Aberdeenshire
C O U N C I L   **Business Services**

REPORT TO COMMUNITIES COMMITTEE – 28 MARCH 2019

ABERDEENSHIRE COUNCIL INTERIM SUBMISSION TO "POLICE SCOTLAND: SHAPING OUR DIRECTION AND DELIVERY 2019-22" CONSULTATION

1   Recommendations

The Committee is recommended to:

1.1   Consider and discuss the interim response to the Police Scotland: Shaping our Direction and Delivery 2019-22 consultation at Appendix 1; and

1.2   Agree any further comments for submission to Police Scotland.

2   Background / Discussion

2.1   Police Scotland is seeking views from the public and partners about how they shape the service that they provide. In 2017, they agreed a ten year strategy "Policing 2026", focussing on building a sustainable service able to adapt to the needs of a changing Scotland. As part of ongoing engagement, they are consulting on proposed outcomes, future approach, and preferences on how they work with others to continue to shape future services.

2.2   Stakeholders views will help to make sure that plans fit with expectations and enable continued collaboration, and that any areas that require to be amended or strengthened are identified. The consultation opened nationally on 22 February and closed on 18 March 2019.

2.3   The interim submission, attached at appendix 1, was coordinated by the Policy, Performance and Improvement Team with input from Housing, Licensing and Transportation Teams and Education & Children's Services. Police Scotland were contacted and advised that the interim response would be submitted by the closing date of 18 March, but that further comment may be provided after Committee on 28 March.

2.4   The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and had no comments to make and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

3   Scheme of Governance

3.1   The Committee can consider and take a decision on this item in terms of Section D 4.2 of the List of Committee Powers in Part 2A of the Scheme of Governance as it relates to the approval of a Council response to an external consultation on a policy matter falling within the delegation of the Committee.

3.2   The interim response was submitted by the Head of Customer Communication and Improvement under Section A.22 of the List of Officers Powers in Part 2B of the Scheme of Governance as the timescale for responding did not permit an opportunity for approval by the appropriate policy committee. However, the Committee is invited to agree any additional comments for submission which will be forwarded to Police Scotland for consideration.

4   Implications and Risk

4.1   An equality impact assessment is not required because views from the Council are being given to a consultation and this does not have a differential impact on any of the protected characteristics.

4.2   There are no staffing or financial implications.

4.3   The following Risks have been identified as relevant to this matter on a Corporate Level:
ACORP005 - Working with other organisations (e.g. supply chains, outsourcing, partnership working and commercialisation) – working successfully in partnership with key partners such as Police Scotland, supports the council to deliver its priorities.

Ritchie Johnson
Director of Business Services

Report prepared by Erin Wood, Policy Officer (Corporate Policy and Community Planning)
18 March 2019

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		Agree	X	Neither agree nor disagree		Disagree		Strongly disagree	

Comments

We feel that these are the right themes

Housing Service
Aberdeenshire Council have similar objectives and will work in conjunction with the Police. Changes in the Housing Scotland Act 2014 allow a streamlined eviction process and more effective interventions working alongside the police.

Working to make vulnerable people safer is a key area for Housing and we welcome a clear focus on this area from the police.

Effective partnership working is taking place through the Community Safety Hub where Police, Fire and Tenancy Services are supported by many other services. Vulnerability is regularly highlighted through partnership discussion and continued participation from the police is essential.

Another area where Housing require support from Police is domestic abuse. This is a primary cause of homelessness and collaboration in the ongoing management of issues is essential.

Working with communities is also key to the operations of the housing service both in the social and private sectors and we welcome any opportunities to collaborate with Police Scotland.

Transportation Service
It is agreed that reducing road casualties should continue to be a priority for Police Scotland. This should include a continuation of the partnership working with other public sector organisations, including local authorities, to achieve this.

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		Agree	X	Neither agree nor disagree		Disagree		Strongly disagree	

Please provide further comments in the box below.

Comments

Housing Service
The Housing Service share these objectives and will work with the Police and other agencies to deliver them.

Joint problem solving is key to addressing these areas. At the Community Safety Hub, partners work on a joint a problem-solving approach to identify and resolve underlying causes.

Police need intelligence to operate effectively but they also must be willing to share information and disclose concerns in order that partners can assist. For example, cuckooing is an area where police information has a highlighted a need for the Housing Service to take action.

It is necessary for Police to provide data to match the commitment of partner agencies.

Education Service
The area of internet safety would benefit from greater coordination and an agreed focus.

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		Agree	X	Neither agree nor disagree		Disagree		Strongly disagree	

Comments

Housing Service
The Housing Service strongly supports the provision of key data at the local level but this must be within a framework to ensure appropriate tactical and strategic control. This currently takes the form of the Community Safety Hub, involving a range of partners but this must be expanded to include other agencies including Health & Social Care. Local police officers are committed to partnership working but additional support is required to ensure full effectiveness.

We will act to ensure that new build and existing homes minimise the opportunities for crime.

As part of its commitment to partnership working and meeting the needs of local communities, Police Scotland should work with local authorities when disposing of its estate and consider the transfer of assets at affordable housing value. Access to affordable housing is fundamental in keeping people safe and supporting health and wellbeing outcomes.

