aligned to hot-spot areas.
- Participation in National Campaign focusing on vulnerable road users.
- Local Community Ward Officer led initiatives targeting areas around schools in East Lothian.
- National drink/driving campaigns.

Indicator 17 - Reduce the number of people killed or seriously injured on our roads

	Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
	62	9	4	N/A	Down 55.6%
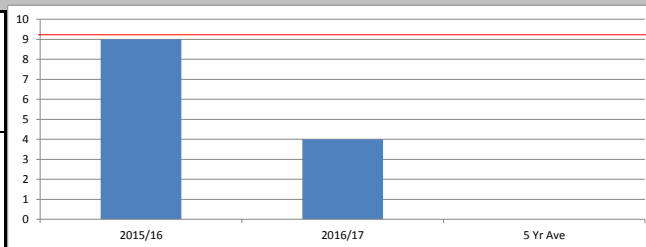
Priority 5 - Making Our Roads Safer
Indicator 18 - Increase the number of people detected for Drink/Drug Driving offences
Target - Increase on 2015/16

Current situation

Off target, there has been an 8.7% decrease in people detected for drink/drug driving offences.

Reasons

Although this indicator is off target by 8.7%, this is representative of a change from 23 to 21 compared to this time last year, it is comparable with the '5 year average'.

What are we doing

- Focused Roads Police enforcement from both Divisional Roads Police Unit and Trunk Roads Police
- This activity is reflected in the drivers stopped for speeding and the net result of this was an increase in the number of drivers stopped and breathalysed.
- Seasonal Drink/Driving campaign.

Indicator 18 - Increase the number of people detected for Drink/Drug Driving offences

	Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
	134	23	21	22.6	Down 8.7%
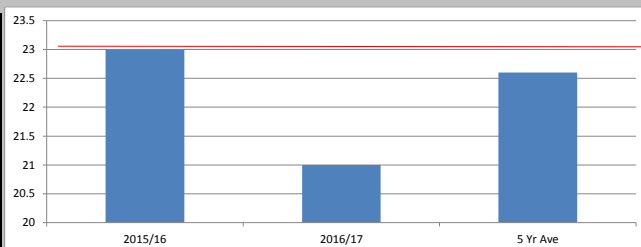
Priority 5 - Making Our Roads Safer
Indicator 19 - Increase the number of people detected for Dangerous Driving offences
Target - Increase from 2015/16

Current situation

On target, with an increase of 225% compared to this time last year, from 4 to 13 people detected for dangerous driving offences.

Reasons

Continued preventative and proactive activity, in conjunction with focused enforcement, using local Divisional officers with support from Road Policing Unit, in accordance with National Road Safety Campaigns and direct tasking following collaboration with partners at ELC Road Safety Working Group and Community Safety Department.

What are we doing

- ELCAT and the majority of Community Ward Officers are trained in the use of hand-held radar devices, with additional equipment being purchased.
- There is also a continued strong representation at the East Lothian Partnership Road Safety Working Group.
- Increased detection of those involved in housebreakings, where vehicles are stolen and driven dangerously.

Indicator 19 - Increase the number of people detected for Dangerous Driving offences

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
50	4	13	8	Up 225%
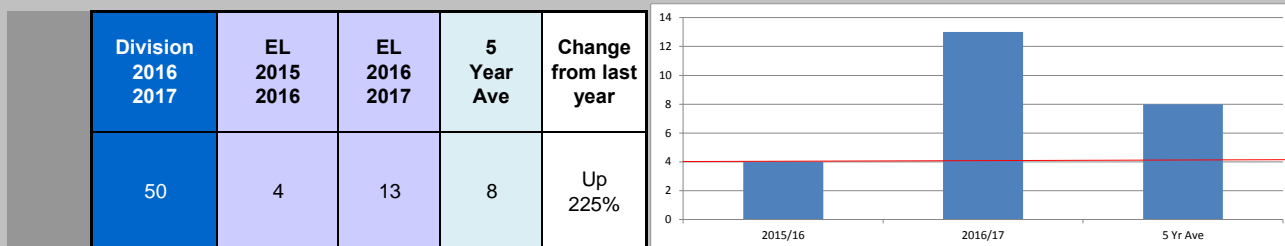
Priority 6 - Tackling Serious Organised Crime
Indicator 20 - Increase the number of cash seizures and restraints through the Proceeds of Crime Act
Target - Increase from 2015/16

Current situation

Off target, up by £95,974 from this time last year.

Reasons

Every opportunity is taken to enforce powers under terms of the Proceeds of Crime Act.

The reported figure represents money seized from those criminals living within East Lothian. It is not indicative of whether or not this money was from the proceeds of crimes committed within East Lothian.

What are we doing

- Priority targeting of drug supply network.
- Proceeds of Crime Act legislation utilised in every instance.
- Engagement with East Lothian Council to promote and support activity of the multi agency Serious & Organised Crime Group meeting, which Kenny Black, East Lothian Council Safer Communities Team Leader now acting as a Single Point Of Contact.
- Providing support and sharing information with East Lothian Council regarding Procurement.

Indicator 20 - Increase the number of cash seizures and restraints through the Proceeds of Crime Act

	Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
	N/A	£97,149	£1,175	N/A	Down £95,974
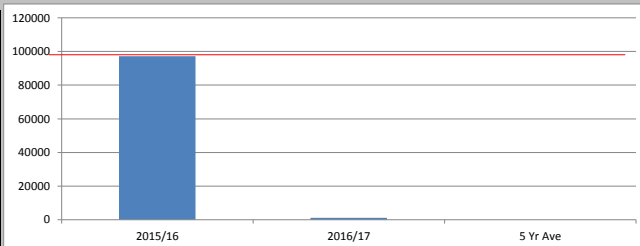
Priority 6 - Tackling Serious Organised Crime
Indicator 21 - Increase the number of people detected for Supplying Drugs
Target - Increase from 2015/16

Current situation

On target, with an increase of 15.4% from this time last year of people detected for supplying drugs, from 13 to 15.

Reasons

Intelligence led and proactive targeting using the concept of right person, right place, at the right time.

What are we doing

- Engage in intelligence led targeting of this anti-social behaviour activity as it has a significant negative impact.
- Intelligence discussed and allocated through divisional tasking process and also through multi-agency Tasking and Co-ordination Group process to improve effectiveness.
- Proactive use of media to communicate successful operations to ensure communities realise benefits of reporting information/ intelligence.
- Prioritisation of cannabis cultivations to address safety implications to the public.

Indicator 21 - Increase the number of people detected for Supplying Drugs

Division 2016 2017	EL 2015 2016	EL 2016 2017	5 Year Ave	Change from last year
91	13	15	12	Up 15.4%
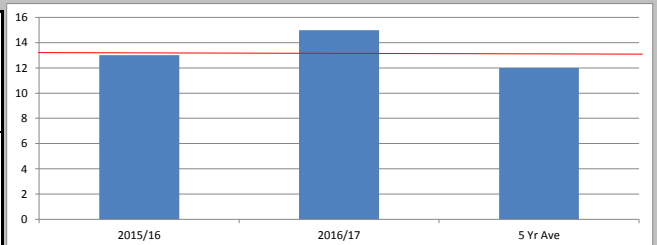
Complaints against the Police

Number of complaints	16	Number of Complaints per 10,000 Police Incidents	24.1

	On duty		Off duty	Quality of service allegations	Total Number of allegations
Total allegations recorded	23		0	4	27

Management Information: Call Handling

Report

Period: June 2016

All statistics are provisional and should be treated as management information. All data have been extracted from Police Scotland internal systems and are correct as at 4th July 2016

Produced by Police Scotland Analysis and Performance Unit
July 2016

CONTENTS

Commentary Notes on Management Information

Police Scotland currently has a network of service centres and area control rooms spread across the country which accept Emergency and Non-Emergency contacts.

Since the formation of Police Scotland in April 2013, work has been ongoing to integrate and remodel the structures that allow the public to contact the police, as well as the dispatch and support of officers on duty. As part of the re-structuring work, we will be investing in new technology and standardising the performance reporting information across the country.

At present there remain restrictions on the ability to report consistent data across all locations as a result of the different ICT systems which are still in use.

This will change in future but in the meantime, for the purposes of transparency, we are publishing our call handling data, along with a technical explanation and general commentary to assist with interpretation of the reports.

Data Source

Data for the North region is obtained from legacy call handling systems, which have limitations preventing the publication of complete data. Work is ongoing to replace these systems with national ones, which will allow us to determine service delivery in a consistent manner.

Data for the East and West regions has been extracted from our call handling systems which manages calls made to the service centre via 101 or 999 telephone numbers. It also handles other calls, such as direct lines from other emergency services.

The measurement of data commences from the point where a call is routed to Police Scotland by British Telecom (BT), Vodafone Cloud (101 system) or a direct dial line. It does not include the period of time taken by BT or Vodafone to answer and route the call to Police Scotland.

How calls are prioritised

All calls made to the Police Scotland Service Centre via 999, 101 or another dedicated line are prioritised dependent on their source.
• 999 Emergency – Calls received via 999 are treated as the highest priority and are always answered first.

• 101 Non-Emergency – Calls received from the public via 101 are treated as a normal priority and are answered when there is a suitable service adviser available but there are no other higher priority calls waiting.

Explanation of the report data

Non-emergency Call Handling (101)

Calls Received	This section measures the volume of calls received from the public via the 101 telephony system. Other calls that are received via the service centres are NOT included in this measure, those calls would include 999 calls, alarm company lines and the Police Scotland staff absence line.
Calls Discontinued	This section measures the volume of calls received from the public via the 101 telephony system that are disconnected without the caller speaking to a service adviser.
Calls Discontinued after 120 seconds	This sections measures the volume of calls received from the public via the 101 telephony system that are disconnected without the caller speaking to a service adviser, after waiting for a period of 2 minutes or more. Data for this measure is only held for a period of 31 days.
Average time to answer (seconds)	This section measures the average (mean) time to answer calls from the public, received via the 101 telephony system, within the reported period.
Longest wait time (minutes:seconds)	This section measures the longest time a member of the public waited to be connected to a service adviser when calling via the 101 telephony system. Times are displayed in *hours:minutes:seconds* and are relevant for the reported period only.
Other Emergency Service Calls	The section measures calls made to the Police Scotland Service Centres from other emergency services requesting police. These are not made via the 101 telephone number but are received by the same service advisers via a dedicated number for each emergency service.
Grade of Service %	The grade of service is a Police Scotland management indicator to monitor how long it takes to answer calls. This section displays as a **percentage**, the number of calls that are **connected to a service adviser within 40 seconds** from the total volume of calls received from the public via the 101 telephone system.

Emergency Call Handling (999)

Calls Received	This section measures the volume of calls received from the public via the 999 telephony system. Other calls that are received via the service centre are NOT included in this measure. Those calls would include 101 calls, alarm company lines and the Police Scotland staff absence line.
Calls Discontinued	This section measures the volume of calls received from the public via the 999 telephony system that are disconnected without the caller speaking to a service adviser. It is important to note that any 999 call that is disconnected is reviewed by the call handling supervisor and the BT Operator. A number of factors are considered, including previous calls from the same number and potential vulnerability identified from each call, and then action is taken which may involve re-contacting the caller by telephone or dispatching officers to attend and ensure the caller is safe and well. Often a 999 call is disconnected due to the caller realising someone else has reported the matter to the police or the police attending as the caller is making the call.
Calls Discontinued after 120 seconds	This section measures the volume of calls received from the public via the 999 telephony system that are disconnected without the caller speaking to a service adviser, after waiting for a period of 2 minutes or more. There are very few calls disconnected after 120 seconds as they are routinely answered within 10 seconds. A 999 call not being answered within this timescale occurs due to a spike in calls, normally resultant of a number of people calling about the one incident, eg a road crash. Data for this measure is only held for a period of 31 days due to limitations on the system store process.
Average time to answer (seconds)	This section measures the average (mean) time to answer calls from the public, received via the 999 telephony system, within the reported period.
Longest wait time (minutes:seconds)	This section measures the longest time a member of the public waited to be connected to a service adviser when calling via the 999 telephony system. Times are displayed in minutes:seconds and are relevant for the reported period only.
Grade of Service %	The grade of service is a Police Scotland management indicator to monitor how long it takes to answer calls. This section displays as a **percentage**, the number of calls that are **connected to a service adviser within 10 seconds** from the total volume of calls received from the public via the 999 telephone system.

Table 1.1
Non Emergency Call Handling (101) : Police Scotland.
FORCE by Division

Contact Centre	June 2016						
	Calls Received	Calls Discontinued	Calls Discontinued after 120 seconds	Average time to Answer (seconds)	Longest Wait Time (hours:mins:secs)	Other Emergency Service Calls (non 101)	Grade of Service %
FORCE	**191 060**	-	-	-	-	-	-
North							
Dundee	13 314	-	-	-	-	-	64.0%
Aberdeen	28 251	-	-	-	-	-	79.0%
Inverness	12 817	-	-	-	-	-	91.0%
East							
Bilston Glen	56 457	1 266	21	14	00:06:01	5173	91.7%
West							
Greater Glasgow	80 221	1 192	10	10	00:04:13	8300	94.0%

Table 1.2
Emergency Call Handling (999) : Police Scotland.
FORCE by Division

Contact Centres	June 2016					
	Calls Received	Calls Discontinued	Calls Discontinued after 120 seconds	Average time to Answer (seconds)	Longest Wait Time (mins:secs)	Grade of Service %
FORCE	**42 047**	**-**	**-**	**-**	**-**	**-**
North						
Dundee	3 131	-	-	-	-	91.0%
Aberdeen	3 374	-	-	-	-	92.3%
Inverness	1 445	-	-	-	-	94.0%
East						
Bilston Glen	13 579	93	-	5	00:02:38	93.5%
West						
Greater Glasgow	20 518	108	-	3	00:02:02	97.3%

**SCOTTISH POLICE
AUTHORITY**

Meeting	**SPA Complaints and Conduct Committee Public Session**
Date	**Wednesday 18 May 2016, 1000-1300 hours**
Location	**Pacific Quay, Glasgow**
Title of Paper	**Professional Standards Department Performance Report**
Item Number	**5.1**
Presented By	**Chief Superintendent Carole Auld**
Recommendation to Members	**For Information**
Appendix Attached:	**YES – FOR PUBLICATION**

PURPOSE

To report to Members of the Complaints and Conduct Committee, for the purposes of noting, the statistical information relating to the investigation of complaints about members of Police Scotland for Quarter 4 (1 January – 31 March 2016) and FYTD (1 April 2015 to 31 March 2016).

1. **BACKGROUND**

1.1 The attached statistical summary provides data relating to Quarter 4 (1 January – 31 March 2016) and FYTD (1 April 2015 – 31 March 2016) (Appendices 'B' and 'C').

1.2 Note: Appendix 'A' entitled "Complaint Outcome Categories" informs members on the classification and disposal codes in relation to complaints about the police and the breakdown of irregularity in procedure sub-categories.

2. **FURTHER DETAIL ON THE REPORT TOPIC**

2.1 There are no further detail on this report.

3. **FINANCIAL IMPLICATIONS**

3.1 There are no financial implications as a consequence of this report.

4. **PERSONNEL IMPLICATIONS**

4.1 There are no personnel implications as a consequence of this report.

5.   LEGAL IMPLICATIONS

5.1   There are no legal implications as a consequence of this report.

6.   REPUTATIONAL IMPLICATIONS

6.1   There are no reputational implications as a consequence of this report.

7.   SOCIAL IMPLICATIONS

7.1   There are no social implications as a consequence of this report.

8.   COMMUNITY IMPACT

8.1   There are no community impact implications as a consequence of this report.

9.   EQUALITIES IMPLICATIONS

9.1   There are no equality implications as a consequence of this report.

10.   ENVIRONMENT IMPLICATIONS

10.1   There are no environment implications as a consequence of this report.

RECOMMENDATIONS

Members of the Scottish Police Authority are invited to note the content of this paper.

Appendix 'A'

COMPLAINT OUTCOMES CATEGORIES

CLASSIFICATION AND DISPOSAL CODES - COMPLAINTS ABOUT THE POLICE

Complaints About the Police can be classified into 3 distinct categories:

- On Duty – Criminal/Non Criminal

- Off Duty – Criminal/Non Criminal

- Quality of Service

On Duty Complaints About the Police (CAPs)

Any complaint alleging an act or omission, either criminal or non-criminal, about an on duty member of the Police Service of Scotland (PSoS) would be categorised as one of the following complaint allegations:

- Assault
- Excessive Force
- Incivility
- Neglect of Duty
- Irregularity in Procedure
    - ASBO/Fixed Penalty Procedures
    - Custody Procedures/Care of Prisoners
    - Disclosure of Information (non criminal)
    - Forced entry to premises
    - Inaccurate information placed on police systems
    - Insufficient Enquiry carried out
    - Interview Procedures
    - Length of time taken to investigate/carry out enquiries
    - Method of Arrest/Detention
    - Officer did not provide name or shoulder number
    - Other
    - Productions/Lost & Found Property
    - Provide insufficient explanation regarding police procedures
    - Provide insufficient updates to the complainer

- Road Traffic Procedures
- Search procedures – persons or property
- Statement taking
- Vehicle Recovery Scheme
- ASBO/Conditional Offer etc Issues
- Custody – Care of Prisoners
- Custody – Procedures
- Dealing with juveniles
- Failure to Explain Policy/Procedure
- Failure to give identify/collar no./show warrant card etc.
- Search of Person(s) – incl. stop and search
- Search to property – with or without warrant
- Vehicle Recovery Scheme Issues
- Search procedures - stop and search
- Traffic Irregularity/Offence
- Oppressive Conduct/Harassment
- Unlawful/Unnecessary Arrest or Detention
- Discriminatory Behaviour
- Corrupt Practice
- Other Criminal
- Other – Non Criminal

A Police Officer is considered to be "on-duty" when operating within a tour of duty or when off duty and has cause to identity themselves as a police officer and utilise their police powers to manage a situation.

<u>Off Duty Complaints About the Police</u>

An off duty complaint about the police can be defined as any complaint alleging an act or omission, either criminal or non-criminal, about an off duty member of the PSoS. The complaint allegation would be categorised as one of the following complaint headings:

- Crimes of Violence
- Crimes of Indecency
- Crimes of Dishonesty
- Fireraising, Malicious Mischief etc
- Other Crimes
- Miscellaneous Offences
- Offences involving motor vehicles
- Incivility (non-criminal)
- Other – non criminal

If a criminal complaint is made in respect of an off duty member of PSoS, the allegation will be recorded and investigated in accordance with the nature of the criminality involved. The police officer/member of staff subject to the allegation should be treated in the same manner as any other member of the public and if sufficient evidence exists reported to the Procurator Fiscal.

If the allegation relates to a non-criminal matter, the allegation will be assessed objectively to ensure it fulfils the criteria for an off-duty CAP. Only if the conduct complained about would have a bearing on an individual's role as a police officer or member of police staff would the matter be categorised as a "Complaint About the Police".

Following enquiry regarding an **on duty or off duty** CAP the following outcomes can be attributed to each allegation in respect of how the CAP has been concluded and what action, if any, has been taken in respect of the officer subject to allegation:

- Withdrawn
- Abandoned
- Not Upheld – Insufficient Evidence
- Upheld – Concluded by explanation
- Not Upheld – Concluded by explanation
- Not Upheld – Leading to No Proceedings by APF
- Upheld – Alternative to Prosecution by APF
- Upheld – Leading to criminal proceedings
- Upheld – Leading to misconduct disposal
- Not Upheld – Malicious Complaint

Quality of Service Complaints About the Police

Quality of Service allegations are categorised as complaints about the organisation. An officer or member of police staff can not be associated with a Quality of Service allegation. If a complaint refers to the conduct of an individual the complaint should be categorised as an on-duty allegation under the appropriate allegation heading.

Qualities of Service allegations fall under the 3 following headings:

- **Policy/Procedure**
  Complaints that relate to policing policy, practice or procedure rather than the action of any particular member of staff
- **Service Delivery**
  Complaints that relate specifically to a policing response including policing presence, time and type of response
- **Service Outcomes**
  Complaints that relate to the outcome of policing action including the failure to take action or a lack of satisfaction with the action taken

The outcomes of a Quality of Service complaint vary slightly from the outcomes of on/ off duty complaints and are classified as follows:

- Withdrawn
- Abandoned
- Upheld – Concluded by explanation
- Not Upheld – Concluded by explanation
- Upheld – Changes to policy/procedures

- Upheld – Training needs identified

Recording Processes

Following the creation of the PSoS, processes undertaken by legacy Forces have been reviewed to ensure a corporate approach in terms of recording methods. It is the intention of the business area to implement recording off-duty criminal incidents as Prosecution reports instead of Criminal complaints.

It should also be noted that the policy of recording off duty instances of officers/members of staff being issued Fixed Penalty Notices or Conditional Offers in relation to minor offences as Miscellaneous instead of a complaint has been adopted Force-wide to ensure continuity around Scotland in respect of recording methods.

Appendix B

POLICE SCOTLAND

Quarter 4 - Covering the period:

1 January to 31 March 2016

**Complaints and Conduct Committee Meeting
18 May 2016**

Compiled by Professional Standards Department on 15 April 2016

1

INTRODUCTION

This report has been produced using data taken from the complaints recording system known as 'Centurion' used by Police Scotland. Where appropriate, context has been provided to allow a greater understanding of the data.

