

Cunninghame House,
Irvine.

17 November 2016

Police and Fire and Rescue Committee

You are requested to attend a Meeting of the above mentioned Committee of North Ayrshire Council to be held in the Council Chambers, Cunninghame House, Irvine on **MONDAY 21 NOVEMBER 2016** at **2.00 p.m.** to consider the undernoted business.

Yours faithfully

Elma Murray

Chief Executive

1. Declarations of Interest

Members are requested to give notice of any declarations of interest in respect of items of business on the Agenda.

2. Minutes

The accuracy of the Minutes of the meeting of the Committee held on 15 August 2016 will be confirmed and the Minutes signed in accordance with Paragraph 7 (1) of Schedule 7 of the Local Government (Scotland) Act 1973 (copy enclosed).

3. Performance Reports

3.1 Scottish Fire and Rescue Service

Submit report by the Scottish Fire and Rescue Service on performance in relation to North Ayrshire (copy enclosed)

3.2 Police Scotland

Submit report by Police Scotland on performance in relation to the North Ayrshire Local Police Plan (copy enclosed).

4. Police Scotland -

4.1 North Ayrshire Local Police Plan (LPP)

Submit report by Police Scotland (copy enclosed).

4.2 Update on National/Local Policing Matters

Submit report by Police Scotland (copy enclosed).

4.3 Multi Agency Risk and Concern Hub

Submit report by Police Scotland (copy enclosed).

5. Scottish Fire & Rescue Service

5.1 Positive Steps With Partners project update

Submit report by Scottish Fire and Rescue Service on the commencement and progress of the 'Positive Steps with Partners' project (copy enclosed).

6. Urgent Items

Any other items which the Chair considers to be urgent.

Police and Fire and Rescue Committee

Sederunt: John Easdale (Chair)
Catherine McMillan
(Vice-Chair)
Marie Burns
Grace McLean
Peter McNamara
Irene Oldfather

Chair:

Attending:

Apologies:

Meeting Ended:

Police and Fire and Rescue Committee
15 August 2016

IRVINE, 15 August 2016 - At a Meeting of the Police and Fire and Rescue Committee of North Ayrshire Council at 2.00 p.m.

Present

Catherine McMillan, John Bell, Grace McLean and Irene Oldfather .

In Attendance

A. Fraser, Head of Democratic Services and M. Anderson, Committee Services Team Leader (Chief Executive's Service).

Also In Attendance

Chief Superintendent G. MacDonald, Chief Inspector T. Ross and Chief Inspector B. Shaw (Police Scotland); and J. Scott, Local Senior Officer and A. Lindsay, Watch Manager) (Scottish Fire and Rescue Service).

Chair

Councillor McMillan, Vice-Chair in the Chair.

Apologies for Absence

Marie Burns and Peter McNamara.

1. Declarations of Interest

There were no declarations of interest by Members in terms of Standing Order 10 and Section 5 of the Code of Conduct for Councillors.

2. Minutes

The accuracy of the Minutes of the meeting of the Committee held on 16 May 2016 was confirmed and the Minutes signed in accordance with Paragraph 7 (1) of Schedule 7 of the Local Government (Scotland) Act 1973.

3. Matters Arising

3.1 Review of Local Police Plan

Reference was made to the decision taken at the last meeting to seek to establish whether an alternative descriptor might be applied to the category 'youths causing annoyance.'

Chief Superintendent MacDonald advised that the category 'youths causing annoyance' had been discontinued, with incidents previously falling within this category now attributable to other categories, such as 'public reported incidents of disorder'.

Noted.

3.2 Police Scotland Performance Report

Reference was made to the decision taken at the last meeting to (i) establish whether further detail might be provided on the Ayrshire figures for complaints against the Police to allow the Committee to scrutinise this area more thoroughly and (ii) include in future performance reports on complaints more narrative to accompany the figures provided.

Chief Superintendent MacDonald advised that, whilst it would not be possible to incorporate the requested detail for North Ayrshire within future performance reports, a copy of the wider report submitted to the Scottish Police Authority (SPA) could be routinely circulated, albeit that the data included would relate to the quarter prior to that cited in the Police Scotland Performance Report.

The Committee agreed that the SPA report in question be circulated to Members of the Committee as a background paper in future.

4. Performance Reports

4.1 Scottish Fire and Rescue Service

Submitted report by the Scottish Fire and Rescue Service on progress against North Ayrshire's Local Fire and Rescue Plan 2014/17 and which provided other key Fire and Rescue updates. A copy of the North Ayrshire Performance Report from 1 April 2016 to 30 June 2016 was set out at Appendix 1 to the report.

The Local Senior Officer (Scottish Fire and Rescue Service) advised of a minor typographical error within Appendix 1 to the report, clarifying that, with regard to the figures for deliberate fire raising incidents, there had been an increase, rather than a decrease, of 3.6% when compared with the corresponding 3-year average.

