
Report To:	Local Police & Fire Scrutiny Committee	Date:	18 April 2019
Report By:	Corporate Director Education, Communities & Organisational Development	Report No:	PF07/19/HS
Contact Officer:	Hugh Scott	Contact No:	01475 715459
Subject:	Police Scotland- Shaping our Direction and Delivery 2019-2022		

1.0 PURPOSE

- 1.1 The purpose of this report is to seek Committee approval for the response to the 'Shaping our direction and delivery 2019-2022' consultation.

2.0 SUMMARY

- 2.1 Police Scotland is required by legislation to publish an Annual Plan which sets out their operational priorities for the year. In order to bring together the work Police Scotland do locally and nationally across operational and support functions, Police Scotland launched a consultation to gather views on the proposed outcomes, future approach and preferences on how Police Scotland works with others to continue to shape future services. The original consultation was due to close on 19 March 2019 however following discussions between COSLA and Police Scotland the consultation has been extended to 30 April 2019 to allow Local Authorities to submit a response.
- 2.2 The draft consultation is attached as Appendix 1.

3.0 RECOMMENDATIONS

- 3.1 That the Committee approves the consultation response attached as Appendix 1.

Ruth Binks
Corporate Director- Education, Communities & Organisational Development

4.0 BACKGROUND

- 4.1 Police Scotland is required by legislation to publish an Annual Police Plan which sets out their operational priorities for the year ahead. Police Scotland seek to enhance that by bringing together the work they do locally and nationally across all operational and support functions into one plan covering the next three years.
- 4.2 There are six sections contained within the consultation requiring a response:
- Keeping people safe
 - Communities are at the heart of policing
 - Contacting and talking to us
 - Supporting our people
 - Managing demand
 - Our policing priorities
- 4.3 The initial closing date for the public was 19 March 2019, however following discussions between Police Scotland and COSLA this has been extended to 30 April 2019 for Local Authorities to submit a response. COSLA has requested a copy of the response to the consultation to inform their response on behalf of the COSLA membership.
- 4.4 A draft response to the consultation is attached at Appendix 1. Responses to the questions have been shaped by Members comments during the current cycle of Police and Fire Scrutiny meetings.
- 4.5 The section entitled 'Contacting and talking to us' seeks responses in how members of the public can make contact with Police Scotland, in this section there has been no response given on behalf of the Police & Fire Scrutiny Committee due to the nature of the questions.

5.0 IMPLICATIONS

5.1 Finance

There are no financial implications.

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/(savings)

Cost Centre	Budget Heading	With effect from	Annual net impact £000	Virement From	Other Comments
N/A					

5.2 Legal

There are no legal implications.

5.3 Human Resources

This report does not impact on Human Resources.

5.4 Equalities

Has an Equality Impact Assessment been carried out?

X

YES (see attached appendix)

NO - This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

5.5 Repopulation

There are no repopulation issues.

6.0 CONSULTATIONS

6.1 None.

7.0 BACKGROUND PAPERS

7.1 There are no background papers.

Shaping our direction and delivery

2019-2022 – survey

Overview

Police Scotland wants to hear from the public and our partners about how we shape the service that we provide.

In 2017 we agreed a ten year strategy for how we want to build a sustainable service able to adapt to the needs of a changing Scotland. Since then, we have been planning for and delivering change, whilst continuing to provide the local and specialist services that keep people safe.

Each year we are required to publish an Annual Police Plan which sets out our operational priorities for the year ahead. This year we will enhance that by bringing together the work we do locally and nationally across all our operational and support functions and with our transformational activity, into one plan covering the next three years.

This will show how all the parts of the service come together to make a positive impact for policing and society, and to keep people safe across Scotland against a set of strategic outcomes.

We will continue to focus our resources on the issues that cause the most harm in order to improve outcomes for people and communities. Our planning is informed by our analysis and assessment of the threat and risk posed and what we are told through our Your View Counts survey.

As part of our ongoing engagement, we are looking for opinions from people across Scotland on our proposed outcomes, our approach, and how you want to be involved in working with us to continue to shape future services.

We are also keen to hear your views to help shape our future strategies in respect to prevention and public contact and engagement.