The data herein relates to the period 1 January 2016 - 31 March 2016 (Quarter 4).

HEADLINES

- The Front Line Resolution (FLR) process has reached its highest quarterly performance resolving 55.7% (857) of all complaint cases received during Quarter 4. Of these it continues to be the case that less than 3% of complainers (22) have requested further enquiry be conducted

- Complaint cases received during Quarter 4 have again decreased for the second consecutive quarter compared to the same period last year (1674 -v- 1702). This equates to 28 fewer complainers.

- The average number of complaints received each month for the entire year is 568, at the lower end of the established tolerance level of 550 - 600 per month

- Allegations received during Quarter 4 have again decreased for the second consecutive quarter and are now reporting a -14.9% decrease compared to the same period last year

- Overall, more than 95% of complaint cases appear to have been concluded to the complainers satisfaction

2

COMPLAINT CASES AND ALLEGATIONS

Table 1

Complaint Cases Received											
Area	Q4 2015/16	Q4 2014/15	% Change	Criminal	Non-Criminal	FLR Division	FLR PSD	**FLR Rate	Total Complaints FYTD	Total Complaints PYTD	% Change
North	294	314	-6.4%	14	134	6	140	51.1%	1190	1113	6.9%
East	440	425	3.5%	4	197	7	232	54.1%	1761	1407	25.2%
West	693	725	-4.4%	37	226	27	403	64.1%	2873	2418	18.8%
Specialist Services	247	238	3.8%	27	125	13	82	39.6%	994	801	24.1%
TOTAL	**1674**	**1702**	**-1.6%**	**82**	**682**	**53**	**857**	**55.7%**	**6818**	**5739**	**18.8%**

**The FLR percentage rate only pertains to those which have been resolved by PSD staff.

The total number of complaint cases received by Police Scotland during Quarter 4 was 1674. This is a decrease of 28 (-1.6%) compared to the same period last year. This reduction has continued to positively impact on the overall year to date performance, which although showing an increase compared to the same period last year, continues on a downward trend, from 44.6% in Quarter 2, 25.4% in Quarter 3 to 18.8% at the end of the year.

Quarter 4 is the second consecutive quarter this year to show an overall decrease in complaint cases received compared to the same period last year. The new processes implemented by PSD in September 2014, has enabled a more accurate comparison to be made against previous reporting periods.

As anticipated this positive downward trend did continue through Quarter 4 and in this regard, it can now be reported the average number of complaint cases received per month for the entire year was 568, which is at the lower end of the established tolerance level of 550 - 600 complaints per month.

3

The Front Line Resolution (FLR) process continues to be effective, with dedicated staff within PSD successfully resolving complaints and therefore reducing demand on local policing teams, by reducing the number of complaints allocated for further enquiry. During Quarter 4, there have been 857 complaints resolved by FLR which represents the highest quarterly performance this year at 55.7% of the total complaints received.

Of these, less than 3% (22) of complainers have subsequently requested further enquiry, which provides reassurance regarding the efficient and ethical nature of the process which is designed to meet the needs of complainers and deal with complaints in a proportionate and timely manner

Police Scotland (North) has experienced a decrease in complaint cases (-6.4%) in Quarter 4 compared to the same period last year. The total number of complaints recorded during 2015/16 has increased by 77 complaints (6.9%), compared to last year.

Police Scotland (East) has reported a slight increase in complaint cases (3.5%) in Quarter 4 compared to the same period last year. The total number of complaints recorded during 2015/16 has increased by 354 complaints (25.2%), compared to last year.

Police Scotland (West) has reported a decrease in the number of complaints cases (-4.4%) in Quarter 4 compared to the same period last year and this is the second consecutive quarter complaints have reduced. The total number of complaints recorded during 2015/16 has increased by 455 complaints (18.8%), compared to last year.

Specialist Services has reported a slight increase in complaint cases (3.8%) in Quarter 4 compared to the same period last year. The total number of complaints recorded during 2015/16 has increased by 193 complaints (24.1%), compared to last year.

4

The following table relates to allegations received during Quarter 4. A complaint may contain more than one allegation.

Table 2

Allegations Received									
Area	Q4 2015/16	Q4 2014/15	% Change	On Duty	Off Duty	Quality of Service	Total Allegations FYTD	Total Allegations PYTD	% Change
North	446	661	-32.5%	308	6	132	1942	2150	-9.7%
East	538	689	-21.9%	387	0	151	2444	2371	3.1%
West	1073	1223	-12.3%	2	813	258	4459	4104	8.7%
Specialist Services	407	321	26.8%	312	1	94	1640	1098	49.4%
TOTAL	**2464**	**2894**	**-14.9%**	**1009**	**820**	**635**	**10485**	**9723**	**7.8%**

Quarter 4 has seen a decrease in the number of allegations compared to the same period last year, down -14.9%, or 430 fewer allegations. The number of allegations received per unique complaint case remains reasonably consistent at 1.47 per complaint in Quarter 4 and 1.54 per complaint over the entire year.

The year to date recorded figure shows an increase of 7.8%, however this has reduced from the 19.3% increase reported at the end of Quarter 2 and from 9.7% in Quarter 3.

All areas apart from Specialist Services report a significant decrease in allegations recorded in Quarter 4 compared to the same period last year. As previously highlighted, the streamlined PSD process introduced in September 2014 has now allowed for a more consistent comparison to be made.

In this regard, it must be noted that during Quarter 4, Specialist Services recorded an increase of 3.8% in complaints, which equates to 9 more complainers, however a 26.8% increase in allegations. It has been determined that the consistent recording process referred to and specifically involving Specialist Services, who often have more complex complaint cases to consider, has led to more allegations being recorded than that would have been recorded previously.

5

COMPLAINT MANAGEMENT AND EARLY INTERVENTION

The Police Investigations & Review Commissioner (PIRC) Statutory Guidance, 'From Sanctions to Solutions' recommends a Complaint About the Police (CAP) should be concluded in 40 working days (or 56 calendar days). The following table relates to the timescales of complaint cases <u>closed</u> during the reporting period Quarter 4 regardless of when they were received.

It should be noted the following data does not include those cases which contain a criminal allegation as these are reported to the Crown Office and Procurator Fiscal Service (COPFS).

This compliance measure was a previous statutory indicator within the 'Scottish Policing Performance Framework' which set an 80% compliance target for all complaints to be concluded within 56 days.

Table 3

Timescales						
Area	**Q4 Total**	**< 57 days**	**Compliance %**	**Total FYTD**	**< 57 days FYTD**	**Compliance %**
North	252	175	69.4%	1160	720	62.1%
East	418	280	67.0%	1729	1055	61.0%
West	650	494	76.0%	2553	2059	80.7%
Specialist Services	192	119	62.0%	901	574	63.7%
Total	**1512**	**1068**	**70.6%**	**6343**	**4408**	**69.5%**

NB. This information is taken from closed cases and includes those completed by Front Line Resolution. This data does not include criminal allegations.

Presently, Police Scotland are below the 'old' compliance objective (-9.4%), and are reporting the exact same performance figure as that reported in Quarter 3. Professional Standards Department continue to liaise with Divisions to conclude historical workloads, however, as these cases are concluded, their timescales are captured and as a consequence compliance rates are being adversely affected. This trend will likely continue until all historical cases are closed and the full impact of the more streamlined process is realised.

6

The following table relates to the Early Intervention Process implemented by PSD on 1 May 2015 with the purpose of reducing complaints about the police and to improve the service which we provide to members of the public.

The overall objective of the Early Intervention Process was to identify and address repeated complaints and allegations against police officers and provide the ability to intervene timeously and take appropriate action to address issues, improve performance and reduce future complaints.

Table 4

Area	Early Intervention FYTD	Change Q4
North	29	9
East	47	9
West	73	21
Specialist Services	23	7
TOTAL	172	46

Officers are identified who have received 4 complaints during the preceding 12 month period, whereupon the complaints are formally assessed and a defined process followed with notification to the relevant Division to arrange an appropriate intervention with the officer.

The process is based on predetermined trigger analysis and profiling based on an officers complaint history. This determines the risk that the officer may pose and provides proactive measures to improve individual behaviour thereby minimising the impact on the reputation and operational efficiency of Police Scotland.

The intervention process can vary in action, from considering welfare, through to affirmative performance and conduct action. The intervention process includes those complaints which have been resolved by FLR teams.

7

POLICE INVESTIGATIONS & REVIEW COMMISSIONER (PIRC)

The following table relates specifically to the Complaint Handling Review (CHR) process employed by the PIRC and their interaction with PSD.

On completion of a review, PIRC can chose to report their findings by way of a Complaint Handling Review (CHR) or Decision Letter (DL), depending on the circumstances and nature of the complaint.

In the case of a CHR, they may choose not to publish their findings. Of the 29 CHRs reported below, 9 have not been published.

In Quarter 4 the PIRC returned 29 CHR's and 13 Decision Letters to Police Scotland in which they reviewed 148 allegations (or complaint headers). They concluded 77 were dealt with to a reasonable standard whilst 71 were not dealt with to a reasonable standard.

A total of 73 recommendations were made and 1 learning point identified.

Table 5

Area	Q4 CHR Returned	Q4 DL Returned
North	5	5
East	12	5
West	12	3
TOTAL	**29**	**13**

NB. Specialist Services contained within relevant area as PIRC do not differentiate.

During Quarter 4, there have been 77 cases where complainers have contacted PIRC to seek a review of their complaint. This equates to 4.6% of complaints received during the same time period.

During the entire financial year, there have been 232 cases where complainers have contacted PIRC. This equates to 3.4% of all complaints received.

8

Total Received Complaints Cases and Complaints Per 10K **Appendix 'C'**
Incidents - Area Totals

For the Period April 2015 - March 2016

EAST

	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	2091	1737	20.4%	1458.0	43.4%
Incidents Received	505606	497152	1.7%	505522	0.0%
Complaints Per 10K of Incidents	41.36	34.94	18.4%	28.84	43.4%

NORTH

	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	1396	1261	10.7%	1310.3	6.5%
Incidents Received	384699	403447	-4.6%	417717	-7.9%
Complaints Per 10K of Incidents	36.29	31.26	16.1%	31.37	15.7%

WEST

	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	3331	2741	21.5%	2142.0	55.5%
Incidents Received	734367	758070	-3.1%	796733	-7.8%
Complaints Per 10K of Incidents	45.36	36.16	25.4%	26.88	68.7%

SERVICE

	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	6818	5739	18.8%	4910.3	38.9%
Incidents Received	1624672	1658669	-2.0%	1719973.0	-5.5%
Complaints Per 10K of Incidents	41.97	34.60	21.3%	28.55	47.0%

Total Recorded Complaint Cases by Area

Version 1 **12:31 on 16/05/2016**
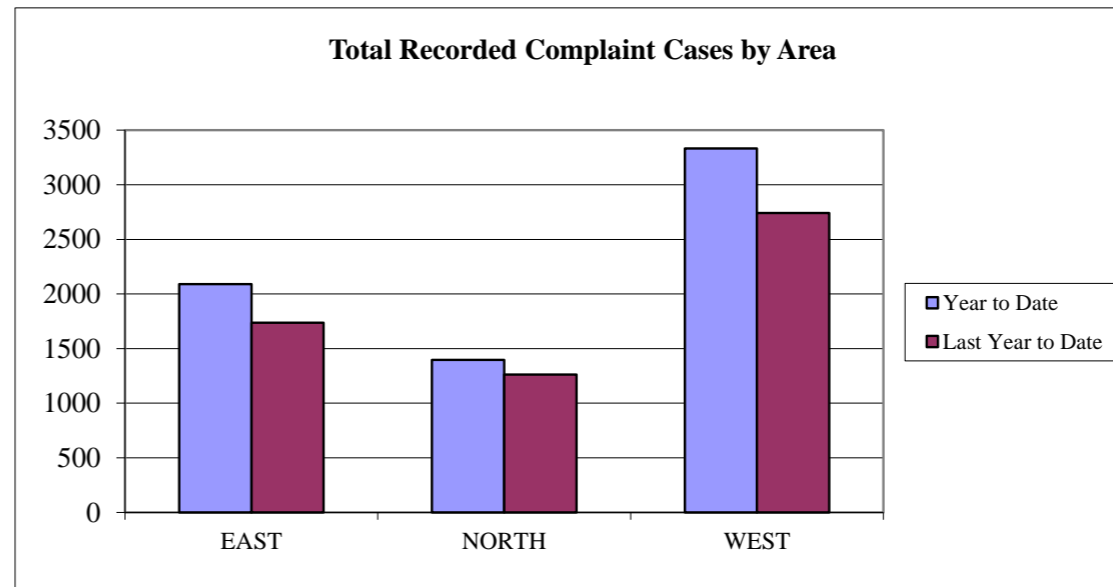
Total Allegations Received--For the Period April 2015 - March 2016

AREA	Division	Local Authority	On Duty	Off Duty	Quality Of Service	Total
SERVICE		*2015/16 to-date*	8003	51	2431	10485
EAST	Forth Valley	Clackmannanshire	47	0	11	58
		Falkirk	162	0	56	218
		Stirling	80	2	25	107
	Divisional Total		*289*	*2*	*92*	*383*
	Edinburgh	City of Edinburgh	636	1	172	809
	Divisional Total		*636*	*1*	*172*	*809*
	The Lothians & Scottish Borders	East Lothian	105	0	32	137
		Midlothian	84	0	28	112
		Scottish Borders	104	0	35	139
		West Lothian	190	2	59	251
	Divisional Total		*483*	*2*	*154*	*639*
	Fife	Fife	477	0	136	613
	Divisional Total		*477*	*0*	*136*	*613*
	Area Total	*2015/16 to-date*	*1885*	*5*	*554*	*2444*
NORTH	Aberdeen	Aberdeen City	281	2	124	407
	Divisional Total		*281*	*2*	*124*	*407*
	Aberdeenshire & Moray	Aberdeenshire	201	1	90	292
		Moray	93	0	31	124
	Divisional Total		*294*	*1*	*121*	*416*
	Tayside	Angus	125	0	43	168
		Dundee City	244	6	109	359
		Perth & Kinross	134	3	58	195
	Divisional Total		*503*	*9*	*210*	*722*
	Highlands & Islands	Comhairie nan Eilean Siar	15	0	4	19
		Highland	264	5	90	359
		Orkney Island	7	0	0	7
		Shetland Island	8	1	3	12
	Divisional Total		*294*	*6*	*97*	*397*
	Area Total	*2015/16 to-date*	*1372*	*18*	*552*	*1942*

WEST	Ayrshire	East Ayrshire	146	0	38	184
		North Ayrshire	151	1	57	209
		South Ayrshire	98	0	34	132
	Divisional Total		*395*	*1*	*129*	*525*
	Greater Glasgow	Glasgow City	1192	2	278	1472
		East Dunbartonshire	74	0	27	101
		East Renfrewshire	50	1	14	65
	Divisional Total		*1316*	*3*	*319*	*1638*
	Lanarkshire	North Lanarkshire	469	3	110	582
		South Lanarkshire	460	2	98	560
	Divisional Total		*929*	*5*	*208*	*1142*
	Argyll & West Dunbartonshire	Argyll & Bute	99	3	38	140
		West Dunbartonshire	253	4	64	321
	Divisional Total		*352*	*7*	*102*	*461*
	Renfrewshire & Inverclyde	Inverclyde	85	2	25	112
		Renfrewshire	221	0	53	274
	Divisional Total		*306*	*2*	*78*	*386*
	Dumfries & Galloway	Dumfries & Galloway	234	4	69	307
	Divisional Total		*234*	*4*	*69*	*307*
	Area Total	*2015/16 to-date*	3532	22	905	4459
	Special Services					
	Contact Command Control		194	0	168	362
	Custody		326	0	66	392
	Operational Support Division		421	4	63	488
	Corporate Functions		145	0	72	217
	Specialist Crime		128	2	51	181
	Total		*1214*	*6*	*420*	*1640*

Total 'On Duty' Allegations Received --For the Period April 2015 - March 2016

AREA	Division	Local Authority	Unlawful Arrest	Assault	Corrupt Practice	Discrimination	Excessive Force	Incivility	Irregularity in Procedure	Neglect of Duty	Oppressive Conduct	Other - Criminal	Other - Non-Criminal	Traffic Irregularity/ Offences	Total
SERVICE		*2015/16 to-date*	166	296	15	87	536	1737	4019	175	353	186	194	239	8003
EAST	Forth Valley	Clackmannanshire	3	1	0	0	3	6	23	2	5	0	2	2	47
		Falkirk	2	0	0	1	11	20	104	5	10	0	6	3	162
		Stirling	1	0	1	0	4	20	43	1	3	4	3	0	80
	Divisional Total		*6*	*1*	*1*	*1*	*18*	*46*	*170*	*8*	*18*	*4*	*11*	*5*	*289*
	Edinburgh	City of Edinburgh	6	6	0	7	39	100	387	10	27	8	20	26	636
	Divisional Total		*6*	*6*	*0*	*7*	*39*	*100*	*387*	*10*	*27*	*8*	*20*	*26*	*636*
	The Lothians & Scottish Borders	East Lothian	0	2	0	1	6	23	60	3	5	0	3	2	105
		Midlothian	0	1	0	1	1	20	43	2	8	3	4	1	84
		Scottish Borders	4	1	1	1	7	28	46	1	10	0	1	4	104
		West Lothian	4	5	1	3	7	31	118	3	3	5	8	2	190
	Divisional Total		*8*	*9*	*2*	*6*	*21*	*102*	*267*	*9*	*26*	*8*	*16*	*9*	*483*
	Fife	Fife	11	11	0	6	24	96	259	11	17	15	17	10	477
	Divisional Total		*11*	*11*	*0*	*6*	*24*	*96*	*259*	*11*	*17*	*15*	*17*	*10*	*477*
	Area Total	*2015/16 to-date*	31	27	3	20	102	344	1083	38	88	35	64	50	1885
NORTH	Aberdeen	Aberdeen City	12	2	0	4	25	64	132	9	14	3	2	14	281
	Divisional Total		*12*	*2*	*0*	*4*	*25*	*64*	*132*	*9*	*14*	*3*	*2*	*14*	*281*
	Aberdeenshire & Moray	Aberdeenshire	8	2	0	3	14	33	102	12	9	4	3	11	201
		Moray	5	1	1	0	7	23	42	3	0	4	4	3	93
	Divisional Total		*13*	*3*	*1*	*3*	*21*	*56*	*144*	*15*	*9*	*8*	*7*	*14*	*294*
	Tayside	Angus	2	3	0	0	8	32	57	4	8	0	8	3	125
		Dundee City	5	9	0	1	9	52	120	13	14	5	13	3	244
		Perth & Kinross	1	3	2	0	5	24	60	10	8	1	14	6	134
	Divisional Total		*8*	*15*	*2*	*1*	*22*	*108*	*237*	*27*	*30*	*6*	*35*	*12*	*503*
	Highlands & Islands	Comhairie nan Eilean Siar	0	0	0	0	4	1	9	0	0	0	1	0	15
		Highland	11	1	2	3	19	40	139	13	13	8	5	10	264
		Orkney Island	0	0	0	1	0	1	4	1	0	0	0	0	7
		Shetland Island	1	1	0	0	0	2	2	0	0	1	0	1	8
	Divisional Total		*12*	*2*	*2*	*4*	*23*	*44*	*154*	*14*	*13*	*9*	*6*	*11*	*294*
	Area Total	*2015/16 to-date*	45	22	5	12	91	272	667	65	66	26	50	51	1372

AREA	Division	Local Authority	Unlawful Arrest	Assault	Corrupt Practice	Discrimination	Excessive Force	Incivility	Irregularity in Procedure	Neglect of Duty	Oppressive Conduct	Other - Criminal	Other - Non-Criminal	Traffic Irregularity/ Offences	Total
WEST	Ayrshire	East Ayrshire	2	3	0	1	10	33	73	2	11	6	3	2	146
		North Ayrshire	0	5	0	1	13	40	75	3	6	1	3	4	151
		South Ayrshire	0	2	0	0	7	31	49	0	0	5	1	3	98
	Divisional Total		*2*	*10*	*0*	*2*	*30*	*104*	*197*	*5*	*17*	*12*	*7*	*9*	*395*
	Greater Glasgow	Glasgow City	28	94	2	20	102	287	508	24	47	37	11	32	1192
		East Dunbartonshire	3	2	0	0	3	20	36	0	5	1	0	4	74
		East Renfrewshire	0	2	0	0	3	17	22	0	2	2	1	1	50
	Divisional Total		*31*	*98*	*2*	*20*	*108*	*324*	*566*	*24*	*54*	*40*	*12*	*37*	*1316*
	Lanarkshire	North Lanarkshire	9	25	2	3	28	110	242	4	16	11	7	12	469
		South Lanarkshire	11	16	1	2	38	121	215	12	23	6	2	13	460
	Divisional Total		*20*	*41*	*3*	*5*	*66*	*231*	*457*	*16*	*39*	*17*	*9*	*25*	*929*
	Argyll & West Dunbartonshire	Argyll & Bute	4	8	0	1	9	17	42	0	10	5	2	1	99
		West Dunbartonshire	10	26	2	1	27	44	114	4	15	3	2	5	253
	Divisional Total		*14*	*34*	*2*	*2*	*36*	*61*	*156*	*4*	*25*	*8*	*4*	*6*	*352*
	Renfrewshire & Inverclyde	Inverclyde	0	0	0	0	9	24	38	1	9	0	2	2	85
		Renfrewshire	3	17	0	1	21	51	113	0	9	1	4	1	221
	Divisional Total		*3*	*17*	*0*	*1*	*30*	*75*	*151*	*1*	*18*	*1*	*6*	*3*	*306*
	Dumfries & Galloway	Dumfries & Galloway	6	2	0	2	15	50	131	6	7	7	3	5	234
	Divisional Total		*6*	*2*	*0*	*2*	*15*	*50*	*131*	*6*	*7*	*7*	*3*	*5*	*234*
	Area Total	2015/16 to-date	76	202	7	32	285	845	1658	56	160	85	41	85	3532
	Special Services														
	Contact Command Control		0	0	0	2	0	93	89	1	1	1	7	0	194
	Custody		2	21	0	7	26	44	217	1	0	3	5	0	326
	Operational Support Division		4	7	0	8	22	108	183	1	22	9	15	42	421
	Corporate Functions		4	16	0	1	6	22	56	12	4	14	2	8	145
	Specialist Crime		4	1	0	5	4	9	66	1	12	13	10	3	128
	Total		*14*	*45*	*0*	*23*	*58*	*276*	*611*	*16*	*39*	*40*	*39*	*53*	*1214*