Licensing Team
Police Scotland work in a collaborative way with Licensing Boards in Aberdeenshire to uphold and promote the licensing objectives set out in s. 4 of the Licensing (Scotland) Act 2005. They also work proactively to deal with problem licensed premises before there is any need for formal review of licences by Boards.

In civic licensing, Police Scotland have good working relations with licensing authority staff and help to ensure that public safety is secured through the licensing system.

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

Comments

Housing Service
Intelligence led patrolling is an effective way of being in the right place at the right time. Aberdeenshire Council have Safer Community Wardens and we would welcome more joint work and joint patrolling. Ensuring a Police presence on the streets in a targeted manner based on data and information provided by all partners via the Community Safety Hub.

A high-level commitment to patrolling and engagement is also required so that police officers have the time to engage with the community

Police should also support partners in building capacity within communities to ensure self-help.

Education Service
Police Scotland do work closely with partner colleagues at the strategic and operational level contributing to both planning and development work as well as specific work related to particular families and young people

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

Comments

Housing Service
Police Scotland should link with Community Councils and other groups associated with Council Services, including the Housing Service. These groups often comprise of people who are already engaged, however. Police Scotland and partner organisations should increase their presence on social media.

Developing a new approach for the smartphone generation in order to target younger and more vulnerable elements of the community.

The Police Scotland Facebook page would appear to have a lot of subscribers and so could be utilised more effectively to assist with partner agencies to deliver their message therefore demonstrating higher quality joint working.

Education Service
An agreed coordinated approach to areas such as internet safety.

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		Agree	X	Neither agree nor disagree		Disagree		Strongly disagree	

Please provide further comments in the box below.

Comments

Emphasis should be on the development of social media initiatives as detailed but also working with partner agencies to ensure effective action as required.

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

(Please add 'X' next to your selection)

Strongly agree		Agree	X	Neither agree nor disagree		Disagree		Strongly disagree	

Please provide further comments in the box below.

Comments

Awareness of the SMS contact numbers is not widespread in our experience

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		Call		Email		Text		Track online		Other, please state below	

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

Comments
This varies depending on the Council service.

There should be a full suite of options available so individuals can make their choice. In person updates would be valued but it is understood that resource levels will not always permit this. It really depends on the individual and the situation.

Online tracking and email updates may be suitable for some low-level crimes or incidents, but it should be taken on board that it may not be safe for an individual if the community can go in and track how an incident is progressing

Education Service
Depending on the incident, we may need someone to speak to quickly for advice on how we should be dealing with the run in to an incident or the aftermath, in a school say. We also want follow up by email.

Q. 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		Email		Focus groups		Other, please state below	
Social media		Video		Website			

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

Comments
This varies depending on the Council service.

All of these methods should be used as appropriate and in pursuance of a range of objectives.

Where the objective is to reach as wide a cross section of the local community then modern methods of communication should be utilised. Traditional community groups often do not achieve a suitable cross section of the community.

Education Service
These approaches can be mutually supportive and are again dependent on the group you are trying to reach. Social media may work best for most young people but this could be supported by opportunities for face to face contact. Here again it is really about flexibility. If you were trying to gather views and inputs from say Head Teachers or Deputy Head Teachers then an opportunity to meet them would work well.

Licensing Team
The North East Licensing Unit worked with the Aberdeenshire Licensing Boards to host an event called Licensing Matters in 2017 and 2018. This was primarily intended for the licensed trade and provided a means of engaging with the trade and advising them on matters of licensing policy such as the duty of care to patrons. This type of event can be useful for raising awareness of issues and educating and informing the licensed trade.

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	X	Agree		Neither agree nor disagree		Disagree		Strongly disagree	

Please provide further comments in the box below.

Comments

Seeking opportunities to tackle the issues which may create low morale would be a priority.

Licensing Team
Aberdeenshire staff involved in both alcohol and civic licensing value the links that they have with individual officers and civilian staff within the North East Licensing Unit and appreciate the responsive and helpful attitude displayed.

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		Agree	X	Neither agree nor disagree		Disagree		Strongly disagree	

Please provide further comments in the box below.

Comments

There should be a commitment to work with partner agencies to provide necessary support to those presenting with a level of vulnerability.

The Council's own strategies and policies should look to support the objectives set and ensure an appropriate link.

Prioritising early intervention and prevention is essential and it must also be backed up by the resources.

The further use of skill mix across the force could be considered, for example the use of civilian workforce where that would be appropriate.

Licensing Team
A local police licensing unit based in the North East is important for the Aberdeenshire Licensing Boards in relation to alcohol licensing and also for the Council as licensing authority for licences granted under the Civic Government (Scotland) Act 1982

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		26-40		41-55		56-70		70+		Prefer not to say	

Q. Do you consider yourself to have a disability?

Yes		No		Prefer not to say	

Q. Which of the following describes your gender identity?

Female		In another way		Male		Prefer not to say	

If you have chosen in another way, please state below

Not applicable. Response on behalf of Aberdeenshire Council.

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

(Please add 'X' next to your selection)

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

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		I am answering on behalf of an organisation	X

Organisation name

Aberdeenshire Council

(Optional) Please provide your contact details below.

Your name

Erin Wood

Your telephone number

01467 537445

Your email address

Erin.Wood@aberdeenshire.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		By phone		Other method provided above	

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.