Your opinions will help us to make sure that our plan fits with expectations and enables continued collaboration, and that we identify any areas of the plan that require to be amended or strengthened.

Our plan will be laid before the Scottish Parliament by the end of March 2019.

How to respond

There are six sections we would like you to consider headed:

- Keeping people safe
- Communities are at the heart of policing
- Contacting and talking to us
- Supporting our people
- Managing demand
- Our policing priorities

Our survey can be completed online at:

<https://consult.scotland.police.uk/consultation/2019shape>

You can also complete this form electronically and email it to:

StrategicPlanningDevelopment@scotland.pnn.police.uk

You can also print this document if you prefer. You can scan and send it back to the email address above. To submit a hard copy by post, please send it to:

Police Scotland Strategy and Planning Team
Tantallon B
Police Scotland College - Tulliallan
Kincardine
Fife
FK10 4BE

You can also hand it in at the front counter of a police station.

The survey may take between 10 and 20 minutes to complete depending on how much input or comments you have.

The survey closes on Monday 18 March 2019.

If you have questions

Should you have any questions, please get in touch.

Telephone: 01786 893 060

Email: StrategicPlanningDevelopment@scotland.pnn.police.uk

Our policing priorities

As part of our planning process, Police Scotland assesses what our priorities should be to address the highest threat and risk of harm from crime to the people and communities of Scotland.

This involves our own analysis, as well as public input through our Your View Counts survey.

We have identified four broad themes:

- protecting vulnerable people
- working with communities
- tackling cyber-related crime
- support for operational policing

Some of the areas we will focus on are: serious violence and murder; sexual crimes including child sexual abuse and exploitation; domestic abuse; human trafficking; counter terrorism and domestic extremism; drugs; crime related to serious organised crime groups involving violence, firearms, feuds and finances; fraud; robbery; hate crime; antisocial behaviour; reducing road casualties; driving under the influence of drink and drugs; and our workforce planning.

Q. Do these feel like the right themes and priorities to you?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input checked="" type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
---	---	---	-----------------------------------	--

Please provide further comments in the box below.

Inverclyde Council acknowledges the broad range of themes identified as Police Scotland's policing priorities. The Council also acknowledges the areas that Police Scotland will focus on and many of these are regularly discussed at our Scrutiny meetings.

During the current committee cycle Members of the Local Police & Fire Scrutiny Committee have raised issues around domestic abuse particularly the recording of incidents and the process that Police Scotland undertakes in responding to domestic incidents. Members have also discussed sexual crimes especially the reporting around historical sexual crimes.

Overall the Council agrees with both the four broad themes and the areas that Police Scotland will focus on.

Keeping people safe

Police Scotland is responsive and resolves threats to public safety and wellbeing.

The public should be safer as a result of our work to reduce the harm caused by crime and other incidents. We make communities aware of, and prepared to respond to, current and emerging threats and risks. People considered vulnerable are protected from harm.

We will do this by:

- Using all available information and intelligence to prevent and respond to crime
- Protecting vulnerable people and victims of crime from harm
- Improving our understanding of, and response to, the threat from cybercrime
- Working with the public, communities and partners to reduce re-offending
- Working with communities to ensure they are well equipped and prepared to deal with all threats to public safety
- Effectively tackling current and emerging threats to public and community wellbeing

Q. Do these objectives meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input checked="" type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
---	---	---	-----------------------------------	--

Please provide further comments in the box below.

Overall Inverclyde Council agrees with the statement and the objectives.

The Local Police & Fire Scrutiny Committee has commented at a number of meetings that the threat of cybercrime is an emerging issue within our communities with examples around cybercrime and sex crimes; the Committee agree with the statement of 'improving our understanding of, and response to, the threat of cybercrime.

In respect of working with partners around re-offending the Committee are aware of local arrangements in respect of persistent offenders and welcome continued partnership working in this area.

Communities are at the heart of policing

Police Scotland delivers a service that meets the needs of local communities.

We are aiming for a tailored local policing delivery that meets the needs and expectations of Scotland's diverse communities, whether defined by place, identity or virtual connection. Support is provided by national resources, delivered locally.