Section 2.1 of the report provided an analysis of operational activity for the period 1 April to 30 June 2016, which identified a 32% increase in activity levels across the local authority area, compared with the corresponding activity period in the previous year. Performance during the year showed five indicators currently adrift of the three-year average target and one indicator unchanged from the previous three-year average. It was noted that three indicators have seen a reduction in activity from the corresponding year on year figure.

The report also provided updates in respect of personnel changes, and invited the Committee to consider the appropriate timescale for the introduction of the next Local Fire and Rescue Plan for North Ayrshire.

Members asked questions, and received further information, on the following:-

- the type of incidents which might fall within the category of 'deliberate fire setting';
- the nature of 'other sleeping accommodation' cited as part of the outcome of fire safety audits; and

- factors which might influence the timing of work in preparation for the next local Fire and Rescue Plan for North Ayrshire, including Locality Planning and the timing of local government elections.

The Committee agreed (a) to note (i) the content of the performance summary and associated report for the period 1 April 2016 to 30 June 2016 and (ii) the appointment of Deputy Assistant Chief Officer Peter Heath as the new Head of West Service Delivery Area; and (b) that the Local Senior Officer (i) seek to provide further information on the nature of the 'other sleeping accommodation' referred to within the fire safety audit information set out at Appendix 1 to the report; and (ii) submit to the next meeting of the Committee some pre-consultation proposals, to allow the Committee to determine the most appropriate timescale for the introduction of the next Local Fire and Rescue Plan for North Ayrshire.

4.2 Police Scotland

Submitted report by Police Scotland on performance in relation to the North Ayrshire Local Police Plan for the period from 1 April 2016 to 30 June 2016. Appendix 1 to the report provided detailed information on performance against the Plan's priorities and associated objectives, and gave information on complaints against the Police.

Section 3 of the report provided information on Police Scotland's current review of supervisory structures and deployment across all of its Local Policing and Specialist Divisions, including a reduction in North Ayrshire of one Chief Inspector, Director of Community Safety post, one Community Policing Inspector post and one Sergeant post.

Members asked questions, and received further information, on the following:-

- the likely impact of Old Firm football fixtures on rowdy and drunken behaviour in public areas and incidents of domestic violence, and work to address this;
- the mechanism for testing those who might be guilty of driving under the influence of drugs;
- whether the reduction in supervisory roles within Police Scotland would result in a reduction in frontline police officers;
- work being carried out within the Council to address any gaps arising from the reduction in terms of the Director of Community Safety post;
- whether child abuse data formed part of the local policing priority information presented; and
- the potential inclusion of child and vulnerable adult abuse as future local policing priorities.

The Committee agreed (a) to note the performance information set out in the report; and (b) that Chief Superintendent MacDonald would submit to the next meeting of the Committee (i) a report on the work of the Multi-Agency Risk and Concern Hub and (ii) proposals in respect of the preparation of the next Local Police Plan for North Ayrshire.

5. Police Scotland - Update on National/Local Policing Matters

Submitted report by Police Scotland on local and national policing matters which fall outwith the local Policing Plan progress update, namely the Quarter 1 update on Your View Counts, the end of the i6 contract, Scottish Government consultations on Policing, the Air Weapons Surrender campaign, an increase in the number of armed officers in Scotland, the Psychoactive Substances Act 2016, the introduction of a Procurator Fiscal Liaison Officer, the Police Scotland Supervisory Structures/Development Review, and the Open Golf Championship.

Noted.

6. Consultation Papers

6.1 Draft Strategic Police Priorities for Scotland

Submitted report by the Chief Executive on the terms of the Council's response to the consultation paper on Draft Strategic Police Priorities for Scotland. The consultation paper was attached at Appendix 1 to the report and a proposed response set out at Appendix 2.

Members discussed including within the consultation response a reference to data and indicators in support of the Committee's scrutiny role and the value and importance of comparator information.

The Committee agreed to approve the draft response set out at Appendix 2 to the report as the Council's response to the consultation paper, subject to the inclusion of a reference to the importance of data and indicators, including comparator data, to support the Committee's scrutiny role.

The Meeting ended at 3.15 p.m.