Total 'Off Duty' Allegations Received --For the Period April 2015 - March 2016

AREA	Division	Local Authority	Crimes of Dishonesty	Crimes of Indecency	Crimes of Violence	Fireraising Malicious Mischief etc	Incivility	Miscellaneous Offences	Offences involving Motor Vehicles	Other	Other Crimes	Total
SERVICE		*2015/16 to-date*	2	0	1	1	12	8	1	22	4	51
EAST	Forth Valley	Clackmannanshire	0	0	0	0	0	0	0	0	0	0
		Falkirk	0	0	0	0	0	0	0	0	0	0
		Stirling	0	0	0	0	0	0	0	2	0	2
	Divisional Total		*0*	*0*	*0*	*0*	*0*	*0*	*0*	*2*	*0*	*2*
	Edinburgh	City of Edinburgh	0	0	0	0	0	0	0	1	0	1
	Divisional Total		*0*	*0*	*0*	*0*	*0*	*0*	*0*	*1*	*0*	*1*
	The Lothians & Scottish Borders	East Lothian	0	0	0	0	0	0	0	0	0	0
		Midlothian	0	0	0	0	0	0	0	0	0	0
		Scottish Borders	0	0	0	0	0	0	0	0	0	0
		West Lothian	0	0	0	0	0	0	0	2	0	2
	Divisional Total		*0*	*0*	*0*	*0*	*0*	*0*	*0*	*2*	*0*	*2*
	Fife	Fife	0	0	0	0	0	0	0	0	0	0
	Divisional Total		*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*
	Area Total	*2015/16 to-date*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*5*	*0*	*5*
NORTH	Aberdeen	Aberdeen City	1	0	1	0	0	0	0	0	0	2
	Divisional Total		*1*	*0*	*1*	*0*	*0*	*0*	*0*	*0*	*0*	*2*
	Aberdeenshire & Moray	Aberdeenshire	0	0	0	0	0	1	0	0	0	1
		Moray	0	0	0	0	0	0	0	0	0	0
	Divisional Total		*0*	*0*	*0*	*0*	*0*	*1*	*0*	*0*	*0*	*1*
	Tayside	Angus	0	0	0	0	0	0	0	0	0	0
		Dundee City	0	0	0	0	3	1	0	1	1	6
		Perth & Kinross	0	0	0	0	1	0	0	1	1	3
	Divisional Total		*0*	*0*	*0*	*0*	*4*	*1*	*0*	*2*	*2*	*9*
	Highlands & Islands	Comhairie nan Eilean Siar	0	0	0	0	0	0	0	0	0	0
		Highland	0	0	0	1	3	1	0	0	0	5
		Orkney Island	0	0	0	0	0	0	0	0	0	0
		Shetland Island	0	0	0	0	0	0	0	1	0	1
	Divisional Total		*0*	*0*	*0*	*1*	*3*	*1*	*0*	*1*	*0*	*6*
	Area Total	*2015/16 to-date*	*1*	*0*	*1*	*1*	*7*	*3*	*0*	*3*	*2*	*18*

WEST	Ayrshire	East Ayrshire	0	0	0	0	0	0	0	0	0	0
		North Ayrshire	0	0	0	0	1	0	0	0	0	1
		South Ayrshire	0	0	0	0	0	0	0	0	0	0
	Divisional Total		*0*	*0*	*0*	*0*	*1*	*0*	*0*	*0*	*0*	*1*
	Greater Glasgow	Glasgow City	0	0	0	0	0	1	0	1	0	2
		East Dunbartonshire	0	0	0	0	0	0	0	0	0	0
		East Renfrewshire	0	0	0	0	0	0	0	1	0	1
	Divisional Total		*0*	*0*	*0*	*0*	*0*	*1*	*0*	*2*	*0*	*3*
	Lanarkshire	North Lanarkshire	0	0	0	0	2	1	0	0	0	3
		South Lanarkshire	0	0	0	0	0	0	1	1	0	2
	Divisional Total		*0*	*0*	*0*	*0*	*2*	*1*	*1*	*1*	*0*	*5*
	Argyll & West Dunbartonshire	Argyll & Bute	0	0	0	0	0	2	0	0	1	3
		West Dunbartonshire	0	0	0	0	1	0	0	3	0	4
	Divisional Total		*0*	*0*	*0*	*0*	*1*	*2*	*0*	*3*	*1*	*7*
	Renfrewshire & Inverclyde	Inverclyde	0	0	0	0	0	0	0	2	0	2
		Renfrewshire	0	0	0	0	0	0	0	0	0	0
	Divisional Total		*0*	*0*	*0*	*0*	*0*	*0*	*0*	*2*	*0*	*2*
	Dumfries & Galloway	Dumfries & Galloway	0	0	0	0	1	0	0	3	0	4
	Divisional Total		*0*	*0*	*0*	*0*	*1*	*0*	*0*	*3*	*0*	*4*
	Area Total	2015/16 to-date	0	0	0	0	5	4	1	11	1	22
	Special Services											
	Contact Command Control		0	0	0	0	0	0	0	0	0	0
	Custody		0	0	0	0	0	0	0	0	0	0
	Operational Support Division		1	0	0	0	0	1	0	2	0	4
	Corporate Functions		0	0	0	0	0	0	0	0	0	0
	Specialist Crime		0	0	0	0	0	0	0	1	1	2
	Total		*1*	*0*	*0*	*0*	*0*	*1*	*0*	*3*	*1*	*6*

Total Quality of Service Allegations Received --For the Period April 2015 - March 2016

AREA	Division	Local Authority	Policy/ Procedure	Service Delivery	Service Outcome	Total
SERVICE		*2015/16 to-date*	711	895	825	**2431**
EAST	Forth Valley	Clackmannanshire	3	4	4	11
		Falkirk	9	27	20	56
		Stirling	3	12	10	25
	Divisional Total		*15*	*43*	*34*	*92*
	Edinburgh	City of Edinburgh	16	78	78	172
	Divisional Total		*16*	*78*	*78*	*172*
	The Lothians & Scottish Borders	East Lothian	2	17	13	32
		Midlothian	6	13	9	28
		Scottish Borders	7	13	15	35
		West Lothian	4	23	32	59
	Divisional Total		*19*	*66*	*69*	*154*
	Fife	Fife	14	53	69	136
	Divisional Total		*14*	*53*	*69*	*136*
	Area Total	*2015/16 to-date*	*64*	*240*	*250*	*554*
NORTH	Aberdeen	Aberdeen City	42	35	47	124
	Divisional Total		*42*	*35*	*47*	*124*
	Aberdeenshire & Moray	Aberdeenshire	40	20	30	90
		Moray	8	14	9	31
	Divisional Total		*48*	*34*	*39*	*121*
	Tayside	Angus	14	12	17	43
		Dundee City	40	41	28	109
		Perth & Kinross	20	15	23	58
	Divisional Total		*74*	*68*	*68*	*210*
	Highlands & Islands	Comhairie nan Eilean Siar	2	0	2	4
		Highland	29	21	40	90
		Orkney Island	0	0	0	0
		Shetland Island	2	1	0	3
	Divisional Total		*33*	*22*	*42*	*97*
	Area Total	*2015/16 to-date*	*197*	*159*	*196*	*552*

WEST	Ayrshire	East Ayrshire	11	6	21	38
		North Ayrshire	20	19	18	57
		South Ayrshire	6	14	14	34
	Divisional Total		*37*	*39*	*53*	*129*
	Greater Glasgow	Glasgow City	83	120	75	278
		East Dunbartonshire	6	11	10	27
		East Renfrewshire	4	4	6	14
	Divisional Total		*93*	*135*	*91*	*319*
	Lanarkshire	North Lanarkshire	30	46	34	110
		South Lanarkshire	31	31	36	98
	Divisional Total		*61*	*77*	*70*	*208*
	Argyll & West Dunbartonshire	Argyll & Bute	17	9	12	38
		West Dunbartonshire	35	22	7	64
	Divisional Total		*52*	*31*	*19*	*102*
	Renfrewshire & Inverclyde	Inverclyde	10	9	6	25
		Renfrewshire	14	20	19	53
	Divisional Total		*24*	*29*	*25*	*78*
	Dumfries & Galloway	Dumfries & Galloway	24	21	24	69
	Divisional Total		*24*	*21*	*24*	*69*
	Area Total	*2015/16 to-date*	291	332	282	905
	Special Services					
	Contact Command Control		19	108	41	168
	Custody		40	10	16	66
	Operational Support Division		32	17	14	63
	Corporate Functions		32	21	19	72
	Specialist Crime		36	8	7	51
	Total		*159*	*164*	*97*	*420*

Total On-Duty Allegations Received by Location --For the Period April 2015 - March 2016

AREA	Division	Local Authority	Business Premises	Cell	Cell/Passage	Charge Bar	Detention Room	Football Stadium	Interview Room	Licensed Premises	No Locus/Un	Other (specify)	Other Location	Police Office	Police Vehicle	Private House	Sports Stadium - Other	Street/Road/ Public Place	Uniform Bar/Public Counter	Total
SERVICE		2015/16 to-date	209	162	6	23	2	13	16	14	1281	161	95	1339	59	2385	2	2233	3	8003
EAST	Forth Valley	Clackmannanshire	2	0	0	0	0	0	0	0	9	0	0	3	0	25	0	8	0	47
		Falkirk	3	0	0	0	0	0	0	0	35	1	1	39	0	56	0	27	0	162
		Stirling	2	0	0	0	0	0	0	0	18	1	0	10	0	33	0	16	0	80
		Divisional Total	*7*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*62*	*2*	*1*	*52*	*0*	*114*	*0*	*51*	*0*	*289*
	Edinburgh	City of Edinburgh	16	1	1	0	0	1	0	2	87	1	12	113	2	239	0	161	0	636
		Divisional Total	*16*	*1*	*1*	*0*	*0*	*1*	*0*	*2*	*87*	*1*	*12*	*113*	*2*	*239*	*0*	*161*	*0*	*636*
	The Lothians & Scottish Borders	East Lothian	2	0	0	0	0	0	0	0	15	0	0	18	1	44	0	25	0	105
		Midlothian	1	0	0	0	0	0	0	1	10	0	0	12	0	42	0	18	0	84
		Scottish Borders	5	0	0	1	0	0	0	0	14	0	0	21	0	36	0	27	0	104
		West Lothian	0	0	0	0	0	0	1	0	40	5	0	34	2	70	0	38	0	190
		Divisional Total	*8*	*0*	*0*	*1*	*0*	*0*	*1*	*1*	*79*	*5*	*0*	*85*	*3*	*192*	*0*	*108*	*0*	*483*
	Fife	Fife	8	1	0	1	0	0	0	1	75	6	4	87	1	190	0	102	1	477
		Divisional Total	*8*	*1*	*0*	*1*	*0*	*0*	*0*	*1*	*75*	*6*	*4*	*87*	*1*	*190*	*0*	*102*	*1*	*477*
		Area Total 2015/16 to-date	39	2	1	2	0	1	1	4	303	14	17	337	6	735	0	422	1	1885
NORTH	Aberdeen	Aberdeen City	0	8	0	1	0	0	4	0	48	8	5	25	3	79	0	100	0	281
		Divisional Total	*0*	*8*	*0*	*1*	*0*	*0*	*4*	*0*	*48*	*8*	*5*	*25*	*3*	*79*	*0*	*100*	*0*	*281*
	Aberdeenshire & Moray	Aberdeenshire	1	2	0	1	0	0	0	1	39	5	1	21	1	69	0	60	0	201
		Moray	0	1	0	1	0	0	1	0	15	6	5	10	1	30	0	23	0	93
		Divisional Total	*1*	*3*	*0*	*2*	*0*	*0*	*1*	*1*	*54*	*11*	*6*	*31*	*2*	*99*	*0*	*83*	*0*	*294*
	Tayside	Angus	0	0	0	0	0	1	1	0	23	0	3	9	2	46	0	40	0	125
		Dundee City	1	2	0	1	0	2	0	1	80	7	1	18	1	75	0	55	0	244
		Perth & Kinross	0	1	0	0	0	0	1	0	25	7	1	18	1	39	0	41	0	134
		Divisional Total	*1*	*3*	*0*	*1*	*0*	*3*	*2*	*1*	*128*	*14*	*5*	*45*	*4*	*160*	*0*	*136*	*0*	*503*
	Highlands & Islands	Comhairie nan Eilean Siar	0	0	1	0	0	0	0	0	2	1	0	3	0	6	0	2	0	15
		Highland	0	2	0	0	0	0	1	0	62	11	1	49	0	72	0	66	0	264
		Orkney Island	0	0	0	0	0	0	0	0	1	0	0	1	0	5	0	0	0	7
		Shetland Island	0	0	0	0	0	0	0	0	1	1	0	0	0	2	0	4	0	8
		Divisional Total	*0*	*2*	*1*	*0*	*0*	*0*	*1*	*0*	*66*	*13*	*1*	*53*	*0*	*85*	*0*	*72*	*0*	*294*
		Area Total 2015/16 to-date	2	16	1	4	0	3	8	2	296	46	17	154	9	423	0	391	0	1372

AREA	Division	Local Authority	Business Premises	Cell	Cell/Passage	Charge Bar	Detention Room	Football Stadium	Interview Room	Licensed Premises	No Locus/Un	Other (specify)	Other Location	Police Office	Police Vehicle	Private House	Sports Stadium - Other	Street/Road/Public Place	Uniform Bar/Public Counter	Total
WEST	Ayrshire	East Ayrshire	9	3	0	0	0	0	0	0	21	5	1	24	0	45	0	38	0	146
		North Ayrshire	8	1	0	1	0	0	0	0	21	3	2	16	0	56	0	43	0	151
		South Ayrshire	7	1	0	0	0	0	0	0	19	2	6	5	0	31	0	27	0	98
	Divisional Total		*24*	*5*	*0*	*1*	*0*	*0*	*0*	*0*	*61*	*10*	*9*	*45*	*0*	*132*	*0*	*108*	*0*	*395*
	Greater Glasgow	Glasgow City	54	9	0	1	1	3	5	2	139	18	4	150	10	371	1	423	1	1192
		East Dunbartonshire	2	2	0	0	0	0	0	1	9	1	0	8	2	29	0	20	0	74
		East Renfrewshire	0	0	0	0	0	0	0	0	9	0	0	3	0	29	0	9	0	50
	Divisional Total		*56*	*11*	*0*	*1*	*1*	*3*	*5*	*3*	*157*	*19*	*4*	*161*	*12*	*429*	*1*	*452*	*1*	*1316*
	Lanarkshire	North Lanarkshire	11	12	0	0	0	4	0	0	75	9	11	47	7	162	0	131	0	469
		South Lanarkshire	27	11	1	0	0	0	0	2	62	8	5	71	7	156	1	109	0	460
	Divisional Total		*38*	*23*	*1*	*0*	*0*	*4*	*0*	*2*	*137*	*17*	*16*	*118*	*14*	*318*	*1*	*240*	*0*	*929*
	Argyll & West Dunbartonshire	Argyll & Bute	6	3	0	0	0	0	0	0	10	1	2	17	2	27	0	31	0	99
		West Dunbartonshire	8	4	0	8	1	0	1	0	30	5	3	37	4	77	0	75	0	253
	Divisional Total		*14*	*7*	*0*	*8*	*1*	*0*	*1*	*0*	*40*	*6*	*5*	*54*	*6*	*104*	*0*	*106*	*0*	*352*
	Renfrewshire & Inverclyde	Inverclyde	3	0	0	0	0	0	0	0	14	3	1	8	0	32	0	24	0	85
		Renfrewshire	7	1	0	0	0	0	0	2	37	3	2	29	1	73	0	66	0	221
	Divisional Total		*10*	*1*	*0*	*0*	*0*	*0*	*0*	*2*	*51*	*6*	*3*	*37*	*1*	*105*	*0*	*90*	*0*	*306*
	Dumfries & Galloway	Dumfries & Galloway	5	0	0	0	0	2	0	0	64	3	5	36	0	61	0	57	1	234
	Divisional Total		*5*	*0*	*0*	*0*	*0*	*2*	*0*	*0*	*64*	*3*	*5*	*36*	*0*	*61*	*0*	*57*	*1*	*234*
	Area Total	*2015/16 to-date*	147	47	1	10	2	9	6	7	510	61	42	451	33	1149	2	1053	2	3532
	Special Services																			
	Contact Command Control		0	0	0	0	0	0	0	0	34	19	5	120	0	10	0	6	0	194
	Custody		3	83	3	7	0	0	0	0	7	2	3	206	1	5	0	6	0	326
	Operational Support Division		6	0	0	0	0	0	0	1	64	10	3	15	4	28	0	290	0	421
	Corporate Functions		3	14	0	0	0	0	0	0	35	3	6	27	6	10	0	41	0	145
	Specialist Crime		9	0	0	0	0	0	1	0	32	6	2	29	0	25	0	24	0	128
	Total		*21*	*97*	*3*	*7*	*0*	*0*	*1*	*1*	*172*	*40*	*19*	*397*	*11*	*78*	*0*	*367*	*0*	*1214*

The allegation disposal of closed allegations derived from complaints in the current year and previous years (where relevant) and presented as overall totals relevant to each allegation disposal category - provided to PIRC annually

The allegation disposal of closed allegations - On Duty
For the Period April 2015 - March 2016

	Unlawful/Unnecessary Arrest or Detention	Assault	Corrupt Practice	Discriminatory Behaviour	Excessive Force	Incivility	Irregularity in Procedure	Neglect of Duty	Oppressive Conduct/ Harassment	Other - Criminal	Other - Non-Criminal	Traffic Irregularity/ Offences	TOTAL	% of Total
Abandoned	15	46	1	12	64	180	309	9	59	12	20	34	761	8.5%
Not Upheld - Concluded by explanation	117	0	9	54	278	1241	2759	139	230	1	141	164	5133	57.6%
Not Upheld - Insufficient evidence	20	1	0	16	124	206	457	56	88	1	43	17	1029	11.5%
Not upheld - Leading to No Proceedings by APF	0	250	1	1	0	0	2	1	1	231	0	15	502	5.6%
Not Upheld - Malicious complaint	0	0	1	0	6	6	11	1	3	2	4	1	35	0.4%
Upheld - Alternative to Prosecution by APF	0	0	0	0	0	1	0	0	0	10	0	0	11	0.1%
Upheld - Change to policy/procedures	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Upheld - Concluded by explanation	21	0	0	3	10	113	671	74	17	0	36	21	966	10.8%
Upheld - Leading to criminal proceedings	0	5	0	0	0	0	0	0	0	16	0	1	22	0.2%
Upheld - Leading to misconduct disposal	0	0	0	0	0	8	21	2	2	5	4	1	43	0.5%
Upheld - Training needs identified	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Withdrawn	4	28	1	5	40	65	206	16	20	7	13	7	412	4.6%
Total	**177**	**330**	**13**	**91**	**522**	**1820**	**4436**	**298**	**420**	**285**	**261**	**261**	**8914**	

The allegation disposal of closed allegations - Off Duty
For the Period April 2015 - March 2016

	Crimes of Dishonesty	Crimes of Indecency	Crimes of Violence	Fireraising, Malicious Mischief etc	Incivility	Miscellaneous Offences	Offences involving Motor Vehicles	Other	Other Crimes	Total
Abandoned	0	0	0	0	0	3	0	0	0	3
Not Upheld - Concluded by explanation	0	0	0	0	5	0	0	23	0	28
Not Upheld - Insufficient evidence	1	0	1	0	2	3	2	7	1	17
Not upheld - Leading to No Proceedings by APF	0	0	1	0	0	12	0	1	1	15
Not Upheld - Malicious complaint	0	0	0	0	0	0	0	0	0	0
Upheld - Alternative to Prosecution by APF	0	0	0	0	0	2	0	0	0	2
Upheld - Change to policy/procedures	0	0	0	0	0	0	0	0	0	0
Upheld - Concluded by explanation	0	0	0	0	5	0	1	0	0	6
Upheld - Leading to criminal proceedings	0	0	0	0	0	9	1	0	0	10
Upheld - Leading to misconduct disposal	0	0	0	0	2	2	0	7	0	11
Upheld - Training needs identified	0	0	0	0	0	0	0	0	0	0
Withdrawn	0	0	0	0	0	0	0	1	1	2
Total	**1**	**0**	**2**	**0**	**14**	**31**	**4**	**39**	**3**	**94**

The allegation disposal of closed allegations - Quality of Service
For the Period April 2015 - March 2016

	Policy/ Procedure	Service Delivery	Service Outcome	Total
Abandoned	48	82	70	200
Not Upheld - Concluded by explanation	594	658	555	1807
Not Upheld - Insufficient evidence	0	0	0	0
Not upheld - Leading to No Proceedings by APF	0	0	0	0
Not Upheld - Malicious complaint	0	0	0	0
Upheld - Alternative to Prosecution by APF	0	0	0	0
Upheld - Change to policy/procedures	6	5	0	11
Upheld - Concluded by explanation	48	152	102	302
Upheld - Leading to criminal proceedings	0	0	0	0
Upheld - Leading to misconduct disposal	0	0	0	0
Upheld - Training needs identified	1	4	4	9
Withdrawn	24	47	48	119
Total	**721**	**948**	**779**	**2448**

4a

Draft Strategic Police Priorities for Scotland

Consultation Paper

MINISTERIAL FOREWORD

This Government has a clear vision for Scotland, one of a fair, equal and prosperous nation with opportunity for us all to thrive. Growing an economy that is strong and inclusive, putting local communities more in charge of the decisions that shape their lives and tackling inequality are central to us achieving this ambition. Clearly, our efforts to drive forward reform of our public services will be key to our success.