We will do this by:

- Ensuring our resources deliver services that meet the needs of local communities
- Working collaboratively with our partners on our shared priorities, including public health and vulnerability
- Designing, developing and supporting local preventative approaches to reduce harm and demand
- Building, developing and maintaining effective local partnerships
- Improving our support services to enable the delivery of effective local policing

Q. Do these objectives meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input checked="" type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
--	--------------------------------	---	-----------------------------------	--

Inverclyde Council's Police & Fire Scrutiny Committee has regularly commented on the positive impact the local Community Policing Teams have on communities across Inverclyde. Examples provided include regular attendance at community meetings across the authority such as Community Councils and Tenants and Residents Associations. The committee is also of the belief that it is helpful to know who the Community Police Officers are. There is a sense that the local Community Policing Teams know their areas and the people they work with.

Please provide further comments in the box below.

Do you have any views on how we could improve the way we serve different people and communities?

Inverclyde Council has no comment on this question.

How would you like us to share information with people and communities on how to keep safe?

Inverclyde Council's Police & Fire Scrutiny Committee are aware of a monthly community safety briefing made available to all community groups across Inverclyde which details the a number of community safety incidents including a synopsis of police recorded incidents and, when appropriate, details of any issues within the community either in direct response to an issue or as part of a wider Police Scotland campaign. This has been an effective resource, one which is welcomed by the Committee.

What ways do you think we should work with other organisations to prevent harm to communities?

In February Inverclyde hosted the Scottish Police Authority Board Meeting. This was an opportunity for SPA Board Members, Elected Members and the Corporate Management Team of Inverclyde Council and Police Scotland to discuss issues across the area. One of the successful partnerships highlighted was work of a local Police Officer with Education Establishments across the authority her engagement with Looked After and Accommodated Children. This is seen as a good way of targeting a resource to prevent harm to a particular community. This is very much a partnership working approach which shows the value of multiagency working on specific topics to prevent harm.

Fortcoming partnership working between the police and council in diverting young people from serious and organised crime would be another good model.

Contacting and talking to us

Public and communities are engaged, involved and have confidence in policing.

We want to ensure the public feel that their input is genuinely valued, listened to and is having an impact on our policing approach. We want people to feel that Police Scotland delivers a service that makes them confident in policing.

We will do this by:

- Enhancing public contact and ensuring our services are available by a range of accessible channels
- Maintaining and enhancing public and community (user) satisfaction and developing our approach to understanding and improving public confidence
- Improving the reach of our public and community engagement initiatives
- Using insights and feedback to shape and improve our services

The public rightly expects to be able to contact the police 24 hours a day, 7 days a week, using modern methods of communications. This could be to report an emergency, seek advice, offer information or express an opinion.

Police Scotland has a responsibility to ensure that everyone is able to access our services in a way meets their needs. Wherever possible this should also exceed accessibility standards.

Our research shows us that the way that people would like to communicate with us varies for a range of reasons across different communities. This could include the reason why they are getting in touch, as well as where they live.

The public can currently contact us in the following ways:

- **Emergencies** - Telephone 999 and SMS text service or 18000 dial using Textphone (text speech) for people with hearing, speech or language impairment

- **Non-emergencies** - Telephone 101, text service 1 800 1 101 for people with hearing, speech or language impairment, video relay services, email, online forms on our website, by post, in person
- **Advice and information** about crime in your local area, advice on a criminal or legal matter, or learn more about Police Scotland and its role – website, social media (Facebook and Twitter), police stations, Ask the Police website and app, community meetings and events
- **Giving feedback** or expressing an opinion about policing and our services – online via our website and social media, email, post, police stations, and community meetings and events

Q. Do these objectives meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input checked="" type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
---	--------------------------------	--	-----------------------------------	--

As Inverclyde now has only one Police Station there is a need for a wide range of opportunities for members of the public to engage with Police Scotland. We would ask Police Scotland to work to ensure that the public are aware of the various methods there are to contact them. We recognise that as a key community planning partner Police Scotland are involved in a number of partnership forums that aim to engage with local communities and would wish to highlight the need for ongoing Police Scotland involvement in these.