Scottish Fire and Rescue Service

Agenda Item 3.1

Police & Fire and Rescue Committee – 21st November 2016

Subject	Scottish Fire and Rescue Service Performance Report and Service updates
Purpose	To advise members of the Police and Fire Committee as to progress against North Ayrshire's local fire and rescue plan 2014 - 2017 and to provide committee members with other key Fire and Rescue Service updates
Recommendation	For members to note the information contained within this report

1. Introduction

- 1.1 On the 1st April 2013, the Scottish Fire and Rescue was formally established and as part of its statutory duties, the Service developed its three-year Strategic Plan. Following a consultation process, the Strategic Plan was approved by Roseanna Cunningham MSP, the Minister for Community Safety and Legal Affairs on 1 October 2013 and was laid before the Scottish Parliament by the Scottish Fire and Rescue Service under Section 41A(8)(b) of the Fire (Scotland) Act 2005 as amended by the Police and Fire Reform (Scotland) Act 2012 in October 2013.
- 1.2 To enable the new Service to determine its local key priorities, a three-year local fire and rescue plan for North Ayrshire was developed and approved by North Ayrshire Council for the period 1st April 2014 to 31st March 2017 and is now subject to monitoring and reporting through North Ayrshire Council's Police & Fire and Rescue Committee.

2. Performance Summary

- 2.1 Review of operational responses within North Ayrshire during the period from 1st April 2016 to 30th September 2016 identified a 14% increase in activity levels across the local authority area from the corresponding activity period 1st April 2015 to 30th September 2015. Review of the preceding three years average in respect of current activity levels within North Ayrshire indicated a 3% increase in overall operational activity over the first six months. In reviewing operational activity on a broad level, false alarms accounted for 52% of all activity within North Ayrshire, with fire related activity and special service activity accounting for 38% and 10% respectively.
- 2.2 For the period 1st April 2016 to 31st March 2017, updated targets have been established to monitor the priorities within the local fire and rescue plan which has now entered its third year. The basis of these targets were developed using operational activity data to define the three-year average figures and utilising the principles of the Fire Framework for Scotland document which sets out the key performance indicators for the Scottish Fire and Rescue Service.

- 2.3 Utilising the defined approach in Section 2.2, performance during the first quarter review period was measured across six indicators in accordance with the current local fire and rescue plan priorities. Review of performance against these indicators identified one indicator is on target three indicators are currently adrift of the three year average target and two indicators has seen a reduction in the previous three year average but have not achieved their respective targets. It was noted that three indicators have seen a reduction in activity from the corresponding year on year figure.

3. Scottish Fire and Rescue Service Updates

- 3.1 The Scottish Fire and Rescue Service has published its Strategic Plan for 2016-2019. The plan sets out the direction of travel for the Service over this period and focuses firmly on shaping a fire and rescue service to meet Scotland's future challenges.
- 3.2 The plan has been developed by extensive engagement and consultation across our partners and communities, as well as in part by Scottish Government's Fire and Rescue Framework 2016.
- 3.3 The plan was approved by Annabelle Ewing, the Minister for Community Safety and Legal Affairs, on 30 September 2016 and was laid before the Scottish Parliament by the Scottish Fire and Rescue Service under Section 41A(8)(b) of the Fire (Scotland) Act 2005 as amended by the Police and Fire Reform (Scotland) Act 2012 on 3 October 2016. A copy of the plan is available at
http://www.firescotland.gov.uk/media/1005163/scottish_fire_and_rescue_service_strategic_plan_2016_19.pdf
- 3.4 Work is now commencing on the development of the next reiteration of local fire and rescue plans. At this time, a small working group has been formed to look at the process involved and the potential design of the new plans. Initial discussions and subsequent agreement has been sought from the Strategic Leadership Team and the Board as to the option of phasing in the next 32 local fire and rescue plans on a rolling process during 2017. The rationale for this approach is to enable local authorities to fully consider the new Fire Framework for Scotland document, the Service's new Strategic Plan and also, to take cognisance of other influences such as the Community Empowerment (Scotland) Act, Locality Planning, the formation of the new Community Justice Authorities and other emerging priorities.
- 3.5 At this time Local Senior Officers have been requested to seek the opinions of their respective Local Authorities as to the preferred development timescale for each local fire and rescue plan. This will enable a timetable for drafting, consultation and finalisation of each plan to take place in order to publish these plans in accordance with each Local Authority's requirements.
- 3.6 The Scottish Fire and Rescue Service is currently undertaking a significant recruitment campaign for wholetime firefighter posts across Scotland. To date initial application screening, psychometric testing has taken place, with further assessments and interviews scheduled to be concluded by 11th November with final medicals taking place thereafter.
- 3.7 Demand for these opportunities has been extremely high with 5343 applications received which, at the assessment day stage had been reduced to 550. It is anticipated circa 100 candidates will be taken forward for their firefighter foundation course on the 9th January 2017 with an additional circa 100 candidates retained within an appointment pool in anticipation of further vacancies arising throughout the year.

- 3.8 On the 18th October the Scottish Fire and Rescue Service published its Fire and Rescue Incident Statistics for 2015/16 as summary of which is as follows;

All Incidents

In 2015-16 SFRS attended a total of 88,857 incidents, an increase of 3,853 (5%) on 2014-15. False alarms made up 56% of all incidents, 17% were secondary fires, 15% non-fire incidents (formerly called 'Special service incidents') and 12% were primary fires.