It is crucial that our approach to policing reflects and promotes the vision we have set out. The First Minister has confirmed that this Government will protect police budgets in real terms for the duration of the current parliament and that we will strengthen the accountability and improve the community focus of policing. By trusting the people of Scotland to have their say about priorities for our police service, we can provide confidence that their experience of community policing is as positive as it can be. By taking action to reduce crime and to address the disparity which exists within and across our communities when it comes to people's experiences of crime, we can deliver a fairer society. And by promoting the safety and wellbeing of communities across the country, we can create a Scotland which is attractive in terms of investment and opportunity, supporting us to deliver the inclusive growth that is necessary in order for our country to be a success.

I am confident that we are on the right track. Recorded crime is at a 41 year low, violent crime is down by more than half since 2006/07 and homicides are at their lowest since records began. It is important that we build on this progress, ensuring that every individual across Scotland experiences the benefits that come with having an effective police service.

The Strategic Police Priorities are key to us delivering this goal. The Priorities represent our high level ambition for what we want our police service to be. A service which carries the shared values of all of our public sector; a service which works at an international level to combat the threats and risks of modern times; a service that brings national consistency, coordination and specialist resource; and most importantly, a service that holds local policing at its heart - that has the support of local communities and that is focused on priorities which are relevant to, and serve the interests of, local people.

The current Strategic Police Priorities have now been in place for just over three years and have provided clear direction for the Scottish Police Authority and Police Scotland through their critical first years of operation. Now is the time to build on that experience and to develop a new set of Priorities which reflect our aspirations and expectations for the future.

The Priorities are an important part of the planning system for our police service and I encourage you to have your say.

MICHAEL MATHESON
Cabinet Secretary for Justice

CONTENTS

1. BACKGROUND

Why we are consulting

In September 2015, the Scottish Government set out its intention to work with members of the public, communities and elected representatives to review our national priorities for policing. These national priorities are set under the Police and Fire Reform (Scotland) Act 2012[1] (the Act) and are more commonly referred to as the Strategic Police Priorities.

The Strategic Police Priorities provide the top level framework for what is expected of our police service. The current priorities[2] were set in 2013 in the context of the creation of a new national police force and police authority.

Police Scotland and the Scottish Police Authority

Police Scotland is Scotland's national police force and works to improve the safety and wellbeing of people, places and communities across the country. The Scottish Police Authority (SPA) is tasked with maintaining policing, promoting policing principles and continuous improvement of policing, and holding the Chief Constable to account.

The introduction of this structure represents perhaps the biggest public service reform for a generation. It has delivered efficiencies and ensured that communities across Scotland have access to specialist expertise and equipment whenever and wherever it is required. At the same time, local policing remains the bedrock of policing in Scotland. Designated Local Commanders for each of Scotland's 13 geographical policing Divisions work with communities, elected Local Authority Police Scrutiny Committees and other partners to shape and deliver policing in their area.

Much progress has been made since 2013 in delivering the benefits of police reform, in terms of protecting front line resources while making necessary efficiencies, and at the same time building effective national capabilities that would have been beyond the means of most of the predecessor forces. As with any change as significant in both scale and ambition as this, the process of reform has presented challenges and it is important that we learn from these, using our past experience to deliver future improvement.

The review of the Strategic Police Priorities provides an opportunity to discuss what we see as the key outcomes from the next phase of reform and ensure policing is truly reflective of the needs of communities across the country. To aid that dialogue, this consultation paper presents a set of draft revised Priorities which have been informed by our experience to date and by the wide range of discussions we have

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[1] http://www.legislation.gov.uk/asp/2012/8/contents
[2] http://www.gov.scot/Topics/Justice/policies/police-fire-rescue/police-scotland/StrategicPolicePriorities/CurrentPriorities

taken forward as part of our initial process of consultation with key stakeholders. The Priorities are focused on six themes:

- Localism
- Prevention
- Response
- Collaborative working
- Accountability
- Adaptability

Taken together, they set the tone for the planning of police services in Scotland. They are not intended to direct specific areas of operational policing activity but rather are intended to give a broader strategic direction to Police Scotland and the SPA.

The Scottish Government is keen that as many people, communities and organisations as possible have the opportunity to contribute to the development of the Priorities, ensuring they offer a true reflection of what the people and communities of Scotland expect from their police service.

The deadline for responses to this consultation is 16 August 2016.

The context for the Strategic Police Priorities

As well as providing for the Strategic Police Priorities, the Act also sets out the duties of Police Scotland and the SPA, whilst the main purpose of policing is set out under the policing principles:

> **Policing principles**
>
> *"(a) that the main purpose of policing is to improve the safety and well-being of persons, localities and communities in Scotland, and*
>
> *(b) that the Police service, working in collaboration with others where appropriate, should seek to achieve that main purpose by policing in a way which—*
>
> > *(i) is accessible to, and engaged with, local communities, and*
> > *(ii) promotes measures to prevent crime, harm and disorder."*

The draft Strategic Police Priorities set out in this document have been developed with the policing principles in mind. They also take account of Scotland's national outcomes[3] and justice outcomes[4], build on Scotland's well established approach to public service reform[5] and aim to be consistent with work following the Community Empowerment (Scotland) Act 2015[6] regarding community planning.

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[3] http://www.gov.scot/About/Performance/scotPerforms/outcome
[4] http://www.gov.scot/Publications/2012/09/5924
[5] http://www.gov.scot/Topics/Government/PublicServiceReform
[6] http://www.legislation.gov.uk/asp/2015/6/contents/enacted

5

People's experiences of crime and policing in Scotland

The Scottish Crime and Justice Survey[7] (SCJS) is a large-scale social survey which asks people about their experiences and perceptions of crime. The survey is important because it provides a picture of crime in Scotland, including crimes that haven't been reported to, or recorded by, the police and captured in police recorded crime statistics. Around 11,500 adults in private households from across Scotland took part in the 2014/15 survey.

The 2014/15 SCJS results were published in March 2016 and help to set further context for policing in Scotland.

Extent of Crime

According to the SCJS there were an estimated 688,000 crimes in Scotland in 2014/15, a decrease of 16% since 2012/13 and 34% since 2008/09.

But…

The risk of being a victim of crime is higher for adults living in the most deprived communities than elsewhere in Scotland.

Reporting Crime

The SCJS also showed that 38% of crime was reported to police in 2014/15.

Also…

The most common reasons for not reporting crime were that the victim felt that the police could not have done anything or that the incident was too trivial or not worth reporting.

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[7] http://www.gov.scot/Topics/Statistics/Browse/Crime-Justice/crime-and-justice-survey

6

Public Satisfaction and Confidence

When victims reported crime to the police 63% were satisfied with how the police handled the matter.

Also...

More generally, since 2008/09, confidence in the police has been growing across a range of measures. In 2014/15, the majority of respondents (58%) said the police were doing a good or excellent job.

Perceptions of Crime

People feel safer in their communities, with 75% of people reporting their view that the local crime rate had stayed the same or reduced, up from 65% in 2006.

7

2. STRATEGIC PLANNING IN POLICING

Whilst it is for Scottish Ministers to set the Strategic Police Priorities, the delivery and achievement of those Priorities is a matter for the SPA and Police Scotland.

Alongside our work to revise the Strategic Police Priorities, Police Scotland is consulting on local priorities for police services centred around the message 'Your View Counts'[8]. This is being facilitated through a year round online survey and an ongoing programme of engagement with different communities across the country. The information gathered will support Police Scotland to identify priorities for operational policing activity and, alongside the Strategic Police Priorities, be used to inform the content of both the Annual Police Plan (APP) and Local Police Plans.

The Wider Planning Structure for Policing

The detail of how the SPA and Police Scotland intend to deliver the Priorities will be developed through the SPA's Strategic Police Plan and through Police Scotland's APP and Local Police Plans. Police Scotland and the SPA are currently working to synchronise the planning cycle to better integrate the strategic planning process for police services.
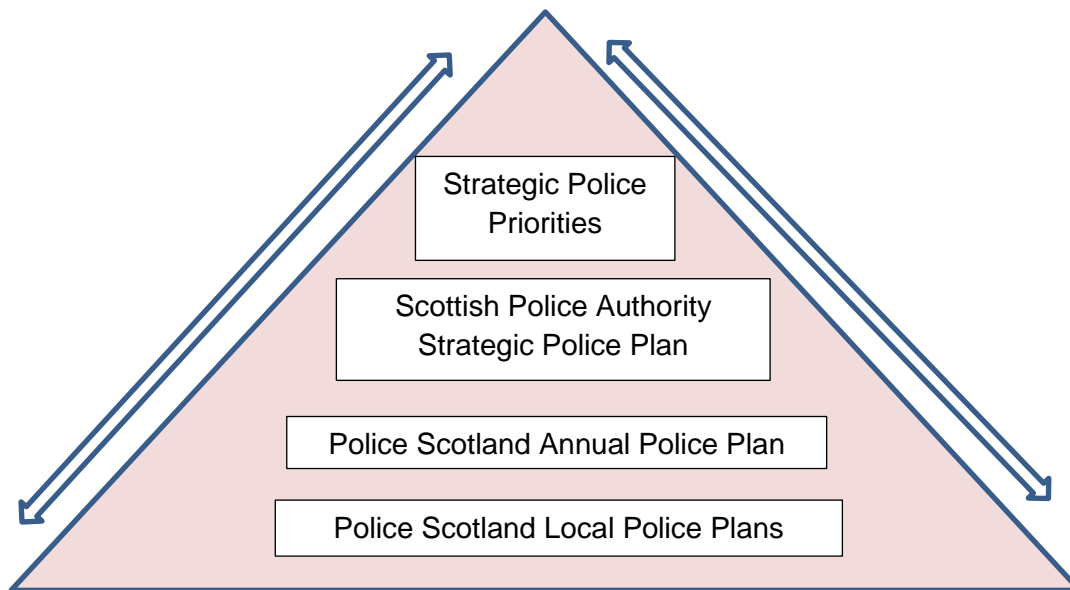
Figure 1 - Strategic Planning Structure

Strategic Police Plan

Under the Act, the SPA is charged with developing a Strategic Police Plan[9] which will set out the main objectives for the SPA and for the policing of Scotland. The SPA has a statutory duty to have regard for the Strategic Police Priorities when preparing the Strategic Police Plan. This plan is subject to a consultation process

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[8] http://www.scotland.police.uk/about-us/decision-making/public-consultation/local-policing-consultation
[9] http://www.spa.police.uk/about-us/consultation-on-draft-strategic-plan/

and must be laid in Parliament.   We expect that a revised Strategic Police Plan will be published and laid before the Scottish Parliament in early 2017 and that plan will reflect the revised Strategic Police Priorities.

Annual Police Plan

Developed by Police Scotland, the APP sets out the priorities for police activity across a given year. The priorities set out within the plan are identified through engagement with communities across Scotland and current priority areas include:

- Violence, disorder and antisocial behaviour
- Road safety and road crime
- Protecting people at risk of harm
- Serious organised crime
- Counter terrorism

The Chief Constable has a statutory duty to have regard for, and ensure that the APP is consistent with, the Strategic Police Priorities. The APP must be laid in Parliament by 1 April each year. The APP for 2017/18 will reflect the revised Strategic Police Priorities.

Local Police Plans

Local Police Plans set out local policing priorities for each of Scotland's 32 local authority areas, and link to the Annual Police Plan. They are informed by evidence of local service priorities, and developed through consultation with local communities, partners, and elected members. A local authority can specify measures it would like included in a local police plan, and the plan is presented to the local authority for approval.

Measuring Performance

Progress against the Strategic Police Priorities is currently measured by the SPA through quarterly performance reporting and the Annual Review of Policing[10].

The purpose of the review is to provide the Scottish Government and other stakeholders with a clear picture of progress against the Strategic Police Priorities and a statement on the direction for the coming year.   The review assesses the SPA's performance in carrying out its functions as well as an assessment of Police Scotland's performance and how both organisations are working towards achieving the objectives of the Strategic Police Plan.

Additionally, Police Scotland reports crime statistics[11] quarterly and annually. Further work is planned throughout 2016 involving the SPA, Scottish Government and Police Scotland to develop and strengthen the way that progress is measured and reported in preparation for a revised SPA Strategic Police Plan in 2017.

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[10] http://www.spa.police.uk/news/322981/296928/
[11] http://www.scotland.police.uk/about-us/our-performance/

9

3.   ENGAGEMENT SO FAR

What We Did

The first stage of engagement for the review of our Scottish Strategic Police Priorities was launched on 7th December 2015, supported by a discussion paper which was centred around the question 'What are your priorities for your police service?'. The document was published on the Scottish Government website and sent to a variety of stakeholders including Local Authority Police Scrutiny Committees, all MSPs, senior police officers, SPA Board members and staff, and various other stakeholders including a range of third sector organisations.

The first stage of engagement was intended to prompt a general discussion about the aspects of policing which are most important to people and organisations from across Scotland. The covering letter had two 'asks', firstly that people consider what is important to them about policing, and secondly, that they take the discussion as widely as possible through their own local areas.

As part of this initial round of engagement, Scottish Government officials attended a number of Local Authority Police Scrutiny Committee meetings and community planning events. A workshop with the YoungScot Police Scotland Youth Advisory Panel also took place.

A total of 68 responses were received and 18 ideas were posted on the Scottish Government's online policy ideas platform.

In addition to work specifically focused on the Strategic Police Priorities, the Scottish Government has been conducting a discussion around how we can become a Fairer Scotland by 2030. That discussion was launched in June 2015 and since then over 7,000 people have taken part in Fairer Scotland public events as well as locally organised sessions, with many more taking part online. Policing was raised in a number of the Fairer Scotland discussions and views captured have been used to augment those collected as part of our initial engagement on the Strategic Police Priorities.

What We Heard

Many of the responses and conversations that took place as part of the first stage of engagement on the Strategic Police Priorities reflected the view that the current Priorities contain a lot of fundamentally sound themes. There was, however, recognition that they could be refreshed and strengthened.

The views expressed can be very broadly divided into two main types: those that set out wider ambitions for our police service; and those that highlighted more specific operational issues. The table below seeks to capture the main points:

Ambitions for our Police service	Specific Operational Issues Raised
• Enforcement • Upholds law and order • Prevent crime • Detect offenders • Protect the public • Equality • Represent communities • Community safety • Work with all equality groups • Engender trust/confidence • Local knowledge • Visible • Partnership working/collaboration • Communication • Accountability/scrutiny • Local resilience • Sustainability • Local priorities and needs • Flexibility • Transparency • Governance • Accessible • Localism • Reducing fear of crime • Equality of service in deprived areas • Fairness • Understanding • Building positive relationships • Workforce diversity	• Local call centres • Local offices • Honour crimes • Drink driving • Rural crime • Missing persons • Theft • Vandalism • Beat policing • Drug and alcohol use in public • Kerb crawling • Financial crime • Fraud • Domestic abuse • Prostitution • Violence against women • Antisocial behaviour • Cyber crime • Burglary • Wildlife crime • Reduction in police budgets • Road safety • Major events • IT systems • Armed police • Stop and search • Accessibility of 999 and 101 services • Hate crime • Improved training • Response times • Impact on public health agenda

Figure 2 – Summary of Initial Engagement

11

4. THE REVISED STRATEGIC POLICE PRIORITIES

While recognising that specific types of crime (such as those identified through the extensive consultation that Police Scotland undertake for the APP) are important to people and communities in Scotland, they are not the focus of the Strategic Police Priorities.

The revised Strategic Police Priorities have been developed to focus on the broader expectations that communities have for our police services. There is no set lifespan for the Priorities. However, we consider that they are likely to be in place for at least the medium term (3-5 years).

The six Priorities focus on discrete but closely linked themes. Taken together, they encapsulate both what we want from policing in Scotland and how we expect our police service to work.

Localism

Strategic Priority

> **Ensure that the needs of communities are understood and reflected in the planning and delivery of policing.**

Background

Policing must be carried out with the support of local communities throughout Scotland. Understanding and responding to the needs of those communities must therefore remain a core priority. We want local partners and communities to be able to work with local commanders to shape the delivery of services in their areas, ensuring they meet their needs and expectations. Local Authority Police Scrutiny Committees have a key role to play as do Community Planning Partnerships and Community Councils.

Localism represents what all communities across Scotland see and want from the police: police officers who will respond whenever there is a need in local areas; who work in partnership through our schools, community groups and local community initiatives; and whose presence reassures our communities on a daily basis.

We recognise that communities do not always have a traditional geographic basis and will instead often identify themselves through their shared values, characteristics or circumstances. Our police services need to be responsive to the needs of all these diverse communities.

When it comes to policing, we appreciate that what works and is right for a community in one part of Scotland won't necessarily work as well or be right in another. That is why it is crucial that local communities have a strong voice in the policing decisions which affect them.

Prevention

Strategic Priority

> **Ensure the police service works to prevent crime and reduce fear of crime through partnership, communication, education, and innovation, placing particular focus on the need to address inequalities within and between communities.**

Background

Prevention is a key element of public service reform, changing the way we deliver services to create better outcomes for people in Scotland. For policing this means a focus on preventing and reducing the impact of crime on our communities, reducing inequalities and providing a more sustainable model of service delivery.

In particular, it is crucial that steps are taken to address the disparity within and across our communities when it comes to people's experiences of crime. We know that the risk of being the victim of a crime is higher for adults living in our most deprived communities and that our young people are more likely than others to experience crime. These problems must be addressed if we are to create the fairer, more equal and more prosperous Scotland to which we all aspire.

By shifting resources towards early intervention and prevention, efforts can be focused at a national, regional and local level in order to stop problems before they start. For example, this could be partly achieved by focussing on diverting individuals (particularly young people) from engaging in criminal activity. This approach allows us to use our resources more effectively, reducing the future demand not only on the police service but on the range of other public services who are also involved in dealing with the wider effects of crime.

Communication, education and innovation must lie at the heart of the approach, whilst the appropriate involvement of the police in the planning, design and delivery of other public services is also key.

14

Response

Strategic Priority

> **Focus policing on keeping people safe by tackling crime and responding to and investigating incidents effectively and efficiently.**

Background

Of course, responding to crime and other incidents when they occur is central to the role of our police service and it is clear that their efforts in this regard must remain a priority.

Detection rates for crime can vary significantly depending on where you live in the country and the nature of the crime that has been committed. Whilst it is right that the most serious crimes are prioritised over others, it is also important that all members of the public have assurance that the police will respond effectively whenever a crime has been committed and that victims and witnesses will be supported.

The demands on the police service are changing, including, for example, in relation to the nature of people's engagement with technology, the policing of public events, responding to reports of missing persons, working with other 'blue light' services in response to weather related emergencies, and undertaking other proactive work to improve the safety and wellbeing of people, localities and communities.

The police must continue to offer a targeted, well planned and effective response to matters which require their support.

15

Collaborative Working

Strategic Priority

> **Ensure that the police service works collaboratively with partners at both a local and national level to deliver better outcomes for people in Scotland.**

Background

All of our public services are facing new challenges. The changing needs of society and our collective determination to improve outcomes in what is a challenging financial environment means we must approach the planning and delivery of services differently.

We know that policing can have an impact on the achievement of wider public sector objectives in areas including health, housing, education and the economy. For example, Police Scotland are key contributors in Community Planning Partnerships and Child Protection Committees at a local level. It is crucial that the police work closely with all of their public sector partners and the third sector, both to improve their own effectiveness and to strengthen our public services more generally.

