

## REPORT TO COMMUNITIES' SERVICES COMMITTEE – 17 DECEMBER 2020

### POLICE SCOTLAND – THEMATIC REPORT: CONTACT ASSESSMENT MODEL (CAM)

#### 1 Reason for Report / Summary

- 1.1 To advise members regarding the progress of the Contact Assessment Model (CAM) in North East Division.

#### 2 Recommendations

**The Committee is recommended to:**

- 2.1 Note the attached report which seeks to inform the Committee regarding the progress of the Contact Assessment Model (CAM) in North East Division.**

#### 3 Purpose and Decision Making Route

- 3.1 Performance monitoring and thematic reports provide a regular opportunity for elected members to maintain scrutiny of significant police activities, in order to achieve good outcomes for the residents of Aberdeenshire.
- 3.2 This report has not already been considered by this or any other committee.
- 3.3 In terms of the Police and Fire Reform (Scotland) Act 2012, it is worth noting the respective powers and duties that are relevant to the Committee's consideration of police matters.

The Chief Constable is responsible for:

- policing of Scotland and must account to the Scottish Police Authority
- ensuring adequate arrangements are in place for the policing of each local authority area
- designating a constable as Divisional Commander after consultation with the local authority

The Divisional Commander is responsible for:

- involving the local authority in setting of priorities and objectives for policing of its area
- providing to the local authority information it may reasonably require
- preparing and submitting a local police plan to their local authority for approval and, if approved, publishing the local police plan
- preparing and submitting replacement plan to the local authority for approval following a review (local police plans must be reviewed at least once every 3 years)

The local authority may:

- monitor and provide feedback to the Divisional Commander on policing of its area
- specify policing measures it wishes the Divisional Commander to include in a local policing plan

3.4 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and their comments are incorporated within the report and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

#### 4. Discussion

4.1 Following a verbal update on CAM at this Committee on 5 November 2020, it was agreed that a Thematic Report would be prepared for the next meeting of the Committee.

4.2 CAM is a new way of managing all 101 and 999 calls to the Police.

4.3 It is built on three elements:

- **Risk Assessments** - Every contact from the public is THRIVE assessed; calls are considered in respect of the level of Threat, Harm, Risk, Investigative opportunity and Vulnerability through Engagement with each caller, and the level of Police response prioritised according to immediate need.
- **Resolution Teams** - Teams of trained and experienced Officers, known as Resolution Teams, provide support and guidance to the public, engage with other agencies to help them get the services they need and carry out any Policing activity that can be done remotely, such as recording non urgent crimes through telephone or video conference calls 24/7.
- **Local Policing Appointments** - Calls where there is a need for Officers to attend, but not immediately, the public are able to set up local policing appointments at convenient times that suit them.

4.4 The public will still call Police Scotland in exactly the same way on 101 or 999, but the prioritisation of their call and different options available will depend on the level of risk or harm involved, identified through a THRIVE assessment.

4.5 CAM was brought into North East Division on 21 April 2020 and has been operating since that time.

4.6 The Resolution Team function was initially provided by a temporary team of Officers established in Dundee, to allow time to establish a permanent team in Inverness, with the new North Resolution Team operating in Inverness as of 29 September 2020.

- 4.7 Local policing appointments were established across North East Division as of 22 July 2020, following detailed consultation with local Officers and Commanders. At this time there are local appointment frameworks in place for all parts of the Division.
- 4.8 In Aberdeenshire there are currently 92 weekly appointment slots available for members of the public to arrange to be visited by local Officers at a time that is convenient for them.
- 4.9 It should be noted that in order to support local COVID-19 related restrictions in parts of Scotland, Police Scotland has implemented a policy of a presumption of limited attendance to lower priority calls in areas with greater restrictions.
- 4.10 Therefore local appointments may be temporarily suspended in Aberdeenshire at any time, as restriction levels are identified by the Scottish Government in response to the virus spread.