The increase in total incidents is partly driven by an increase in non-fire incidents, which is likely to be related to a trial of SFRS attending out of hospital cardiac arrest incidents.

Fires

In 2015-16, the SFRS attended a total of 26,613 fires, an increase of 6% (1,588 fires) compared to 2014-15. In comparison to figures of ten years ago, the total number of fires attended is 45% less than that of 2006-07

The number of primary fires in 2015-16 increased by 3% to 11,005 compared to the previous year. Secondary fires increased from 13,406 to 14,726 (10%).

Casualties

In 2015-16 there were 45 fatal casualties from fires in Scotland (provisional figures), an increase of four on the 2014-15 figure of 41. Six of the 45 fire fatalities were deemed, by fire investigations, to be suicides.

The fire fatality rate in Scotland in 2015-16 (provisional figures) was 8.4 fatalities per million population, higher than that in England and Wales (5.5 and 6.1 respectively), though the small numbers of fire deaths make the fire fatality rate a volatile measure. There were 1,256 non-fatal fire casualties in 2015-16. This is an increase of 14% compared to 2014-15 when there were 1,101 casualties.

Non-fire incidents

There were a total of 12,832 non-fire incidents attended by the SFRS in 2015-16, an increase of 19% from 2014-15 (2,089 incidents). This increase includes a 40% increase in "Medical Incident: Co-responder/ First responder" incidents (from 374 to 523) and a 55% increase in "Assist other agencies" (from 774 to 1,203 incidents).

False alarms

In 2015-16, SFRS attended 49,412 false alarms, including non-fire false alarms, accounting for 56% of all incidents attended, more than any other incident type. There were 109 more false alarms attended in 2015-16 than in 2014-15, which is 0.2% increase.

A copy of the full publication of these statistics is available at http://www.firescotland.gov.uk/media/1009443/fire_and_rescue_statistics_scotland_2015_16.pdf

4. Proposal

It is proposed that members of the Police and Fire Committee...

- i. Note the content of the performance summary and associated report for the period 1st April 2016 to 30th September 2016.
- ii. Note the update in respect of the publication of the Scottish Fire and Rescue 's Strategic Plan 2016 -19.
- iii. Note the update in respect of the SFRS wholetime recruitment campaign.
- iv. Note the publication of the Scottish Fire and Rescue Service's incident statistics for 2015 – 16.

5. Implications

- 5.1 No implications have been identified at this time in respect of service delivery within North Ayrshire.

6. Conclusion

- 6.1 Fire and Rescue activity is subject to regular monitoring and review and the local fire and rescue plan targets identified within the report forms part of this monitoring process. Members of the Police & Fire Committee will be kept up to date as to progress against the Local Fire and Rescue Plan and to any future Fire and Rescue Service updates as they arise.

Area Manager Jim Scott
Local Senior Officer
East Ayrshire, North Ayrshire and South Ayrshire
Scottish Fire and Rescue Service

For further information please contact Area Manager Jim Scott 01294 607000



North Ayrshire Performance Report
1st April 2016 – 30th September 2016



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

**Working together
for a safer Scotland**



North Ayrshire Performance Report

1st April 2016 to 30th September 2016

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Key Points at a glance

During the reporting period we:

Attended a total of **1321** calls for assistance across North Ayrshire, which included

- **87** accidental dwelling fires
- **133** non-fire related emergencies (special services)
- **685** false alarms calls of which 339 were found to be Unwanted Fire Alarm Signals (UFAS)

Of the 1321 incidents the Scottish Fire and Rescue Service tended to **52** casualties including 1 fire fatality (non-domestic) and 4 non fire related fatalities.

Conducted **966** Home Fire Safety Visits, at which we fitted or replaced 609 smoke detectors within domestic premises. Of the total number of visits conducted, **255** were to properties classed as high risk on the Scottish Fire and Rescue Service's Community Safety Engagement Toolkit (CSET) recording system.







Carried out **210** fire safety audits within non domestic premises to verify fire safety standards and compliance with Part 3 of the Fire (Scotland) Act 2005.

Local Fire and Rescue Service Plan Priorities

The Local Fire and Rescue Service Plan has been developed to set out the priorities and objectives within North Ayrshire for 2014 – 2017 and allows our local authority partners to scrutinise the performance outcomes of these priorities. We will continue to work closely with our partners in North Ayrshire to ensure we are all **“Working Together for a Safer Scotland”** through targeting risks to our communities at a local level.

The plan has been developed to complement key partnership activity embedded within North Ayrshire’s Single Outcome Agreement (SOA) and associated thematic plans. Through partnership working we will seek to deliver continuous improvement in our performance and effective service delivery in our area of operations.