Efforts in this regard should not be limited to traditional policing activities. Instead, we must explore how the range of resources and assets available to the police can be used to achieve shared goals. This means avoiding duplication, sharing services where possible, working towards shared measures of success and working to deliver services in a way which is most integrated from the point of view of recipients. There is significant scope to build on existing partnerships and to develop new ones, resulting in more efficient and cost-effective ways of working.

16

Accountability

Strategic Priority

> **Maintain public confidence in policing and inspire trust by being transparent, accountable and acting with integrity, fairness and respect.**

Background

It is essential that all of our public services are open, transparent and accountable, supporting people and communities to engage positively with them. When it comes to the police, Local Authority Police Scrutiny Committees have a key role to play, bringing together local elected representatives and police Commanders to set objectives, develop local police plans and ensure that local police services deliver.

Nationally, Police Scotland is accountable to the SPA. The SPA is, in turn, accountable to the Scottish Ministers and the Scottish Parliament. Other bodies, including Her Majesty's Inspectorate of Constabulary in Scotland (HMICS), the Police Investigations and Review Commissioner (PIRC) and Audit Scotland also have a key role to play.

This principle of 'policing by consent' is central to our justice system. It is therefore critical that the SPA and Police Scotland work closely with all the relevant bodies to deliver the scrutiny and transparency that is necessary in order to maintain public confidence in policing.

Adaptability

Strategic Priority

> **Ensure the police service is able to take advantage of new opportunities and meet emerging threats and challenges.**

Background

The demands on our police service are constantly changing and the nature of crime does not remain static. Our police service must constantly seek to improve performance, transforming the way policing is delivered where that is necessary. Our approach to improvement must be based on robust evidence of "what works" and we must actively seek opportunities to maximise the potential of the police service's workforce, infrastructure and resources.

This requires an understanding of how future demands are likely to develop, enabling the police service to operate more effectively and efficiently by ensuring that the right resources, including officers and staff with the right skills and capability, are deployed proportionately in the right way and at the right time.

In order to achieve this, we expect our police service to be resilient, flexible, responsive and efficient.

18

5. IMPACT ASSESSMENTS

Equality Impact Assessment and Children's Rights and Wellbeing Impact Assessment

Policing is relevant to everyone in Scotland and particularly the most vulnerable people in Scottish society.

Under the Equality (Scotland) Act 2010 all Scottish public authorities must have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. This covers people in respect of all aspects of equality:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

Additionally, Scottish Government officials use Children's Rights and Wellbeing Impact Assessments (CRWIA) to help meet Ministerial duties under Part 1 of the Children and Young People (Scotland) Act 2014, the '2014 Act', and in relation to the Articles of the United Nations Convention of the Rights of the Child.

Because of the close link between equality issues with regards to age and children's rights and wellbeing, we have decided that our initial assessment will cover both EQIA and CRWIA perspectives to provide a more joined up assessment of the issues. A draft EQIA/CRWIA has been developed and published on the Scottish Government website alongside this consultation paper.

Business and Regulatory Impact Assessment

All policy changes which may have an impact upon business or the third sector should be accompanied by a Business and Regulatory Impact Assessment (BRIA). The BRIA helps policy makers to use available evidence to find proposals that best achieve the policy objectives while minimising costs and burdens.

A draft BRIA has been developed and published on the Scottish Government website alongside this consultation paper.

19

6.   HOW TO RESPOND

We are inviting responses to this consultation paper by 16 August 2016. Earlier responses would be welcome.

You can reply online to this consultation at https://consult.scotland.gov.uk/police-division/strategic-police-priorities

Alternatively you can e-mail your response and the completed Respondent Information Form, which is also available separately on the Scottish Government website (see "Handling your Response" below) to:

ScotPolicePriorities@gov.scot

Or paper copies of the questionnaire and Respondent Information Form can be sent to:

Strategic Police Priorities Review
Police Division
Scottish Government
1WR St Andrews House
Regent Road
Edinburgh
EH1 3DG

If you have any questions please call 0131 244 7923.

This consultation, and all other Scottish Government consultation exercises, can be viewed online on the consultation web pages of the Scottish Government website at http://www.scotland.gov.uk/consultations.

The Scottish Government has an email alert system for consultations, http://register.scotland.gov.uk. This system allows stakeholder individuals and organisations to register and receive a weekly email containing details of all new consultations (including web links). It complements, but in no way replaces SG distribution lists, and is designed to allow stakeholders to keep up to date with all SG consultation activity, and therefore be alerted at the earliest opportunity to those of most interest. We would encourage you to register.

Handling your response

We need to know how you wish your response to be handled and, in particular, whether you are happy for your response to be made public. Please complete and return the **Respondent Information Form** which forms part of the **consultation questionnaire**. If you ask for your response not to be published we will regard it as confidential, and we will treat it accordingly.

All respondents should be aware that the Scottish Government is subject to the provisions of the Freedom of Information (Scotland) Act 2002 and would therefore

20

have to consider any request made to it under the Act for information relating to responses made to this consultation exercise.

Next steps in the process

Where respondents have given permission for their response to be made public and after we have checked that they contain no potentially defamatory material, responses will be made available to the public in the Scottish Government Library. You can make arrangements to view responses by contacting the SG Library on 0131 244 4552. Responses can be copied and sent to you, but a charge may be made for this service.

What happens next?

Following the closing date, all responses will be analysed and considered along with any other available evidence to help us develop revised Strategic Police Priorities.

Comments and complaints

If you have any comments about how this consultation exercise has been conducted, please send them to the contact details above.

Review of Scottish Strategic Police Priorities Consultation

RESPONDENT INFORMATION FORM

Please Note this form **must** be returned with your response.

Are you responding as an individual or an organisation?

☐ Individual

☐ Organisation

Full name or organisation's name

Phone number

Address

Postcode

Email

The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

☐ Publish response with name

☐ Publish response only (anonymous)

☐ Do not publish response

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

☐ Yes

☐ No

CONSULTATION QUESTIONS

We are seeking views on the revised Strategic Police Priorities and in particular we are inviting views on the following questions;

1.   Do the revised Strategic Police Priorities sum up your ambitions for your police service?

Yes ☐   No ☐

Comments

2.   Do the revised Strategic Police Priorities reflect the needs of your local community or the communities you serve?

Yes ☐   No ☐

Comments

3.   Do you have anything to add to our impact assessments?

Yes ☐   No ☐

Comments

COSLA response to Draft Strategic Police Priorities

This response is informed by previous lines agreed by COSLA elected members and by our four key principles:

- The empowerment of local democracy
- Integration rather than centralisation
- Outcomes rather than inputs
- The protection of local choice and accountability

4b

Owing to the timing of this consultation, our elected members do not have the opportunity to formally clear this response ahead of the 16 August deadline for submissions. The response will be presented to our elected members on 9 September and any substantive comments or amendments will be reflected to Scottish Government officials immediately.

<u>**Questions**</u>

1. Do the revised Strategic Police Priorities sum up your ambitions for your police service?
Yes/~~No~~

Our interests in policing are rooted in Local Government's statutory role in the governance and scrutiny landscape and, as a result, we are naturally interested in enhancing localism and the role of Police Scrutiny Committees. These Committees and the elected members on them provide vital local scrutiny but should also be seen by Police Scotland and the SPA as an important means of communication between the service and communities.

COSLA welcomed the pre-consultation on these priorities and are satisfied that some of our key messages were taken on board.

Overall, the draft Strategic Police Priorities (SPPs) are in keeping with COSLA's ambitions for the Police Service and are welcomed as an improvement on the previous SPPs. In particular, we welcome the clear focus on localism – emphasised in the Cabinet Secretary's foreword – and the recognition that consistency of service does not need to be at odds with the localism agenda.

While it is welcome that the Scottish Government are committed to strengthening accountability in policing, we believe this could come out more strongly in the SPPs. Whilst not directly impacted by the SPPs, governance should continue to be a key focus and it cannot be ignored that this consultation is taking place only months after the SPA Chair's Review of Governance was published. We hope to see the recommendations contained within that Review be implemented and believe strong leadership is needed to do this successfully.

For clarity, we have set out our response to the wording of each of the proposed SPPs below:

- *"Ensure that needs of communities are understood and reflected in the planning and delivery of policing."*
  This is a welcome priority. In order to deliver on the principles set out in the Act, it is essential that the service understands and is directed by the needs of the community. Importantly, there is nobody better placed to convey the views of communities than

communities themselves and their elected representatives. For this engagement to be meaningful, Police Scotland and the SPA must clearly demonstrate how Local Scrutiny Committees and the Local Policing Plan feed into the national Annual Police Plan and the SPA Strategic Police Plan. The influence of the views of 'communities' should not simply be limited to Police Scotland's definition of 'Local Policing' but should permeate throughout the delivery of policing.

Similarly, in order to respond to the needs of communities, once they have been heard, Local Policing Divisions (and sub-divisions) need to be able to plan and deliver their services accordingly through subsidiarity within the service. The empowerment of Local Policing Commanders (including a degree financial empowerment) would facilitate this and the Chief Constable's commitment to explore this is welcome.

- *"Ensure the police service works to prevent crime and reduce fear of crime through partnership, communication, education, and innovation, placing particular focus on the need to address inequalities within and between communities."*
  We strongly welcome the focus on prevention and are encouraged already by Police Scotland's acknowledgement of the importance of a preventative approach. Prevention can and should take place in a multi-agency context and it should be recognised that the work of local authorities and the police can have a preventative impact on the workload of the other agency.

  The Reducing Reoffending agenda is a particularly strong example of this. Similarly, local authorities are key partners in contributing towards preventing radicalisation, counter terrorism and serious organised crime. Tackling violence against women should also continue to be the focus of preventative work Police Scotland perform. One estimate puts the cost implications of failing to address violence against women and girls at an estimated £1.6 billion for domestic abuse and £4 billion for violence against women in all its forms.

  However, COSLA would like to see a firmer commitment in the Strategic Policing Priorities to tackling inequalities; tacking this on to the end of an overarching priority may not be enough. The consultation document rightly points out that the risk of being a victim of crime is higher for adults living in the most deprived communities. To add to this, the Scottish Crime and Justice Survey shows that the most deprived communities have also not benefitted from the fall in crime in recent years. Tackling inequality is integral to the Scottish Government's national outcomes and justice outcomes and should receive active attention from all agencies.

- *"Focus on keeping people safe by tackling crime and responding to and investigating incidents effectively and efficiently."*
  Response will clearly always be a core element of policing and rightly so. To work most efficiently and to ensure the service is responding to local need, all response work should take local circumstances and priorities into account. A topical concern is the argument that response services are at their most efficient when call handlers having local knowledge – an issue which has arisen over recent months in relation to C3.

- *"Ensure that the police service works collaboratively with partners at both local and national level to deliver better outcomes for people in Scotland."*
  Again, this priority is welcome. As mentioned above, if this commitment is to be meaningful, it requires resources to be directed by the service at a local level. Along with shared service delivery we would reiterate the need for shared measures of success outlined in the consultation document. We are aware that Police Scotland is currently refreshing its performance framework and, where possible, data on outcomes should read across agencies and able to be disaggregated to a local level.

Public space CCTV is a perfect example of an area that can only function effectively when partners collaborate and we hope that, in this area and others, Police Scotland and the SPA continue to work to a Community Planning agenda.

- *"Maintain public confidence in policing and inspire trust by being transparent, accountable and acting with integrity, fairness and respect."*
  The content of this Priority is sound in principle, however it could be argued that "accountability and transparency" is distinct enough from "acting with integrity, fairness and respect" that each should have a separate priority attached to it.

  Accountability must be achieved at a local and a national level for the public to have confidence in Police Scotland and a number of issues over the first few years of the single service's life have highlighted flaws in the lines accountability. We welcome Ministers' commitment to strengthening accountability and a body of work should be dedicated to this. Local Scrutiny Committees have a key role to play in providing the local element to this accountability.

  Transparency and early engagement are also key. A mature and open approach to tackling the challenges faced by Police Scotland and the Local Scrutiny Committee should be seen as the mechanism for this. Fundamental to Police Scotland's ability to be transparent is the data provided to Local Scrutiny Committees which should focus more outcomes rather than inputs or outputs.

  On the other hand police ethics ("acting with integrity, fairness and respect"), equally important, is a separate matter from accountability and is more operational in nature. Local Scrutiny Committees also have an important role to play in monitoring police officers' approach at a local level and their relations with the communities they serve. Something for future consideration may be to develop a clearer route for complaints about operational policing to be heard.

- *"Ensure the police service is able to take advantage of new opportunities and meet emerging threats and challenges."*
  Finally, this priority makes sense and is relevant given the timescales involved and the fast-changing nature of the threats faced by our communities. One excellent example of Police Scotland's adaptability has been their response to the emerging threat of New Psychoactive Substances. That said, we would expect all public agencies to be adaptable and to work together in meeting emerging threats and challenges.

2. Do the revised Strategic Police Priorities reflect the needs of your local community or the communities you serve?
Yes/No

This is an important question to ask and something that should be kept under constant review. If the spirit of localism as reflected in the draft SPPs is to be realised, Police Scotland's work will continuously reflect the needs of local communities and monitor how these are met. As outlined above, the police should continue to improve their engagement with communities and demonstrate how this has a meaningful impact on their work.

COSLA would propose that Local Scrutiny Committees are seen as a way of holding the service to account for ensuring these priorities are delivered at a local level and are delivered in a way that serves local communities.

3. Do you have anything to add to our impact assessments?
Yes/~~No~~

We understand high-level nature of this draft document may mean that the impact assessments are difficult to undertake, however the drafts attached to the consultation document could better respond to gender. Police Scotland is signed up to Equally Safe: Scotland's strategy for preventing and eradicating violence against women and girls which is predicated on a gendered analysis of violence against women. As such, the impact assessment could better recognise the specific vulnerabilities faced by women and the need for these to be recognised in Police Scotland's approach.

This is based on the United Nations Declaration on the Elimination of Violence Against Women (1993), and it states: 'Gender based violence is a function of gender inequality, and an abuse of male power and privilege. It takes the form of actions that result in physical, sexual and psychological harm or suffering to women and children, or affront to their human dignity, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life. It is men who predominantly carry out such violence, and women who are predominantly the victims of such violence. By referring to violence as "gender based" this definition highlights the need to understand violence within the context of women's and girl's subordinate status in society. Such violence cannot be understood, therefore, in isolation from the norms, social structure and gender roles within the community, which greatly influence women's vulnerability to violence.'

The Scottish Government may wish to speak to organisations with specialist knowledge of violence against women to discuss how the impact assessment could be improved.

LOCAL PLAN PERFORMANCE REPORT

FOR EAST LOTHIAN

Quarter 1 Performance Report, 1st April-30th June, 2016

Working together for a safer Scotland

East Lothian Council

CONTENTS **PAGE**

Introduction

This performance report provides information on our prevention, protection and operational response activities within the East Lothian for Quarter 1 of 2016-17 (1st April – 30th June 2016) including information on the year to date.

The Scottish Government provides an overarching vision for public services. This vision supported by 16 National Outcomes, which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The Scottish Fire and Rescue Service (SFRS) can make a significant contribution to improving these outcomes for East Lothian by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland. The SFRS Strategic Plan 2013-2016 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The priorities contained within the Local Fire and Rescue Plan for East Lothian 2014-2017 contribute towards the priorities within the East Lothian Plan - Single Outcome Agreement and the Community Safety Strategic Assessment 2012-15.

The aims of the local Fire & Rescue Service in East Lothian are to reduce fire deaths and to reduce injuries from fire and other emergencies in the community. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are required, based on evidence.

The Local Fire and Rescue Plan for East Lothian 2014-2017 identifies the following five objectives as the main focus for service delivery locally:

Priority 1. Reduction of Accidental Dwelling Fires,
Priority 2. Reduction in Fire Casualties and Fatalities,
Priority 3. Reduction of Deliberate Fire Setting,
Priority 4. Reduction in Road Traffic Collisions,
Priority 5. Reduction of Unwanted Fire Alarm Signals.

Area Manager David Farries
Local Senior Officer for East Lothian, Midlothian and the Scottish Borders.
david.farries@firescotland.gov.uk

Performance Summary

We measure how well we are meeting our priorities using 6 key indicators, depicted below

| Key performance indicator | Apr to (& incl.) Jun | | | | | RAG rating |
	2012/13	2013/14	2014/15	2015/16	2016/17	YTD
All accidental dwelling fires	24	16	17	19	7	🟢
All fire casualties (fatal & non-fatal (incl. p/c's))	7	5	3	0	1	🔴
All deliberate fires	45	69	34	46	60	🔴
Special Service - RTCs	10	9	6	13	9	🟢
Special Service Casualties - All	12	4	6	13	13	🟢
False Alarm - UFAs	89	102	107	107	92	🟢

RAG rating - KEY		
🔴	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
🔺	YELLOW TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
🟢	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

Note
Quarterly comparison RAG Rating = the reporting period compared to the average of the three previous quarterly reporting periods. Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

Incident Overview
During this financial year to date, SFRS responded to 310 incidents in East Lothian, a decrease of 32 incidents when compared to last year.

The chart below illustrates incidents YTD attended within East Lothian council over the last 6 fiscal years
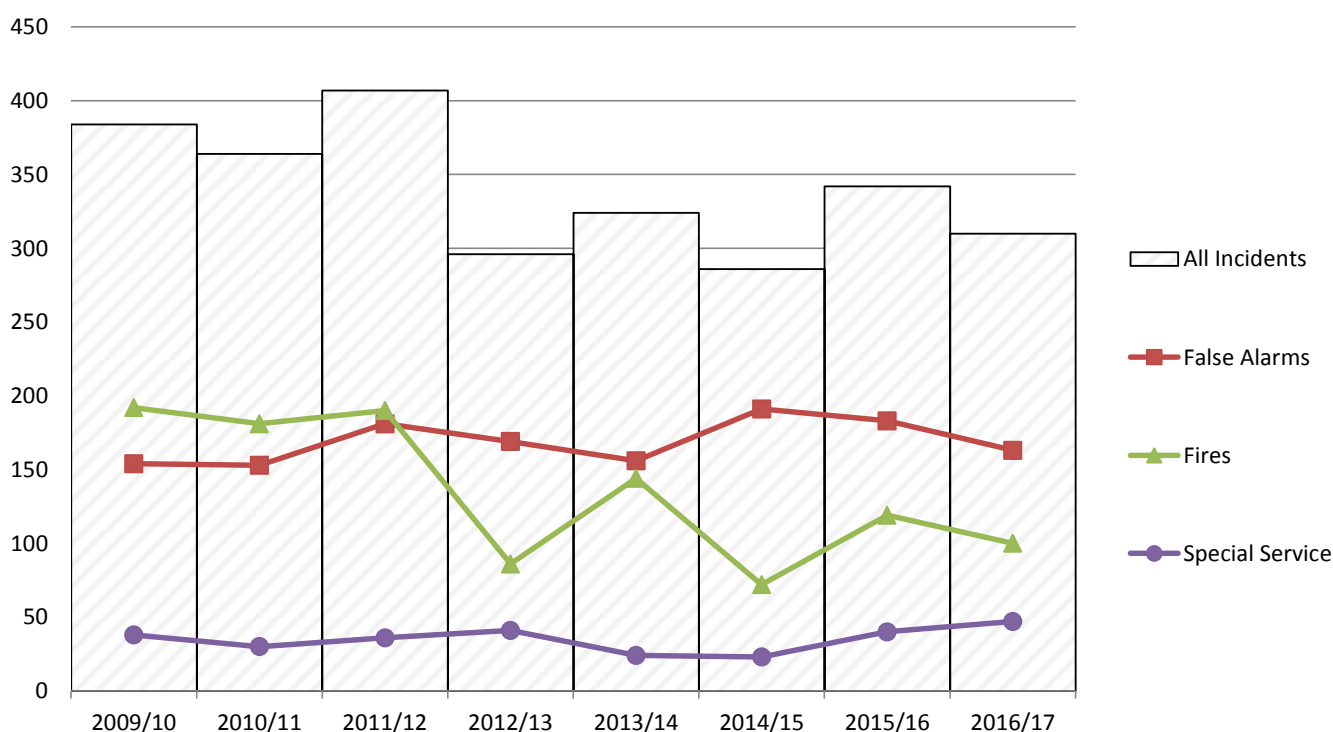
Progress on local fire & rescue plan priorities
Local Risk Management and Preparedness
The Service must identify, prioritise and plan to meet the risks in each local community. We said we would: • train our staff to deal with our local risks • gather and analyse risk information • work with partners to mitigate risks • deal with major events
Train our staff to deal with our local risks
All of our operational staff undertake routine and risk specific skill acquisition and maintenance training.
Gather and analyse risk information
All of our operational staff gather and analyse local risk information and operational intelligence, used in our preparations to resolve incidents. We conduct Post Incident Debriefs to identify any lessons that can be learned from our preparedness and response to emergency events. We use Urgent Operational Intelligence Briefings to inform our operational staff of any safety critical information.
Work with partners to mitigate risks
We continue to be an active member of the East Local Resilience Partnership. We share information with local authority partners and other key stakeholders (e.g. Police Scotland) to ensure emergency event risks are mitigated.
Deal with major events
There were no major fire events or significant emergency events in this reporting period.