Please provide further comments in the box below.

Q. Do these methods of contact with the police meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input checked="" type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
---	--------------------------------	--	-----------------------------------	--

Inverclyde Council has no response.

Please provide further comments in the box below.

Q. How should we develop our approaches to make contact safe and accessible for different people and communities?

Please provide further comments in the box below.

Inverclyde Council has no response.

Q. What are the best ways to keep people up to date about a crime or incident they have reported?

From public feedback we know that it is important for the police to provide updates to those who contact us, both during the initial contact and afterwards as the situation develops.

Some possible ways of being kept up to date are listed below.

(Please rate these in the boxes below with 1 as most preferred, and 6 as least preferred.)

Appointment to speak to an officer/staff member <input type="checkbox"/>	Call <input type="checkbox"/>	Email <input type="checkbox"/>	Text <input type="checkbox"/>	Track online <input type="checkbox"/>	Other, please state below <input type="checkbox"/>
--	-------------------------------	--------------------------------	-------------------------------	--	---

Please add any comments below, including suggestions for other contact methods you would find helpful.

Inverclyde Police & Fire Scrutiny Committee has no response.

What are the best ways for people to give us feedback and how might we be more engaging?

The way we listen to the public is important to our understanding of what matters most to people.

This helps us to consider how best to tackle local problems and prevent harm to communities from crime.

Some possible ways of providing feedback are listed below.

(Please rate these in the boxes below with 1 as most preferred, and 7 as least preferred.)

Community meetings and events <input type="checkbox"/>	Email <input type="checkbox"/>	Focus groups <input type="checkbox"/>	Other, please state below <input type="checkbox"/>
Social media <input type="checkbox"/>	Video <input type="checkbox"/>	Website <input type="checkbox"/>	

Please add any comments below, including suggestions for other feedback methods you would find helpful.

Inverclyde Police & Fire Scrutiny Committee has no response.

Supporting our people

Police Scotland is a positive working environment with staff who are enabled and supported to serve the public.

We want to ensure our officers and staff have the necessary skills, resources and technology available to them. We also want to promote an inclusive and supportive culture, where our people have a voice, feel listened to, and are involved in shaping our services.

We will do this by:

- Implementing an integrated strategic workforce plan to build a diverse workforce that has the right size, shape and capability
- Creating a positive environment for our people to achieve their potential
- Promoting the health and safety of our people
- Ensuring our people are confident to lead and equipped to face current and new challenges
- Developing and maintaining the right crime and specialist support services for policing in Scotland

Q. Do these objectives meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input checked="" type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
---	---	---	-----------------------------------	--

Please provide further comments in the box below.

At the Inverclyde Police & Fire Scrutiny Committee on 29 November 2018 there was a committee paper on a report from Her Majesty's Inspectorate of Constabulary in Scotland on 'HMICS Inspection of Custody Centres across Scotland'. One of the inspection visits took place in the Greenock Custody Centre and Elected Members did express concern about those situations when the Custody Centre could not open due to prisoner illness and general issues around the layout of the Custody Centre especially the impact that it could have on local police delivery especially if resources are redeployed to other areas with Prisoners. The Committee acknowledge that improvement works are underway.

At a recent meeting with representatives of the Scottish Police Authority Board both Elected Members and Inverclyde Council Senior Management Team discussed the nature of policing numbers across Inverclyde; those Elected Members present acknowledge that work is being carried out a national level around policing numbers and would welcome additional policing numbers in Inverclyde if identified.

Meeting demand

Police Scotland is sustainable, adaptable and prepared for future challenges.

Sustainability is a long-term goal for Police Scotland, so that policing is able to meet future demand and ensure the public and communities are given the appropriate response to meet their needs.

Only one fifth of the calls to which officers are deployed result in a crime being recorded and much of the remaining demand sees officers assisting vulnerable people in a variety of situations, including those related to mental health.

Our aim is to make sure that our service will meet the growing and changing demands on policing, by investing in the right parts of the service. To do this we need to think about things like the impact of budget constraints, advances in technology, and demographic changes. This will mean that we can be flexible and adaptable in the future.