The current Local Fire and Rescue Plan for North Ayrshire has identified six areas for demand reduction and is subject to regular monitoring and reporting through the Police & Fire and Rescue Committee. A summary of current activity is detailed below with further detail and analysis contained within this performance report.

	Accidental Dwelling Fires	Fire Casualties & Fatalities	Casualties Non-Fire Emergencies	Deliberate Fires	Non Domestic Fires	Unwanted Fire Alarm Signals
Ward 1 - Irvine West	15	1	9	59	8	134
Ward 2 - Irvine East	9	0	1	27	2	25
Ward 3 – Kilwinning	11	3	5	76	2	17
Ward 4 - Saltcoats and Stevenston	21	1	11	101	1	47
Ward 5 - Ardrossan and Arran	5	1	3	37	2	28
Ward 6 - Dalry and West Kilbride	11	1	3	15	4	29
Ward 7 - Kilbirnie and Beith	5	1	5	28	1	19
Ward 8 - North Coast and Cumbraes	10	2	5	19	4	40
Total Incidents	87	10	42	362	24	339
3 Year Average	80	18	47	315	28	269
RAG Status						

Key to Performance Summary



Activity level is achieving the required reduction target



Activity level has reduced but is currently not achieving the required reduction target



Activity level has increased and is currently not achieving the required reduction target

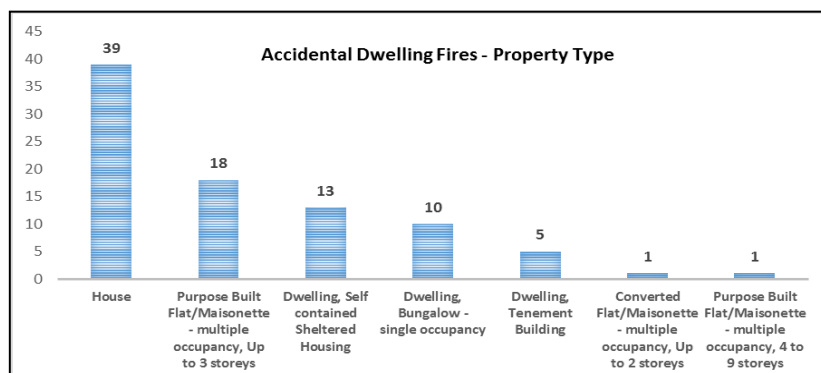
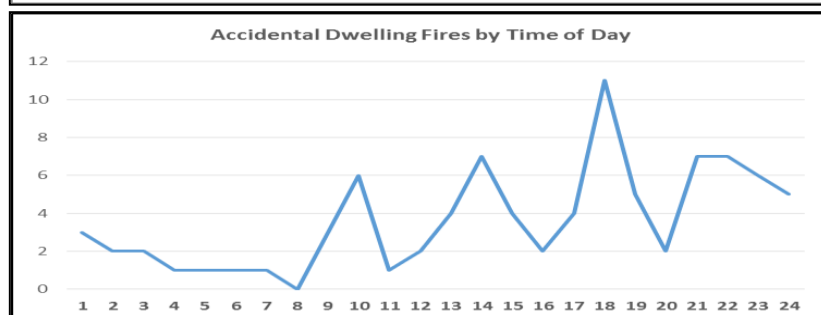
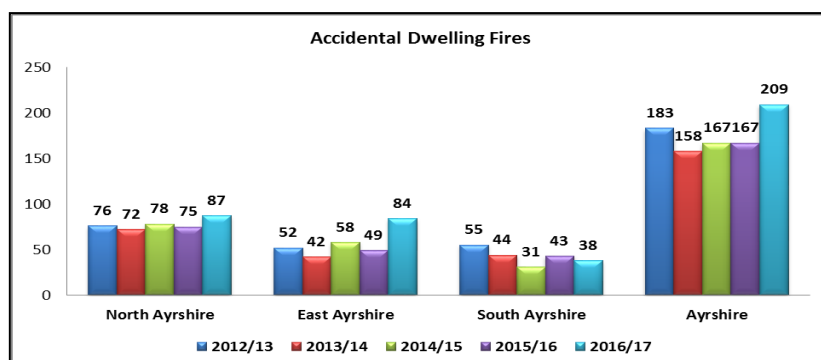
About the statistics within this report

The activity totals and other statistics quoted within this report are published in the interests of transparency and openness. They are provisional in nature and subject to change as a result of ongoing quality assurance and review. Because all statistics quoted are provisional there may be a difference in the period totals quoted in our reports after local publication which result from revisions or additions to the data in our systems. The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