Reduction of 'All accidental dwelling fires'

Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We share information with partners to make sure that the right people get the right information they need, particularly those who are vulnerable due to age, isolation or addiction. Reduction of Accidental Dwelling Fires contributes to the East Lothian Plan - Single Outcome Agreement.
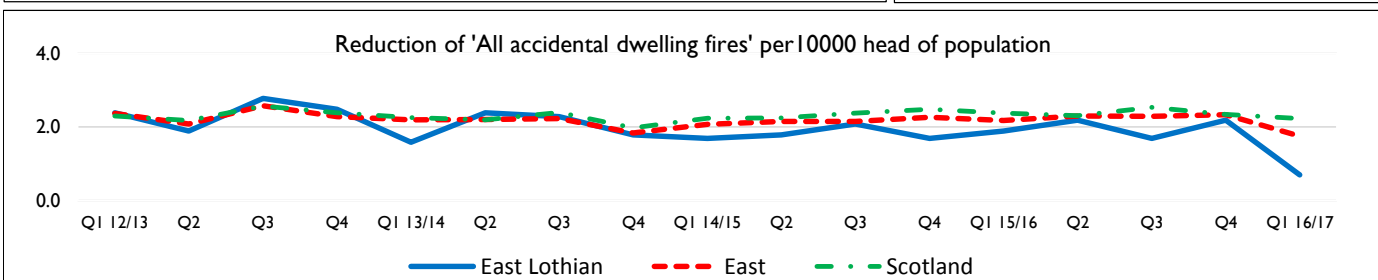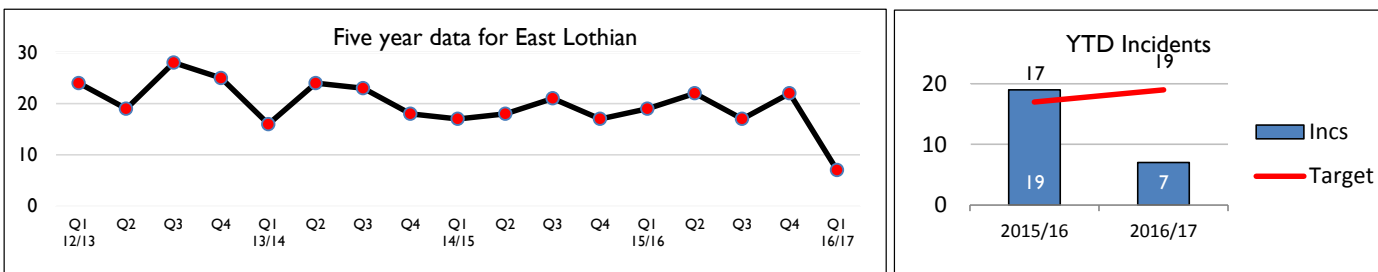
Results

We aim to reduce Accidental Dwelling Fires in East Lothian by contributing towards the SFRS target of 10% reduction per year, over a three-year rolling period. During this quarter, we responded to 7 Accidental Dwelling Fires, which is a decrease of 12 incidents from the same period last year. The long-term trend based upon incidents/10,000 population is significantly below that of both the Scottish and East Delivery Area trends.

Reasons

Of these 21 fires, 85% occurred in single occupancy households with 20% being in the over 65 category and 80% in the 18-64 age category. The main causes were cooking (60%) or electrical faults (30%). 70% of the fires started in the kitchen with 100% confined to the room where the fire started. It is clear from this evidence for the need in continuing to target those mostly at risk in single occupancy households as well as the need to continue to ensure those properties have working smoke detection.

Actions

During this reporting period a total of 292 Home Fire Safety Visits were carried out and 139 premises had smoke detectors fitted within East Lothian. A number of initiatives and events aimed at reducing accidental dwelling fires were conducted. We have introduced a 'Post Domestic Incident Response' policy, which provides a clear framework ensuring that engagement activity is completed in a structured and appropriate manner following incidents. This will contribute to ensuring further incidents are prevented. Appendix 1 provides further details on our prevention activities.

Five year data for East Lothian

YTD Incidents

Reduction of 'All accidental dwelling fires' per10000 head of population

YTD ward ave. for East Lothian - 1	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
East Lothian	24	16	17	19	7	
Musselburgh West	1	0	1	2	0	
Musselburgh East and Carberry	4	5	4	1	2	
Preston/Seton/Gosford	6	3	1	5	2	
Fa'side	4	3	2	2	1	
North Berwick Coastal	4	1	0	3	2	
Haddington and Lammermuir	1	3	4	3	0	
Dunbar and East Linton	4	1	5	3	0	

Reduction of 'All fire casualties (fatal & non-fatal (incl. p/c's))'

Fire casualty and fatality rates provide an indication of the amount of serious, life-threatening injuries that occur due to fire. This can indicate not only the success of SFRS in reducing the number of life risk fires through community fire safety and similar activities, but also their success in response activity in saving lives.
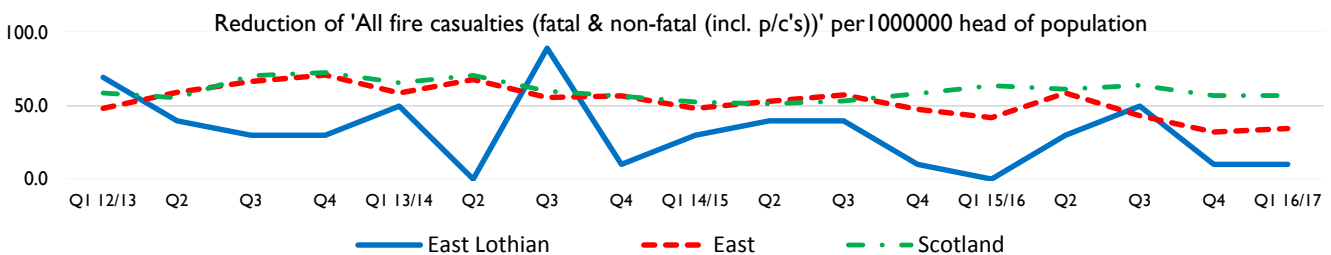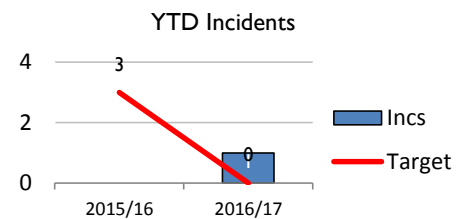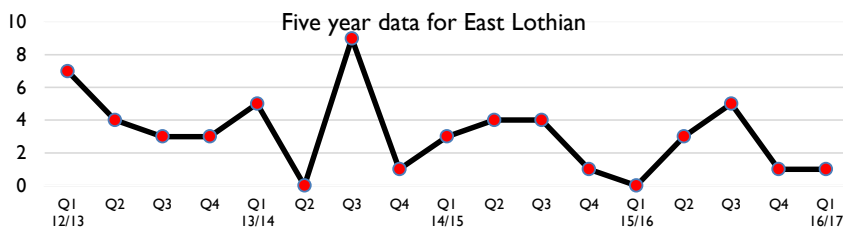
Results

There were no reported Fire fatalities in the reporting period. We aim to reduce Fire Casualties in East Lothian each per year, which contributes towards the SFRS target of reducing Fire Casualties by 5% per year, over a three-year rolling period.
In this reporting period, SFRS dealt with 1 casualty due to a fire. This is an increase of 1 on the same period last year. The long-term trend based upon casualties/10,000 population shows East Lothian and is significantly below the Scottish and East delivery area average.

Reasons

Historically East Lothian has had low numbers of casualties from fires and it is pleasing that trend is continuing to reduce. The casualty rescued from fire received first aid treatment at the scene and had a working smoke detector in their home.

Actions

During this reporting period, 292 Home Fire Safety Visits were carried out and 139 properties had smoke detectors fitted within East Lothian. In addition, we continue to work with our partners in East Lothian Council and seek opportunities with social work and NHS to target those most vulnerable and at risk from fire.

Five year data for East Lothian

YTD Incidents

Reduction of 'All fire casualties (fatal & non-fatal (incl. p/c's))' per1000000 head of population

YTD ward ave. for East Lothian - 0	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
East Lothian	7	5	3	0	1	
Musselburgh West	0	0	0	0	0	
Musselburgh East and Carberry	2	1	1	0	0	
Preston/Seton/Gosford	2	2	0	0	1	
Fa'side	2	1	0	0	0	
North Berwick Coastal	0	0	0	0	0	
Haddington and Lammermuir	0	1	1	0	0	
Dunbar and East Linton	1	0	1	0	0	

Reduction of 'All deliberate fires'

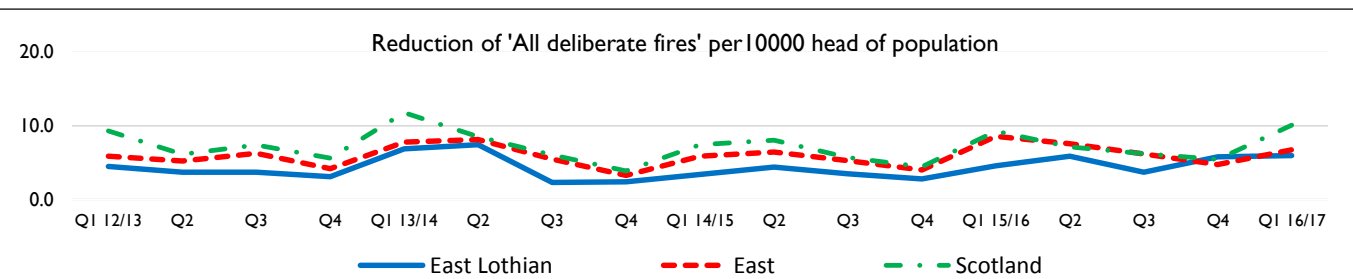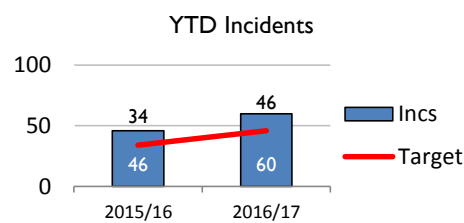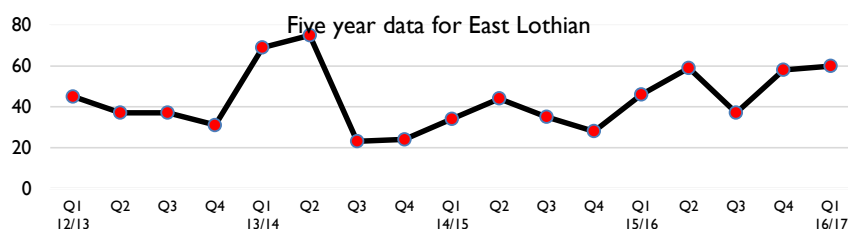| Although deliberate fire setting is not a significant problem for the SFRS in East Lothian there is a close link between deliberate secondary fires and other forms of anti-social behaviour. In the main, deliberate fires are secondary fires categorised into refuse/bins, grassland or derelict buildings incidents. Reduction of Deliberate Fire Setting contributes to the East Lothian Plan Single Outcome Agreement. |
|---|

Results

There were 60 deliberate fires during this reporting period, an increase of 14 on the same period as last year. The wards most likely to suffer from this type of fire are Musselburgh, Preston/Seton/Gosford and Fa'side. The long-term trend based upon Deliberate Fire Setting /10,000 population shows East Lothian below the Scottish and East delivery area average.

Reasons

Deliberate ignition to scrubland/woodland accounted for over 75% of deliberate fires, 16% to refuse and 9% to cars in East Lothian. No clear patterns emerged other than an increase in activity during the Easter holidays.

Actions

We continue to focus our attention to the areas where this is an issue in terms of communication and education. We are an active member of the Tasking and Coordinating Group and work closely with partners to keep the community safe and reduce the impact of such incidents.

Five year data for East Lothian

YTD Incidents

Reduction of 'All deliberate fires' per 10000 head of population

East Lothian — — — East — · — Scotland

YTD ward ave. for East Lothian - 9	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
East Lothian	45	69	34	46	60	
Musselburgh West	9	15	8	2	3	
Musselburgh East and Carberry	10	22	6	13	17	
Preston/Seton/Gosford	11	13	9	11	14	
Fa'side	8	14	8	9	15	
North Berwick Coastal	1	0	1	0	3	
Haddington and Lammermuir	1	2	1	4	2	
Dunbar and East Linton	5	3	1	7	6	

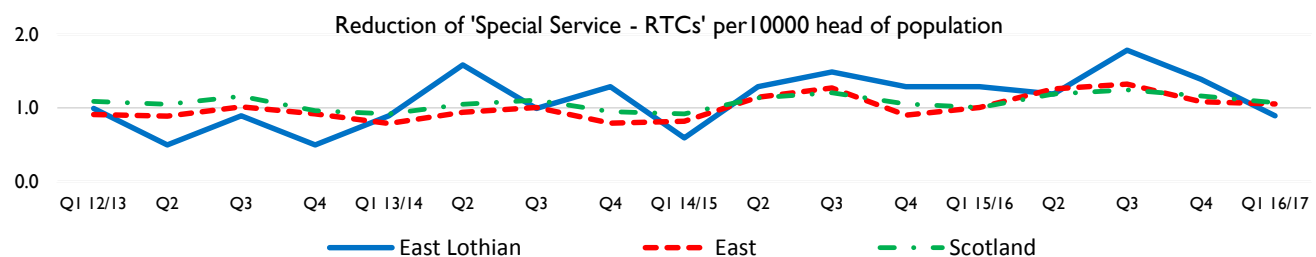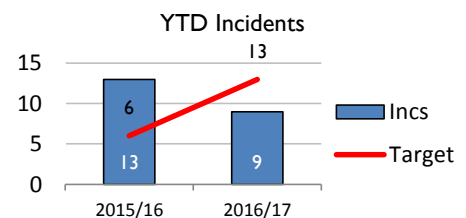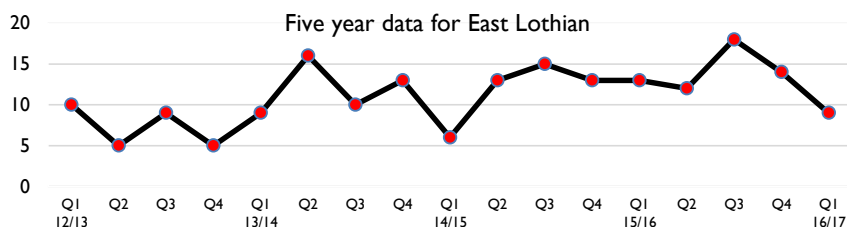| Reduction of 'Special Service - RTCs' |
|---|

Results

We attended 9 Road Traffic Collisions during this period; this was a decrease of 4 incidents from the same period last year. Per 10,000 head of population, East Lothian is slightly below the Scottish and East delivery area trend.

Reasons

The SFRS only attend those RTC's they are requested to attend this number does not reflect the total number within East Lothian.

Actions

The SFRS is a member of a multi-agency approach to reducing Road Traffic Collision's and the associated casualties and fatalities. The continued delivery of Tomorrow's Driver programme targeting young people is an excellent partnership approach to reducing road traffic collisions.

Whilst much of this risk is out with the control of SFRS alone, responding to Non-Fire Emergencies such as Road Traffic Collisions is a key part of our intervention activities. The SFRS is committed to working with partners and other stakeholders to drive continuous improvement in this area. Reduction of Casualties from Non-Fire Emergencies contributes to the East Lothian Plan Single Outcome Agreement, number of people killed or seriously injured in road accidents.

Five year data for East Lothian

YTD Incidents

Reduction of 'Special Service - RTCs' per10000 head of population

YTD ward ave. for East Lothian - 1	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
East Lothian	10	9	6	13	9	
Musselburgh West	2	0	1	5	1	
Musselburgh East and Carberry	2	1	0	1	1	
Preston/Seton/Gosford	2	3	2	2	0	
Fa'side	1	0	1	2	2	
North Berwick Coastal	1	1	1	1	4	
Haddington and Lammermuir	1	1	1	0	0	
Dunbar and East Linton	1	3	0	2	1	

Reduction of 'Special Service Casualties - All'

Whilst much of this risk is out with the control of SFRS alone, responding to Non-Fire Emergencies is a key part of our intervention activities. The SFRS is committed to working with partners and other stakeholders to drive continuous improvement in this area. Reduction of Casualties from Non-Fire Emergencies contributes to the East Lothian Plan Single Outcome Agreement.
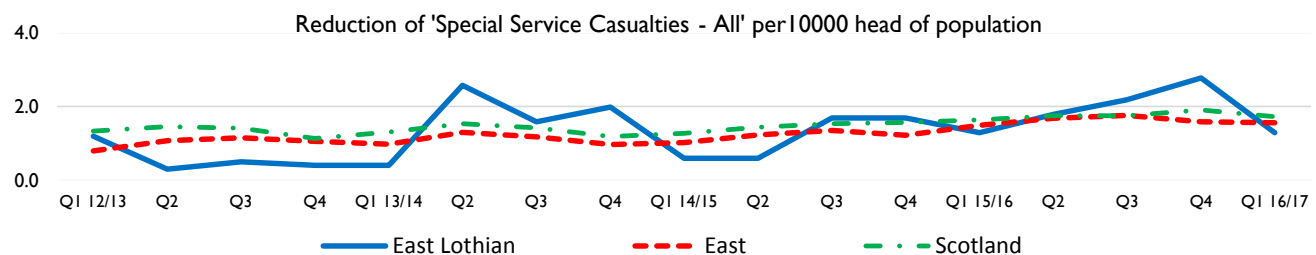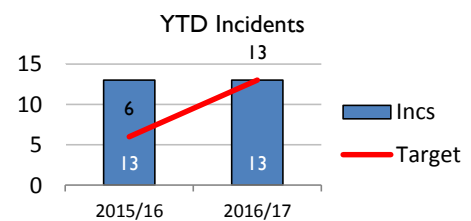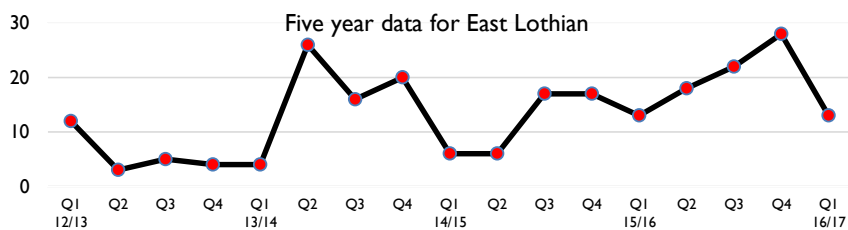
Results

We attended to 13 casualties from non-fire emergencies in East Lothian, which is the same number as period 1 last year. The trend per 10,000 head of population is slightly below the average of the Scottish and East service delivery areas.

Reasons

Of this number, 10 related to crews responding to out of hospital cardiac arrests in assisting the ambulance service, with 5 casualties and 5 fatalities as a result. There were 3 non-fatal rescues from RTC's. As the SFRS continue to assist with medical emergencies as co or first responders, the number of events is likely to increase.

Actions

The SFRS is a member of a multi-agency approach to reducing Road Traffic Collision's and the associated casualties and fatalities. The continued delivery of Tomorrow's Driver programme targeting young people is an excellent partnership approach to reducing road traffic collisions. We will also continue to respond to the communities needs in terms of other non-fire emergencies.

Five year data for East Lothian

YTD Incidents

Reduction of 'Special Service Casualties - All' per 10000 head of population

YTD ward ave. for East Lothian - 2	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
East Lothian	12	4	6	13	13	
Musselburgh West	2	0	1	3	0	
Musselburgh East and Carberry	3	1	0	1	3	
Preston/Seton/Gosford	2	0	1	5	3	
Fa'side	1	0	0	1	4	
North Berwick Coastal	2	0	1	1	3	
Haddington and Lammermuir	1	1	2	0	0	
Dunbar and East Linton	1	2	1	2	0	

Reduction of 'False Alarm - UFAs'

Unwanted Fire Alarm Signals (UFAS) are defined as incidents where an automated fire alarm system activates and results in the mobilisation of SFRS resources, when the reason for that alarm turns out to be connected with faulty or defective alarm equipment. The SFRS is committed to working with partners and other stakeholders to reduce Unwanted Fire Alarm Signals.
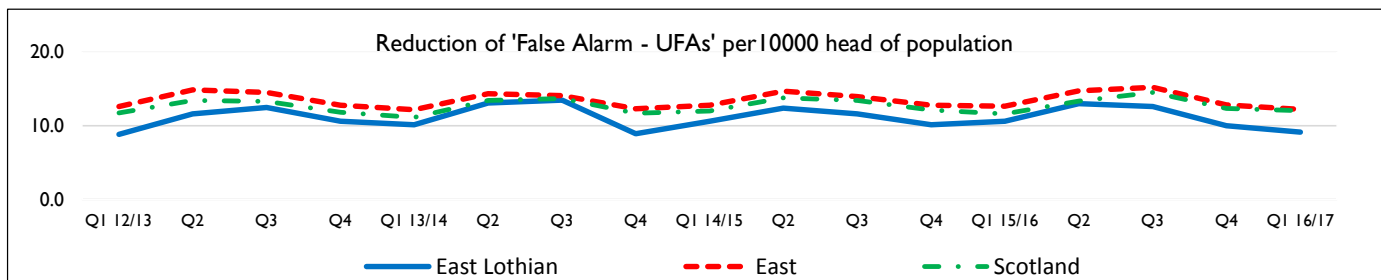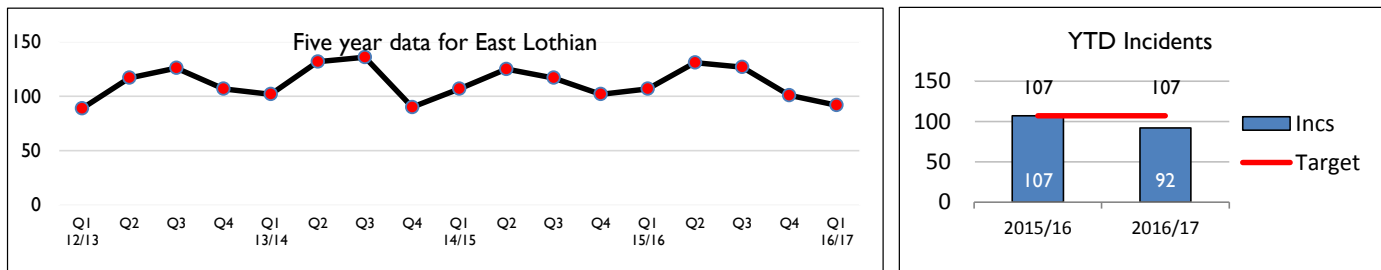
Results

SFRS attended 92 Unwanted Fire Alarm Signals incidents during this reporting period, which is a decrease of 15 for the same period last year. East Lothian trend line is slightly below that of Scotland and the East delivery area.