We will do this by:

- Ensuring Police Scotland is meeting and adapting to growing and changing demands on policing
- Developing and promoting best practice in the advancement of our Equality Outcomes
- Transforming and developing lean and agile corporate support services for policing
- Building and maintaining a sustainable financial direction for policing in Scotland and evidence best value
- Investing in our use of information and technology in accordance with our digital, data and ICT strategy
- Developing and supporting an innovative culture

Q. Do these objectives meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input checked="" type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
---	--------------------------------	--	-----------------------------------	--

Please provide further comments in the box below.

Representatives from Police Scotland have reported to the local Police and Fire Scrutiny Committee that a number of calls to Police Scotland (either 101 or 999) do not result in a crime being recorded. The Committee acknowledges that Partnership working is a key driver in supporting vulnerable people in our communities.

The Committee would welcome any investments that has a positive impact on local policing in Inverclyde.

About you

We ask these questions so that we can understand how representative the respondents are of the general population.

Q. What age are you?

16-25	<input type="checkbox"/>	26-40	<input type="checkbox"/>	41-55	<input type="checkbox"/>	56-70	<input type="checkbox"/>	70+	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
-------	--------------------------	-------	--------------------------	-------	--------------------------	-------	--------------------------	-----	--------------------------	-------------------	--------------------------

Q. Do you consider yourself to have a disability?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
-----	--------------------------	----	--------------------------	-------------------	--------------------------

Q. Which of the following describes your gender identity?

Female	<input type="checkbox"/>	In another way	<input type="checkbox"/>	Male	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
--------	--------------------------	----------------	--------------------------	------	--------------------------	-------------------	--------------------------

If you have chosen in another way, please state below

Q. Please choose one option that best describes your ethnic group and background.

(Please add 'X' next to your selection)

White British	<input type="checkbox"/>	Indian, Indian Scottish, Indian British	<input type="checkbox"/>
White English	<input type="checkbox"/>	Mixed or Multiple Ethnic Group - please state below	<input type="checkbox"/>
White Gypsy/Traveller	<input type="checkbox"/>	Pakistani, Pakistani Scottish, Pakistani British	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Other Asian group - please state below	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>	African, African Scottish, African British	<input type="checkbox"/>
White Polish	<input type="checkbox"/>	Black, Black Scottish, Black British	<input type="checkbox"/>
White Scottish	<input type="checkbox"/>	Caribbean, Caribbean Scottish, Caribbean British	<input type="checkbox"/>
White Welsh	<input type="checkbox"/>	Other African group - please state below	<input type="checkbox"/>
Other White British - please state below	<input type="checkbox"/>	Other Black group - please state below	<input type="checkbox"/>
Other white ethnic group - please state below	<input type="checkbox"/>	Other Caribbean group - please state below	<input type="checkbox"/>
Bangladeshi, Bangladeshi Scottish, Bangladeshi British	<input type="checkbox"/>	Arab, Arab Scottish, Arab British	<input type="checkbox"/>
Chinese, Chinese Scottish, Chinese British	<input type="checkbox"/>	Other - please state below	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>		

Q. What is your postcode?

Please enter the first part of your postcode below.

Q. Are you responding as an individual or an organisation?

I am answering as an individual <input type="checkbox"/>	I am answering on behalf of an organisation <input checked="" type="checkbox"/>
---	--

Organisation name

Inverclyde Council Local Police & Fire Scrutiny Committee

Q. (Optional) Please provide your contact details below.

Your name

Your telephone number

Your email address

Community.safety@inverclyde.gov.uk

If you would prefer to be contacted in another way, please tell us below.

Q. Would you like to be contacted by Police Scotland in the future about opportunities to participate in developing our approaches to policing?

If so, please choose your preferred methods below.

(Please note this is only to let us know that you might be interested and you are not committing to taking part.)

By email	<input checked="" type="checkbox"/>	By phone	<input type="checkbox"/>	Other method provided above	<input type="checkbox"/>
----------	-------------------------------------	----------	--------------------------	-----------------------------	--------------------------

Thank you very much for taking part. Details of how to submit your response can be found on page 2.

This survey closes at 23:59 on Monday 18 March 2019.