Reduction of Accidental Dwelling Fires by 10% each year

North Ayrshire Dwelling Fires						
Accidental Dwelling Fires			2016/17 Targets		Deliberate Dwelling Fires	
	Incidents	3yr Average	Annual	Current	Incidents	3 yr Average
2012/13	76	-	135	68	10	-
2013/14	72	-	Targets calculated based on preceding three year average		10	-
2014/15	78	75			8	9
2015/16	75	75			8	9
2016/17	87	80			6	7
RAG Status	🔴 16.0%	🔴 6.7%				

Year to date activity for North Ayrshire	2012/13	2013/14	2014/15	2015/16	2016/17
Ward 1 - Irvine West	17	14	12	12	15
Ward 2 - Irvine East	6	11	9	9	9
Ward 3 - Kilwinning	8	10	7	7	11
Ward 4 - Saltcoats and Stevenston	13	13	15	16	21
Ward 5 - Ardrossan and Arran	10	2	7	8	5
Ward 6 - Dalry and West Kilbride	8	9	13	3	11
Ward 7 - Kilbirnie and Beith	7	4	5	9	5
Ward 8 - North Coast and Cumbraes	7	9	10	11	10



Analysis:

Accidental dwelling fires (ADFs) have increased by 16% from last year and increased by 6.7% on the three-year average

76% of ADFs were attributed to cooking. Only 18% of incidents required direct firefighting intervention by the SFRS

60% of ADFs did not result in fire damage to properties concerned and 40% of properties were unaffected by smoke or heat damage

93% of properties involved in fire were fitted with automatic detection and raised the alarm on 83% of occasions

28% of calls made to the fire and rescue service were via a linked alarm

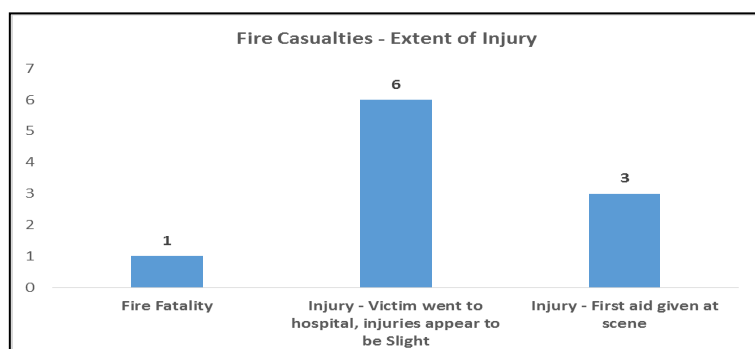
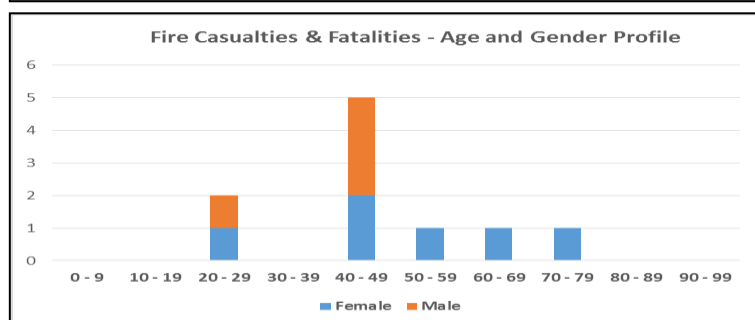
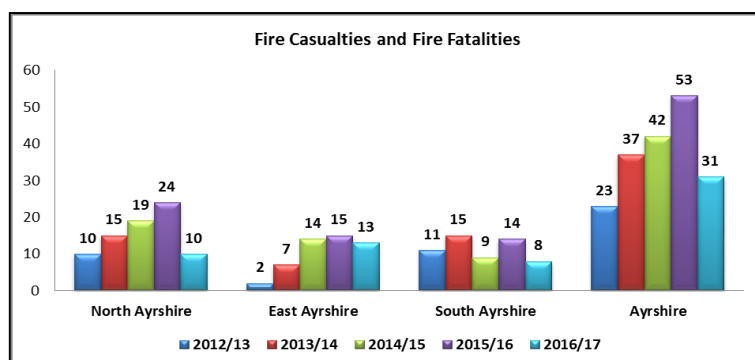
Distraction was the most common human contributory factor and was attributed to 46% of ADFs

11% of ADFs identified alcohol or other substances as a contributory factor

Reduction in Fire Casualties and Fire Fatalities by 5% each year

North Ayrshire Fire Casualties and Fatalities						
All Fire Casualties & Fire Fatalities			2016/17 Targets		ADFs Casualties & Fatalities	
	Injuries	3yr Average	Annual	Current	Injuries	3 yr Average
2012/13	10	-	31	16	7	-
2013/14	15	-	Targets calculated based on preceding three year average		10	-
2014/15	19	15			12	10
2015/16	24	19			20	14
2016/17	10	18			8	13
RAG Status	● -58.3%	● -5.3%				