Reasons

Of the 92 Unwanted Fire Alarm Signals incidents we attended, 95% were unwanted and caused by failure within the fire alarm system and 5% were good intent calls. There were no malicious calls during this period.

Actions

We continue to monitor UFAS calls and our Fire Safety Enforcement Officers work closely with premises to reduce further UFAS incidents. This includes discussing technological, procedural and management solutions in order to prevent future UFAS incidents.

Five year data for East Lothian

YTD Incidents

Reduction of 'False Alarm - UFAs' per10000 head of population

East Lothian —— East --- Scotland -·-

| YTD ward ave. for East Lothian - 13	2012/13	2013/14	2014/15	2015/16	2016/17	Sparklines
East Lothian	89	102	107	107	92	
Musselburgh West	13	19	15	18	12	
Musselburgh East and Carberry	19	15	19	15	17	
Preston/Seton/Gosford	4	8	19	11	7	
Fa'side	10	15	10	20	15	
North Berwick Coastal	15	20	9	21	16	
Haddington and Lammermuir	24	14	22	12	13	
Dunbar and East Linton	4	11	13	10	12	

Prevention & Protection Activities

Quarter 1 April 1st 2016-June 30th 2016

Fire Safety Enforcement Audits

The figures represent the audit workloads delivered by the East Lothian Fire Safety Enforcement Officer (FSEO). Following the Scottish Fire and Rescue Service (SFRS) Enforcement Framework, local deployment ensures compliance for relevant premises in terms of the Fire Scotland Act (2005) and associated Fire Safety Regulations. The quarter 1 audits are below target due to a temporary promotion affecting the enforcement officer in the area and cover provided from the Scottish Borders. This will be addressed in quarter 2.

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Target:	12	24	36	48	60	72	84	96	108	120	132	144	**144**
Completed:	6	10	19										
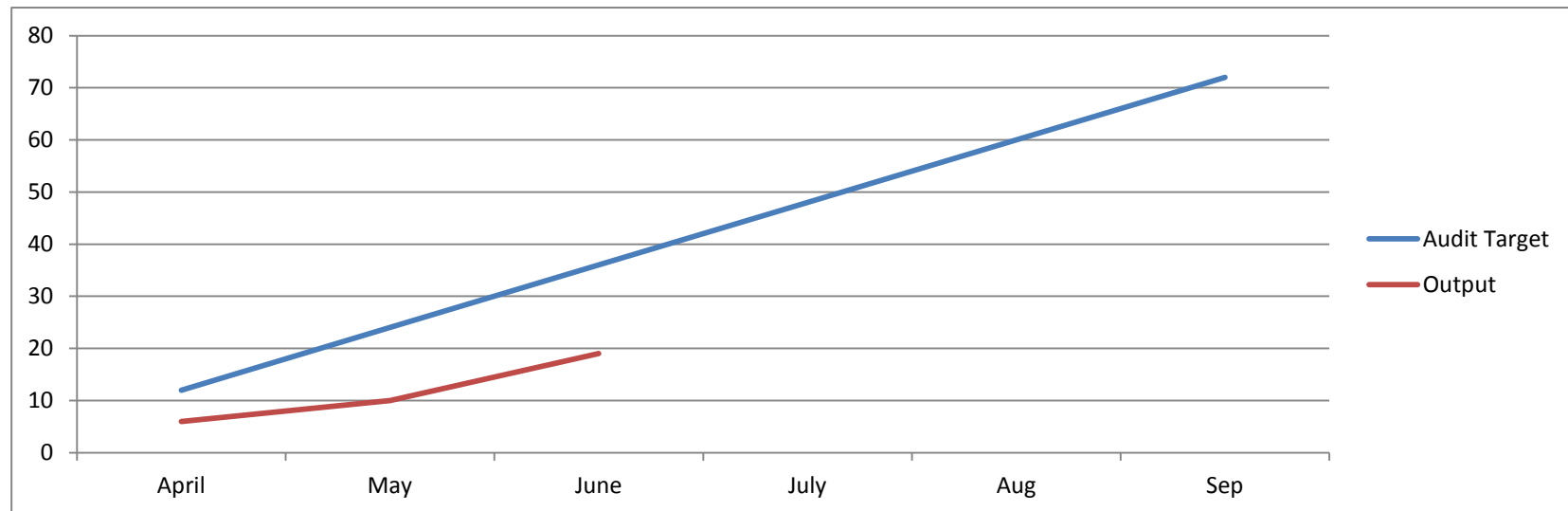
Home Fire Safety Visits

The delivery of Home Fire Safety Visits (HFSVs) is the corner stone of the SFRS Community Safety Engagement Framework. By visiting households and providing fire safety advice and free smoke alarms the numbers of dwelling fires and casualties will be reduced. To target the highest risk households across East Lothian, a points allocation based on risk and an associated target has been set (24 points per high, 8 per medium, 4 per low risk visit). This will ensure valuable resources are put to use with greatest effect. The East Lothian quarter 1 activity is above target and this is, in part, due to high value partnership referrals coming via East Lothian Council which is very positive. During quarter 1 at total of **292 HFSVs** were delivered in East Lothian with free smoke alarms fitted during **139** of these.

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Target	1245	2490	3735	4980	6225	7470	8715	9960	11205	12450	13695	14940	**14940**
Completed	1468	2988	4292										
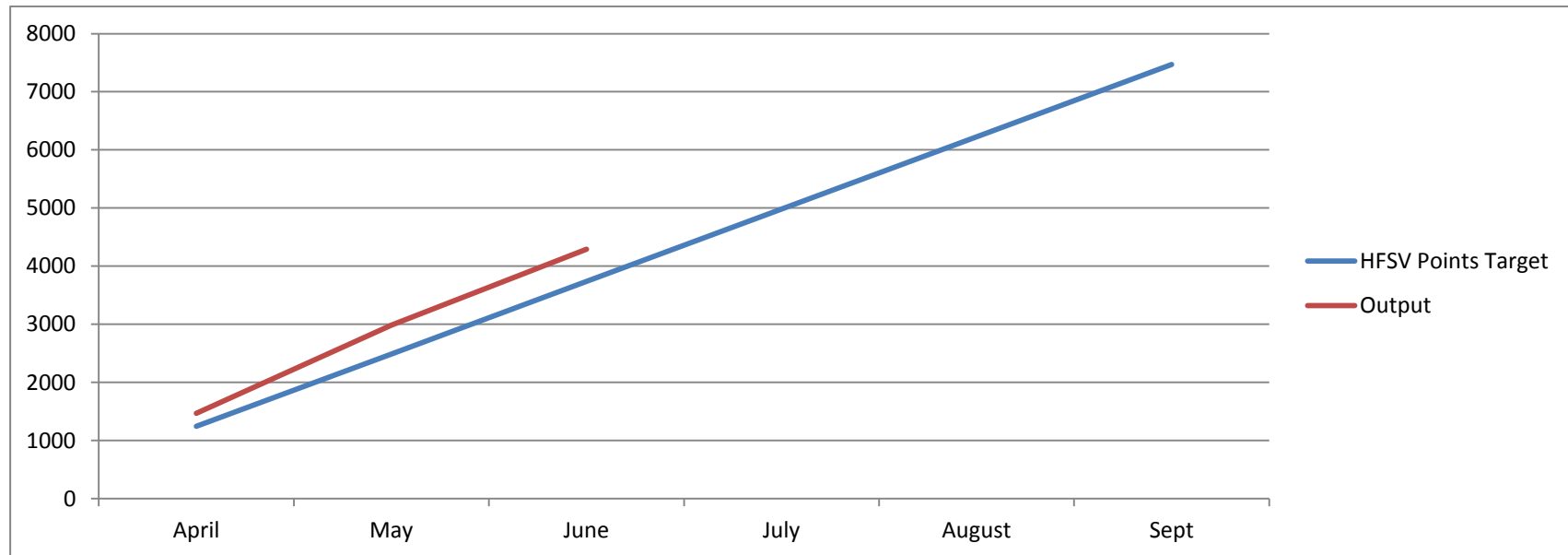
Total visits delivered in Q1 2016/17 by ward area of East Lothian:

The following table gives a good indication of the coverage across East Lothian where the SFRS delivers Home Fire Safety Visits.

Ward Area	Visits delivered in Q1 2016/17
Dunbar and East Linton	17
Fa'side	54
Haddington and Lammermuir	26
Musselburgh East and Carberry	59
Musselburgh West	42
North Berwick Coastal	24
Preston/Seton/Gosford	70
TOTAL	**292**

Partnership Working

- Partnership referrals in East Lothian are proving to be very successful, as reflected in the HFSV output figures, and resources are being targeted at the higher risk households as a result. During quarter 1, the Community Access Team provided **79** referrals up from **34** in the previous quarter.

- The East Lothian Local Area Liaison Officer (LALO) is involved in further developing the partnership referral pathway by delivering fire safety awareness training and providing information on the process with housing associations in the area.

- The LALO continues to engage with the Multi Agency Risk Assessment Conference (MARAC) process and 4 referrals were received for high risk vulnerable adults.

- The SFRS Community Action Team (CAT) has attended a number of local events to continue building relationships and providing information. The intention is to increase the number of partners referring directly into the SFRS electronic Community Safety Engagement Toolkit (CSET), these included;
    - Home Start East Lothian AGM,
    - Commercial Sexual Exploitation seminar,
    - Fuel Poverty Event,
    - Meeting with CHANGES – Community Health Group.

- The CAT continues to support both whole time and retained fire stations within the East Lothian area with the planning and delivery of activities leading up to school holidays. The early part of quarter 1, involving the school Easter holidays, was covered by the SFRS Spring Thematic Action Plan (TAP) and the Summer TAP, later in the period, have both seen a number of planned activities delivered with a focus on deliberate fire-raising.

- The LALO is in the process of co-locating/hot-desking with the East Lothian Safer Communities Team at the George Johnstone centre in Tranent. Subject to ICT requirements, this is planned to progress in quarter two.

- A Cooldown Crew youth programme involving 8 young people from Preston Lodge High School was successfully delivered during the week commencing 6th June.

Report to: The East Lothian Police, Fire and Community Safety Scrutiny
              Committee

Subject: Local Fire Plan Development

1.   **Introduction**

1.1   The purpose of this report is to seek the Police, Fire and Community Safety Scrutiny
       Committee views on the development of the next iteration of the East Lothian Local Fire Plan.

2.   **Background**

2.1   The current, and first, East Lothian Local Fire Plan 2014-17 (the Plan) was approved through
       local scrutiny arrangements in March 2014. The Plan is a 3 year plan and is due to expire at
       the end of March 2017. A copy of the Plan is attached to Appendix I for information.

2.2   The Scottish Fire and Rescue Service (SFRS) has a statutory responsibility through the
       Police and Fire Reform (Scotland) Act 2012 to prepare local plans for each local authority
       area. There is no legislatively prescribed timespan for local plans therefore they may be
       reviewed and revised at any time. However, a mandatory review of local plans is required
       should certain events occur, such as the approval of a new Scottish Government SFRS Fire
       Framework or SFRS Strategic Plan or a review of the local authority community planning
       arrangements.

2.4   The Scottish Government has developed a new draft SFRS Fire Framework which sets of
       Scottish Government Ministers expectations of the Service. The draft Fire Framework
       provides SFRS with strategic priorities and objectives, together with guidance on how the
       delivery of its functions contribute to the Government's purpose. The framework has been
       published for consultation with the consultation period closing on the 15th of June 2016. It is
       anticipated that the Fire Framework will be published in the near future.

2.5   To ensure SFRS organisational priorities and objectives align with the SFRS Fire Framework,
       and other expectations placed on public bodies through community planning legislation, the
       SFRS has developed a draft Strategic Plan for 2016-19. The draft Strategic Plan is currently
       going through a 10 week consultation period which concludes in August 2016. It is envisaged
       that the SFRS Strategic Plan will be published in October 2016.

2.6   East Lothian's Community Planning Partnership is currently reviewing the Single Outcome
       Agreement and supporting community planning partnership arrangements to take cognisance
       of the requirements of the Community Empowerment (Scotland) Act 2015 to have in place a
       Local Outcome Improvement Plan and Locality Plans.

2.7   A number of Community Planning Partners in the East Lothian area have undergone
       significant organisational change in the last year (e.g. Health and Social Care Integration and
       Community Justice re-design) and these partners future strategies and plans are currently in
       their infancy and yet to become fully embedded in the community planning process.

2.8   On the 28th of April 2016 the SFRS Board approved a report proposing that Local Fire Plan
       development, production and introduction for the 32 local authorities is staggered as opposed
       to all plans being produced at the same time. A fundamental principle of the Board report is

1

the acknowledgement that ownership of Local Fire Plans lies with local authorities and it is imperative that Local Senior Officers engage with these stakeholders to gauge the appetite and acceptance of the proposal to stagger, and thereby potentially delay, the production of a Local Plan for their area. A copy of the Board report is attached to Appendix II of this report.

3   **Local Plan Development and Introduction**

3.1   In recognising that the East Lothian Local Fire Plan (the Plan) must reflect national organisational priorities and objectives and meet community needs and expectations, from a local perspective, there are a range of drivers that would support an argument to delay production of the Plan. These main drivers are;

- There are benefits in waiting until the Scottish Governments Fire Framework and the SFRS Strategic Plan are embedded before developing the Plan,
- Anecdotal evidence gained from discussions with key stakeholders and empirical evidence gained from analysis of performance against the current Plan indicates that with the exception of capturing elements of Service transformation activities, the Plan is fit for purpose and continues to reflect the main priorities and objectives of the stakeholders and communities in the local area,
- There are benefits in waiting for the revised East Lothian Single Outcome Agreement (Local Outcome Improvement Plan) and Local Area Partnership Plans (Locality Plans) to become fully embedded before developing the Plan,
- There are benefits in waiting until East Lothian Community Planning Partners emerging or developing strategic priorities are further embedded before developing the Plan,
- Cognisance is required to be taken of the forthcoming local government elections planned for May 2017, and the possibility of a new administration inheriting a Plan that has just been approved by an antecedent administration.

3.2   Taking into consideration the issues raised in section 3.1 of this report the Local Senior Officer for Midlothian, East Lothian & Scottish Borders proposes that the current Plan is extended until December 2017. The extension of the Plan will allow the following Plan development timeline to be adopted.

- Monitor and horizon scan emerging SFRS organisational, and external stakeholders, strategic priorities, objectives and plans (June -Dec 2016),
- Conduct in depth data analysis of local activity/incidents and emerging risks to inform local priorities and needs in the East Lothian area (Jan -March 2017),
- Engage with key stakeholders, partners and members of the community on 1st tranche priorities, objectives and expectations (April-June 2017),
- Develop new draft Plan for East Lothian (May-July 2017),
- Consult with key stakeholders, partners and members of the community on the draft Plan (August -October 2017),
- Submit draft Plan for East Lothian for Council approval (Nov-December 2017).

4.   **Conclusion**

4.1   The East Lothian Police, Fire and Community Safety Scrutiny Committeeis asked to;

- Note or otherwise the content of this report,
- Approve or otherwise the proposal to extend the current the East Lothian Local Fire Plan until December 2017,
- Approve or otherwise the proposed timeline to develop the next iteration of the East Lothian Local Fire Plan.
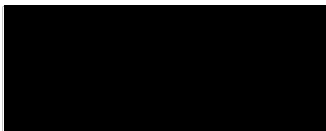
David W Farries

Local Senior Officer

Midlothian, East Lothian & Scottish Borders

August 2016

3

Appendix I: Link to East Lothian Local Fire Plan

http://www.firescotland.gov.uk/media/610208/sfrs_local_plan_east_lothian_v1.pdf

4

Appendix II: Scottish Fire & Rescue Service Board Report, Local Plan Production.

http://www.firescotland.gov.uk/media/933654/11_20160428b.sppc.04_16localplandevelopmentapproach.pdf

Agenda
Item: 11

SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Report to:	THE BOARD OF THE SCOTTISH FIRE & RESCUE SERVICE
Report No:	B/SPCC/04-16
Date:	28 APRIL 2016
Report By:	MARK MCATEER, DIRECTOR OF STRATEGIC PLANNING, PERFORMANCE AND COMMUNICATIONS

Subject:	LOCAL PLAN DEVELOPMENT

1. PURPOSE

1.1 The purpose of this paper is to seek Board member support for a revised approach to the development of Local Plans.

2 RECOMMENDATIONS

2.1 Board members are asked to:

a. Support the principles of a staggered production of Local Plans

b. Agree to approach local authorities to establish their views; and

c. Agree to receive a further report on our review findings.

3. BACKGROUND

3.1 The SFRS has a statutory responsibility to prepare Local Plans for each Local Authority. There is no legislatively prescribed timespan for Local Plans so they may be reviewed and revised at any time.

3.2 However, a mandatory review is required should certain events occur, such as the approval of a new Strategic Plan. This year, as a result of the development of a new Strategic Plan, all 32 Local Plans will be reviewed. As these were published to cover a 3 year timespan there is an expectation they will be replaced by April 2017.

3.3 Engagement on what these Local Plans may look like has been aligned to the consultation timeline of the Strategic Plan. To capitalise on this approach, robust joint engagement and consultation activity has been planned and is set to commence in May 2016.

3.4 As well as a comprehensive internal and external communications campaign invitations to meet with Local Senior Officers will be extended to key local partners across Scotland. This is to encourage open dialogue to discuss our national strategy, look at how this can be adopted to meet local needs and at the same time explore practical ways in which the SFRS can add more value to improve community outcomes. A similar approach will be taken at corporate level and where practicable we will exploit opportunities to engage with partners collaboratively at joint forums or events.

4. DEVELOPMENT CONSIDERATIONS

4.1 The review of Local Plans will seek to assess what differences we have made and to determine what we need to focus on in the years to come for continued improvement of community safety and wellbeing. When we engage with local stakeholders we will use this opportunity to ask them what they think about our performance as well as future priorities to inform the review.

4.2 Through the National Risk Reduction Project the Service is also making strides in gathering data to enable a wider, more holistic analysis of community risk. Local assessment of risk is currently being developed in pilot areas with the view of extending this across Scotland once the most effective methods of collation assessment and mitigating action planning have been identified.

3.3 With the introduction of new legislative requirements and initiatives such as community empowerment, health and social care integration and community justice, local areas are seeing significant changes in how local partners need to plan and work collaboratively to improve community outcomes.

5. DEVELOPMENT PROPOSALS

5.1 The developments relating to local partner plans and our local assessment of risk have a positive influence on the development of our Local Plans. In order to benefit more from these influences it is proposed to allow these to evolve further and stagger production of Local Plans beyond April 2017.

5.2 This proposal will allow more time to consider the best method to integrate the work of the National Risk Reduction Project with local planning. Creating a holistic picture of community needs across Scotland can then be used to explore how best to design and deploy local resources for the greatest positive results.

5.3 In addition, through using this measured approach to developing our Local Plans we can be more flexible to allow for greater integration with local partner plans. These include Local Outcome Improvement Plans (formerly known as Single Outcome Agreements), Health and Social Care Strategies and Community Justice Plans which are in their infancy or still under development.

5.4 The development of 32 Local Plans at the same time presents a considerable corporate challenge. Staggering development over the summer of 2017 would generate more space for a greater focus on each individual Plan and the specific local needs it serves to address.

5.5 It is also proposed that on publication Local Plans will not specify a timespan but rather be subject to regular review. The flexibility of this approach will allow Local Plans to support service re-design and be more reactive to local needs and changing circumstances.

5.6 It is acknowledged that there will be an expectation, particularly by local authorities, that Local Plans will be revised by April 2017. Should the principles of a staggered approach be agreed, Local Senior Officers will discuss our approach with local authority officers to manage this expectation gauge and to appetite and acceptance.