### **Impact on Demand**

- 4.11 At this time, Police Scotland is handling over 3.2 million calls from the public, which translates to 1.57 million incidents, with Officers dispatched to 2,498 incidents a day. This demand level is increasing year on year by 6%-7%.
- 4.12 During normal circumstances, the impact of a new method of operating, such as CAM, would be evidenced by direct before and after demand comparisons.
- 4.13 However, as a result of the COVID-19 pandemic occurring in the middle of the roll out of CAM in 2020, Police demand figures have been significantly distorted. This makes any direct before and after comparisons challenging at this time.
- 4.14 In addition, the primary purpose of CAM is not about demand management, but about the early identification of vulnerability, a more effective prioritisation of policing response and increased options for the public.
- 4.15 It is therefore anticipated that more meaningful data will only be available after 12 months of operation, to evidence improved services to the public.
- 4.16 However, some evidence can be presented around the impact of CAM and the use of Resolution Teams in Dundee and now Inverness, as a means of removing immediate demand on on-duty Officers in North East Division.
- 4.17 Under the Model, an average of 335 incidents per day are being reported to Division at this time. The actual number of calls being received from members of the public will be approximately twice this number, but through the application of THRIVE, a significant proportion are being resolved by the Police Scotland Call Centre.

- 4.18 Of the 335 incidents, 216 per day are being managed by on-duty Officers attending personally, while 119 are being resolved through the North Resolution Team providing the public with alternative ways to engage with Police Scotland.
- 4.19 The alternatives available to the North Resolution Team include:
- Recording crimes directly by telephone or video calls
  - Creating appointments for local Officers to attend at a convenient time
  - Signposting to other more suitable agencies
  - Simply providing advice and guidance to the public.
- 4.20 This is a significant reduction of immediate demand on on-duty Officers, freeing them up to respond to more immediate needs and proactivity; all based on the THRIVE process, to allow the most appropriate Police response to be identified at first contact.

### **Mental Health Pathway**

- 4.21 One of the opportunities created by an effective THRIVE assessment process at first point of contact is the opportunity to redirect members of the public to more appropriate services.
- 4.22 An early example of this is the Mental Health Pathway; a collaboration of NHS 24, Police Scotland and the Scottish Ambulance Service, which has resulted in the establishment of a dedicated mental health hub within the NHS 24 service centre.
- 4.23 This hub now operates 24/7 and provides a service for callers to NHS 24 who would benefit from speaking directly with qualified mental health professionals and receive access to support and care services as required.
- 4.24 From a policing perspective, the Mental Health Pathway also provides a referral option for members of the public who contact Police Scotland suffering mental health/distress.
- 4.25 Following a THRIVE assessment, those callers who meet agreed criteria can be referred directly to the mental health hub by Police service advisors.
- 4.26 The Mental Health Pathway does not impact on local partnership driven Distress Brief Interventions following mental health crises, but compliments them at the time of crisis.
- 4.27 While the Mental Health Pathway supports the referral of less urgent mental health related calls, it is recognised that a significant proportion of mental health related calls to Police Scotland are not suitable for such referrals, due to immediate vulnerabilities and risk.
- 4.28 As a consequence, work is now being progressed with partners to develop a more sophisticated referral model, which will allow Police Scotland to safely

refer a greater proportion of mental health related callers to more appropriate services.

- 4.29 Strategic governance and oversight in respect of this work is being provided by the Mental Health Pathway Strategic Steering Group, comprising of senior representation from each of the national partners.

## 5 Council Priorities, Implications and Risk

5.1 N/A

5.2 This report helps deliver on LOIP Priority 3 – Connected and Cohesive Communities.

5.3 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed.

<b>Subject</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Financial			X
Staffing			X
Equalities			X
Fairer Scotland Duty			X
Town Centre First			X
Sustainability			X
Children and Young People's Rights and Wellbeing			X

5.4 An equality impact assessment is not required.

5.5 There are no Risks directly identified in respect of this matter in terms of the Corporate and Directorate Risk Registers as the Committee is monitoring the performance of the Scottish Fire and Rescue Service as required under the Police and Fire Reform (Scotland) Act 2012 however links to the Corporate Risk of Working with Other Organisations.

## **6 Scheme of Governance**

- 6.1 The Committee is able to consider/comment on this item in terms of Section D.1.1 of the List of Committee Powers in Part 2A of the Scheme of Governance as it relates to matters concerning Police Scotland.

**Richie Johnson**  
**Director of Business Services**

Report prepared by Chief Inspector Mike Whitford  
Date 16/11/2020

**List of Appendices – N/A**