Year to date activity for North Ayrshire	2012/13	2013/14	2014/15	2015/16	2016/17
Ward 1 - Irvine West	2	2	4	2	1
Ward 2 - Irvine East	1	2	0	3	0
Ward 3 - Kilwinning	1	2	3	4	3
Ward 4 - Saltcoats and Stevenston	3	4	5	4	1
Ward 5 - Ardrossan and Arran	2	1	3	6	1
Ward 6 - Dalry and West Kilbride	0	3	3	1	1
Ward 7 - Kilbirnie and Beith	0	0	0	1	1
Ward 8 - North Coast and Cumbraes	1	1	1	3	2



Analysis

Fire casualties have decreased by 58.3% from last year's corresponding review period and reduced by 5.3% in the three-year average

60% of the non fatal fire injuries resulted in the casualty attending hospital although injuries were deemed to be slight. Half of all fire related injuries were attributed to smoke inhalation

70% of non-fatal casualties self-evacuated and did not require to be rescued by the fire and and rescue service

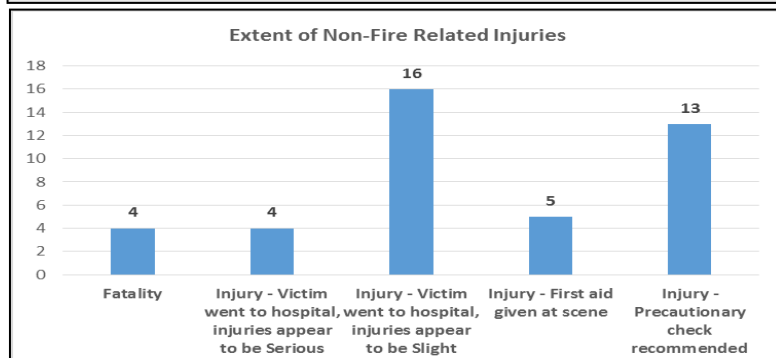
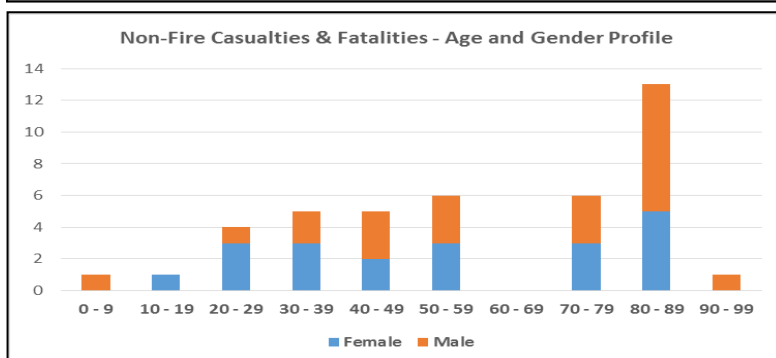
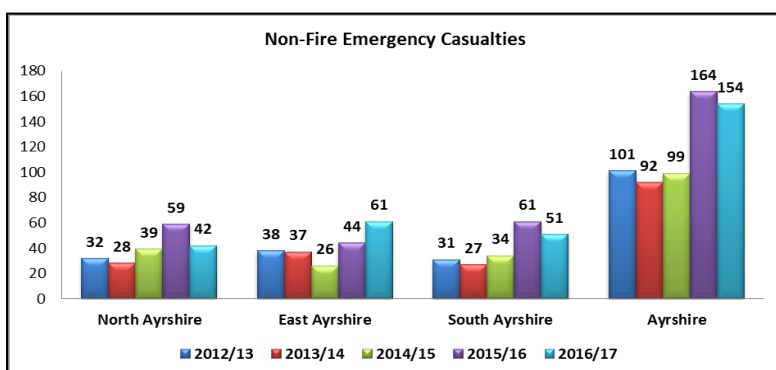
Kitchen fires accounted for 50% of the resultant casualties

60% of all fire casualties were female and 50% of all recorded casualties were between 40 – 49 years of age

Reduction in Casualties From Non-Fire Emergencies by 5% each year

North Ayrshire Non-Fire Casualties and Fatalities						
Non-Fire Emergency Injuries			2016/17 Targets		Injury Classification	
	All Injuries	3yr Average	Annual	Current	Fatal	Non-Fatal
2012/13	32	-	92	46	1	31
2013/14	28	-	Targets calculated based on preceding three year average		8	20
2014/15	39	33			1	38
2015/16	59	42			4	55
2016/17	42	47			4	38
RAG Status	🟢 -28.8%	🔴 11.9%				