5.7 The engagement and review exercises are to conclude in early August. The results of these will be used to identify which areas we need to focus attention on first. This risk based methodology will ensure that where significant refocus is required this will be addressed as a priority. A report to outline our findings will be presented to a future Board meeting.

6 FINANCIAL IMPLICATIONS

5.1 There are no financial implications associated with the recommendations of this report.

7 EMPLOYEE IMPLICATIONS

7.1 There are significant resources required for the development of Local Plans. Development will be managed through existing Strategic Planning and Performance and Communications Directorate and Local Senior Officer teams.

8 LEGAL CONSIDERATIONS

8.1 As the SFRS has a statutory requirement to prepare Local Plans, legislative responsibilities have been fully considered within development plans.

8.2 Legal guidance received is supportive of the proposed approach which will see the introduction of revised Local Plans beyond April 2017.

9 EQUALITY IMPACT ASSESSMENT

9.1 As this report does not propose a change in policy, the formal adoption of a plan, policy or strategy it is not necessary to complete an impact assessment. Each Local Plan will undergo a full Equality Impact Assessment as they go through production.

10 CORE BRIEF

10.1 Rather than revising all 32 Local Plans for April 2017, Board members are asked to support a staggered approach which will see the introduction of revised Local Plans beyond April 2017. This approach allows time for integration with local partner planning arrangements and for the National Risk Reduction Project to evolve further to provide a more informed platform from which to develop Local Plans. Good engagement with local partners is critical to the success of this project and a strong focus on this will be maintained.

Mark McAteer
Director of Strategic Planning, Performance and Communications

28 April 2016

REPORT TO: Police, Fire and Community Safety Scrutiny Committee

MEETING DATE: 31 August 2016

BY: Depute Chief Executive - Partnerships and Community Services

SUBJECT: Service Level Agreement between East Lothian Council and Police Scotland

7

1   PURPOSE

1.1   To advise the Committee of the signing of a Service Level Agreement ("the Agreement") between East Lothian Council ("the Council") and The Chief Constable of the Police Service of Scotland ("Police Scotland").

2   RECOMMENDATIONS

2.1   That the Committee notes the terms of the Agreement.

3   BACKGROUND

3.1   The Council and Police Scotland recognise that community safety issues are most effectively addressed by *working together* in conjunction with other partner agencies and local communities.

3.2   The Council agrees to pay Police Scotland the sum of £119,000 in order to fund four Police Constables ("the funded officers") whose specific focus will be on joint agency working, community engagement, community safety and antisocial behaviour. The funded officers are an additional resource to core-policing services.

3.3   The services supplied will be in accordance with agreed local priorities and in support of East Lothian Partnership's Single Outcome Agreement.

3.4   Deployment of the funded officers will be subject to an intelligence led approach. With their primary focus being on community safety and quality of life issues, the funded officers will be tasked via the daily Police Scotland tasking group and the weekly Multi-Agency Tasking and Co-ordinating Group.

3.5 The SLA sets out a system of governance for the funded officers and allows for the council, through a rigorous reporting regime, to ensure that it is getting best value for monies spent.

4 POLICY IMPLICATIONS

4.1 None

5 INTEGRATED IMPACT ASSESSMENT

5.1 The subject of this report has been through the Integrated Impact Assessment process and no negative impacts have been identified.

6 RESOURCE IMPLICATIONS

6.1 Financial - £119,000, accommodated within approved 2016/19 budget.

6.2 Personnel - None

6.3 Other – None

7 BACKGROUND PAPERS

7.1 Service Level Agreement

AUTHOR'S NAME	Tom Shearer
DESIGNATION	Head of Communities and Partnerships
CONTACT INFO	01620 827 413
DATE	23 August 2016

SERVICE LEVEL AGREEMENT

between

EAST LOTHIAN COUNCIL

and

THE CHIEF CONSTABLE OF THE POLICE
SERVICE OF SCOTLAND

1

Contents Page

Contents

THIS AGREEMENT is dated ………………………

1. Parties

The parties to this service level agreement (agreement) are:

(1) **EAST LOTHIAN COUNCIL**, a local authority incorporated under the Local Government etc. (Scotland) Act 1994 and having its chief office at John Muir House, Brewery Park, Haddington, East Lothian, EH41 3HA ('the Council')

and

(2) **THE CHIEF CONSTABLE OF THE POLICE SERVICE OF SCOTLAND,** appointed in terms of section 7 of the Police and Fire Reform (Scotland) Act 2012 ('the **Act'**) and having his headquarters at Tulliallan Castle, Kincardine, Fife, FK10 4BE ('the **Chief Constable'**)

Together "the Parties" and each a "Party"

2. Background

2.1 The Council has agreed to pay funding to the Police Service of Scotland ('Police Scotland') to assist it in carrying out certain services to the Council in terms of section 86 of the Act, in accordance with Council priorities.

2.2 This agreement sets out the terms and conditions agreed between the Parties in relation to the funding of three Police Scotland officers to provide services within the Council's East Lothian Community Action Team ('ELCAT') and one Antisocial Behaviour Police Liaison Officer. The services will be in accordance with agreed local priorities and in support of East Lothian Council's Single Outcome Agreement ('ELC SOA') priorities and will include measures to deal with antisocial behaviour, violence, substance misuse, road and home safety, the protection of people, and the prevention of serious organised crime.

2.3 The agreement refers solely to the provision of the three Police Scotland officers to ECLAT ('the ECLAT Police Officers') and one Antisocial Behaviour Police Liaison Officer and does not reflect core-policing services delivered by Police Scotland.

3. Payment of Funding

3.1 In consideration of the provision of the services set out in 2.2 above the Council shall pay to the Scottish Police Authority the sum of £119,000 by four quarterly instalments payable at the end of each quarter.

- On a quarterly basis the Council shall provide Police Scotland with a statement of the sum due in respect of the services for that quarter, taking into account any deductions or credit arising in terms of this agreement.

- In response to the statement issued by the Council, Police Scotland shall submit an invoice to the Council.

3

- The Council shall pay the Scottish Police Authority all or any undisputed sums within ten business days of the receipt of the invoice from Police Scotland.

3.2   Purpose of funding

Police Scotland shall use the funding only for the delivery of the services in accordance with the terms and conditions set out in this agreement. The funding shall not be used for any other purpose without the prior written agreement of the Council.

4.   Roles and Responsibilities

4.1   The ELCAT Police Officers

The following defines the role and responsibilities of the three ELCAT Police Officers and the expectations in respect of abstractions from duty.

4.2   The provision of the ELCAT Police Officers across East Lothian will include named posts that will support the implementation of this agreement and have a specific focus on community engagement, community safety and antisocial behaviour.

4.3   The sharing of information between both Parties regarding antisocial behaviour and community safety issues should be regular and integral and will be done under the terms of the existing Information Sharing Protocol. The process of sharing information and any consequential tasks will be managed through the current structure of weekly Multi Agency Tactical and Coordinating meetings, with oversight being maintained through the quarterly Antisocial Behaviour Overview Group, which is described in Appendix A of this agreement.

4.4   ELCAT Police Officers and the Antisocial Behaviour Police Liaison Officer should be subject to certain caveats regarding training/promotion prospects they may undertake when in this role. Police Scotland officers who have undergone specialist training and are therefore more likely to be abstracted from core duties, will not routinely be considered as suitable for a funded position.

4.5   On a daily basis, the work of the ELCAT will be supervised by the Police Scotland Community Sector Sergeants.

4.6   The Antisocial Behaviour Police Liaison Officer

The following defines the role and responsibilities of the Antisocial Behaviour Police Liaison Officer.

The officer will review all antisocial behaviour related crimes and incidents over the preceding 24 hours and identify at an early stage which partners require to be alerted/involved.

In addition, he/she will actively promote, and implement, antisocial behaviour legislation and policy. He/she will be co-located with the Safer Communities

4

Team and work normal council business hours. The officer will assist with enquiries generated from ELC staff and partners. He/she will carry out joint visits with ELC staff. He/she will attend all relevant meetings including, the adult and children's case monitoring groups, the Antisocial Behaviour Overview Group, the Antisocial Behaviour Officers Group, the weekly Antisocial Behaviour Tasking and Co-ordinating Group and the local area housing teams' antisocial behaviour case meetings.

The officer will be responsible for supplying the ELC solicitor with information required to support applications to the court made by ELC under the Antisocial Behaviour etc. (Scotland) Act 2004 and the Housing (Scotland) Act 2001. The officer will give evidence in court, when required, in support of those applications.

The officer will act as the main point of contact for ELC staff in obtaining information pertaining to live ELC cases or inquiries.

4.7 On a daily basis, the work of the Antisocial Behaviour Police Liaison Officer will be supervised by the Police Scotland Local Authority Liaison Officer.

5. Functions

5.1 ELCAT Police Officers will focus on:

- Patrols within East Lothian, focussing on issues identified through the weekly partnership tasking process, Police Scotland daily briefing/tasking, and on issues raised by communities and through elected members. Therefore, these patrols will respond to local Police Scotland priorities as well as to intelligence. These patrols will provide community reassurance, visibility and engagement, deter offences in known hotspots and detect and apprehend offenders.

- Appropriate attendance at the weekly East Lothian Multi Agency Tasking and Coordinating Group meeting, where further priorities and actions may be identified.

- Active participation in the delivery of localised prevention plans, in known areas of high antisocial behaviour.

- Being aware of the need to make referrals for vulnerable individuals/individuals at risk.

- When available, attendance at meetings of various community groups.

- Supporting Council Community Wardens in their investigation of antisocial behaviour ('ASB') through joint visits and joint patrols.

- When appropriate, funded officers will be able to concentrate on particular operations in identified geographical areas of concern.

5.2 ELCAT Police Officers will implement road safety focused activity across the county, in accordance with Police Scotland and Council priorities and with local consultation and engagement with community feedback.

This may include:

Prevention of road crime and protection of communities, including contributing to casualty reduction, through detecting a range of road traffic offences, including dangerous driving, careless driving, drink / drug driving, speeding, seat belt and mobile phone offences and dealing with significant, recurring or problematic traffic obstructions that present a hazard (i.e. dangerous or inconsiderate parking, abandoned vehicles etc).

5.3   The recruitment, selection and appointment of the three ELCAT Police Officers and the Antisocial Behaviour Police Liaison Officer will be the responsibility of Police Scotland, although funding for the four posts will be the responsibility of the Council.

6.   Deployment

6.1   The ELCAT Police Officers are regarded as an enhancement to the core police resource. In this respect it has to be recognised that the ELCAT Police Officers are deployed to deal with the Community Safety priorities contained in this agreement and are not to be sent routinely to Level 1 and 2 calls. These officers are a part of the Community Policing Teams within East Lothian.

6.2   Deployment and team complement will be made subject to an intelligence led approach based on analysis and intelligence available. With a primary focus on antisocial behaviour and quality of life issues, the ELCAT will be a taskable resource for actions generated through daily Police Scotland tasking and the East Lothian Multi Agency Tasking and Coordinating Group, which meets on a weekly basis.

6.3   The Strategic Steering Group, Antisocial Behaviour Overview Group, will provide scrutiny and oversight on a quarterly basis.

7.   Accountability

7.1   The Police Scotland officers providing the services for the ECLAT will at all times remain under the direction and control of the Chief Constable, who retains exclusive rights over the deployment of resources, having regard to prevailing wider operational issues and requirements.

7.2   Except in the case of an incident of terrorism or another emergency resulting in exceptionally high demand, ELCAT Police Officers will not be routinely abstracted from their core role, which is the provision of the services specified in Clause 5 of this agreement. For the purposes of this agreement the term 'abstraction' means that when the ELCAT Police Officers are on duty they will not be routinely utilised in any other capacity other than their core function as agreed within this agreement and will not be utilised outwith East Lothian.

7.3   In the event of any foreseeable disruption to the provision of the services, Police Scotland shall give as much notice as is reasonably practicable to the relevant authorised Council officers.

7.4   Any exception will be recorded and included in the Police Scotland report submitted to the Antisocial Behaviour Overview Group, which provides scrutiny and oversight on a quarterly basis.

6

7.5 In the event that Police Scotland has carried out an abstraction of Police Scotland officers from the ELCAT that does not meet the criteria above or has not been agreed in advance with an authorised Council officer, the Council shall be entitled to seek a pro rata reduction of the funding in respect of that abstraction.

7.6 In the event that Police Scotland officers are abstracted from the ELCAT to deal with other operations within the provisions of this Clause 7 reasonable efforts should be made to ensure that an ELCAT Police Officer remains available to assist Council colleagues. All abstractions will be included in the monthly report provided by the Local Area Commander.

7.7 Police Scotland will identify the senior Police Scotland officer(s) responsible for supervising these matters ("Authorised Police Officer(s)"). For the purpose of this agreement, this officer is the East Lothian Area Commander, on behalf of the Divisional Commander. In the absence of the East Lothian Area Commander, the Divisional Commander will ensure a named deputy carries out this function.

8. Dispute Resolution

8.1 In the event of any dispute between the Parties, either Party may serve a notice on the other Party outlining the terms of the dispute and proposing a time and a place for a meeting between the Parties' representatives where the Parties' representatives shall attempt to resolve the dispute.

8.2 The other Party shall respond to such a notice within five working days of receipt. If the dispute is not resolved within ten working days of service of the notice, the matter may be referred by either Party to the appropriate senior officer of each Party for resolution. If the dispute remains unresolved for a further ten working days then the issue shall be escalated for resolution to the Council's Chief Executive and Police Scotland's Local Area Commander and may include use of mediation and arbitration.

9. Information

9.1 The information to be reported by the Parties shall relate to the priorities agreed between the Police Scotland Local Area Commander and the Council.

9.2 Both Parties shall act reasonably in requesting additional or ad hoc information.

9.3 The Community Safety Team shall manage the provision of information to ensure the integrity and corporacy of data provided.

10. Information Governance

10.1 The Parties shall comply with the requirements of the Information Sharing Protocol.

10.2 The Parties will report all incidents of data loss and breach of confidence in accordance with the Information Sharing Protocol. Appendix D

7

11. Performance Management

11.1 Each Party shall identify a named lead to act as contact point for the management of this agreement.

11.2 Within two months of the agreement being signed, a detailed performance matrix will be agreed (see Appendix B for consideration). The matrix will reflect the East Lothian Local Police Plan and the priorities of the East Lothian Single Outcome Agreement (see Appendix C).

11.3 The Parties shall meet quarterly to review the performance of this agreement. Either Party can submit matters for discussion at the review meeting. A written record of the review meeting shall be agreed and circulated.

11.4 Where performance of the services and/or any other obligations under this agreement falls below the service requirements or priority outcomes in this agreement or could be reasonably expected from a Party to this agreement, then a corrective action plan will be agreed by the Parties setting out the improvement in performance that should be achieved prior to the next performance review meeting.

11.5 A record of any corrective action plan and any consequence exercised and actions completed shall be recorded in the written record of the review meeting.

12. Intellectual property

12.1 Except as set out expressly in this agreement neither Party shall acquire the intellectual property rights of the other Party.

12.2 Intellectual property will not be shared outwith the ASB Overview Group without the express consent of the Party owning that intellectual property and the manner of sharing such intellectual property is governed by the Information Sharing Protocol.

13. Term and termination

13.1 This agreement shall commence on the date of signature by both Parties and shall be reviewed on an annual basis.

13.2 Recognising the staffing commitment, in the event that the Council wishes to terminate this agreement it must give a minimum of six months' notice in writing to Police Scotland.

14. Charges and liabilities

14.1 Except as otherwise agreed, the Parties shall each bear their own costs and expenses incurred in complying with their obligations under this agreement.

14.2 Both Parties shall remain liable for any losses or liabilities incurred as a result of their own or their officers' or employees' actions and neither Party intends

that the other Party shall be liable for any loss it suffers as a result of this agreement.

Signed for and on behalf of East Lothian Council	
Signature:	....…
Name:	....
Position:	....…
Date:	....
Signed for and on behalf of Police Scotland	
Signature:	....
Name:	....
Position:	....
Date:	....

9

Appendix A

Antisocial Behaviour Overview Group – List of Members

Statutory Bodies

East Lothian Council incorporating:

- Children's Wellbeing
- Adult Wellbeing
- Customer Services Team
- Environmental Protection Team
- Housing Management
- Safer Communities Team
- East Lothian Housing Association
- Legal Services

East Lothian's Tenants and residents Panel

Police Scotland

Appendix B – Key Performance Indicators

Performance Indicators

SLA Performance Indicator	Police Plan Priority	ELC SOA Outcome	LYTD	TYTD	Comment
No. of ASB Incidents attended.	Reducing Antisocial Behaviour	Communities experience less anti-social behaviour. People experience less hate crime			
No. of Disorder Incidents attended.	Reducing Antisocial Behaviour	Communities experience less anti-social behaviour. People experience less hate crime			
No. of Stop/Searches Drugs/Weapons	Reducing Violence Tackling Substance Misuse	Communities experience less anti-social behaviour.			
No. of visits to Licensed Premises	Tackling Substance Misuse	Communities experience less anti-social behaviour.			
Road Traffic Speed Checks	Making our Roads Safer	There are fewer collisions, casualties and deaths on our roads.			
Vehicle offences detected	Making our Roads Safer	There are fewer collisions, casualties and deaths on our roads.			
High Visibility Preventative/Reassurance patrols	Protecting People Reducing Housebreaking	Communities experience less anti-social behaviour. People experience less domestic violence at home and elsewhere.			
No. of House Searches Drugs/Stolen property	Tackling Serious and Organised Crime Reducing Housebreaking Tackling Substance Misuse				

Appendix C

Priorities & Indicators

Local Police Plan Priorities	Quarterly Scrutiny Report Indicators		ELC SOA 2013-23 – Outcome/Strategy 7 'Safer Place'
Reducing Housebreaking	Ind. 1	Groups 1- 4 (crimes of violence, indecency, dishonesty and fire-raising/ malicious mischief) – **Increase detection from LYTD.**	• There are fewer fires in our homes, which result in death or injury.
	Ind. 2	Reduce the No. of Domestic Housebreakings – **Decrease from LYTD.**	• Fewer people re-offend
	Ind. 3	Achieve a detection rate of 30% in relation to Domestic Housebreakings – **Exceed 30%.**	
Protecting People	Ind. 4	Reduce the number of Domestic Abuse Incidents reported – **Decrease from LYTD.**	• People experience less domestic violence at home and elsewhere.
	Ind. 5	Increase the detection rate of Domestic Abuse Crimes – **Increase from LYTD.**	• Fewer people re-offend
	Ind. 6	Ensure 95% of Domestic Abuse initial bail checks are carried out within the 24hr prescribed time	

		limit – **Exceed 95%.**	
	Ind. 7	Increase the detection rate for Sexual Offences (Group 2 Crime) – **Increase from LYTD.**	
Reducing Antisocial Behaviour	Ind. 8	Reduce the number of disorder incidents – **Decrease from LYTD**	• Communities experience less anti-social behaviour.
	Ind. 9	Reduce the number of Anti Social Incidents – **Decrease from LYTD.**	• People experience less hate crime
	Ind. 10	Reduce the number of Hate Incidents – **Decrease from LYTD.**	• Fewer people re-offend
	Ind. 11	Reduce the number of Hate Crimes – **Decrease from LYTD.**	
	Ind. 12	Increase the detection rate for Hate Crime – **Increase from LYTD.**	
Reducing Violence	Ind. 13	Reduce the level of Group 1 Violent Crime – **Decrease from LYTD.**	• Fewer people re-offend
	Ind. 14	Increase the number of positive Stop and Search for Offensive weapons – **Increase from LYTD.**	
Tackling Substance Misuse	Ind 15	Increase the number of positive Stop and Searches for Controlled Drugs – **Increase from LYTD.**	• Fewer people re-offend
	Ind. 16	Increase the number of on/off sales licensed premises visits – **Increase from LYTD.**	
Making our Roads Safer	Ind. 17	Reduce the number of people seriously injured or killed on our roads – **Decrease from LYTD.**	• There are fewer collisions, casualties and deaths on our roads.

	Ind.18	Increase the number of people detected for Drink/Drug driving offences – **Increase from LYTD.**	• Fewer people re-offend
	Ind. 19	Increase the number of people detected fro Dangerous Driving offences – **Increase from LYTD.**	
Tackling Serious and Organised Crime	Ind. 20	Increase the number of Cash Seizures and Restraints through the Proceeds of Crime Act – **Increase from LYTD.**	• Fewer people re-offend
	Ind. 21	Increase the number of people detected for Supplying Drugs – **Increase from LYTD.**	

15

Police, Fire and Community Safety Scrutiny Committee: Annual Work Programme 2016/17 (Aug 2016)

8

Date	Performance Monitoring/ Inspection Reports	Other Reports / Reports Requested by Members
31 August 2016	Police Scotland Scrutiny Report Q1 Fire Service Local Performance Report Q1	Responses to Strategic Police Priorities Consultation Safer Communities Service Level Agreement
30 November 2016	Police Scotland Scrutiny Report Q2 Fire Service Local Performance Report Q2	
1 March 2017	Police Scotland Scrutiny Report Q3 Fire Service Local Performance Report Q3	
7 June 2017	Police Scotland Scrutiny Report Q4 Fire Service Local Performance Report Q4	