Year to date activity for North Ayrshire	2012/13	2013/14	2014/15	2015/16	2016/17
Ward 1 - Irvine West	4	6	4	4	9
Ward 2 - Irvine East	0	1	4	3	1
Ward 3 - Kilwinning	3	1	8	9	5
Ward 4 - Saltcoats and Stevenston	3	1	3	4	11
Ward 5 - Ardrossan and Arran	14	8	10	5	3
Ward 6 - Dalry and West Kilbride	2	3	5	7	3
Ward 7 - Kilbirnie and Beith	0	4	3	11	5
Ward 8 - North Coast and Cumbraes	6	4	2	16	5



Analysis

Casualties from special service incidents have decreased by 28.8% from last year's corresponding review period but have increased by 11.9% based on the 3-year average

Road Traffic Collisions (RTCs) accounted for 36% of all special service casualties

45% of incidents which recorded casualties were as a result of assisting other agencies/partners, forcing entry into premises or for medical emergencies

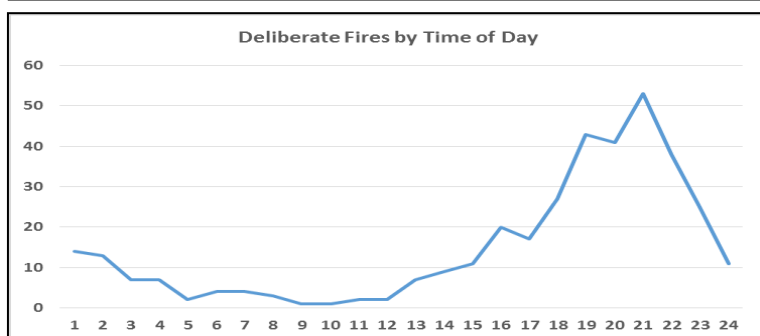
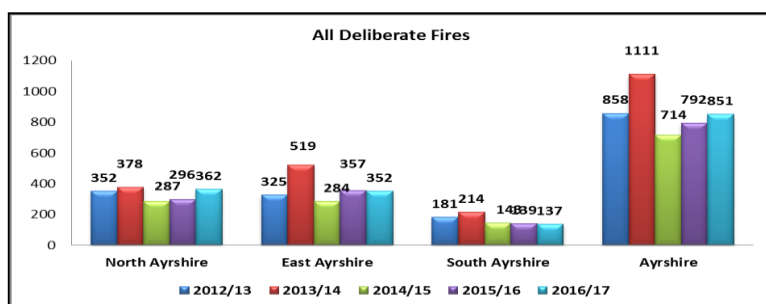
4 of the 42 casualties were fatalities, with three as a result of assisting other agencies or forcing entry into premises

52% of all casualties were male and persons between 79 – 89 accounted for 31% of all recorded casualties.

Reduction of Deliberate Fire Setting by 5% each year

North Ayrshire Deliberate Fires						
All Deliberate Fires			2016/17 Targets		Incident Classification	
	All Incidents	3yr Average	Annual	Current	Primary	Secondary
2012/13	352	-	483	242	32	320
2013/14	378	-	Targets calculated based on preceding three year average		28	350
2014/15	287	339			29	258
2015/16	296	320			28	268
2016/17	362	315			30	332
RAG Status	◇ 22.3%	△ -1.6%				

Year to date activity for North Ayrshire	2012/13	2013/14	2014/15	2015/16	2016/17
Ward 1 - Irvine West	54	57	82	48	59
Ward 2 - Irvine East	42	39	31	35	27
Ward 3 - Kilwinning	49	71	62	70	76
Ward 4 - Saltcoats and Stevenston	102	84	46	74	101
Ward 5 - Ardrossan and Arran	20	38	22	24	37
Ward 6 - Dalry and West Kilbride	41	38	15	20	15
Ward 7 - Kilbirnie and Beith	23	43	19	18	28
Ward 8 - North Coast and Cumbraes	21	8	10	7	19



Analysis

Deliberate fire raising incidents increased by 22.3% from last year's corresponding review period, but have decreased by 1.6% when compared with the corresponding 3-year average

Fires involving dwelling properties accounted for 20% of all deliberate primary fires

92% of all deliberate fires were classified as secondary fires

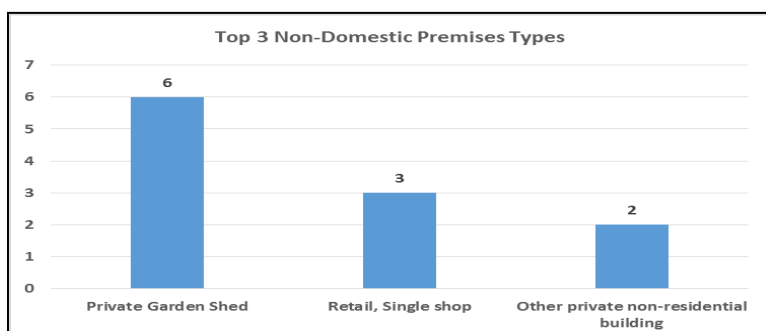
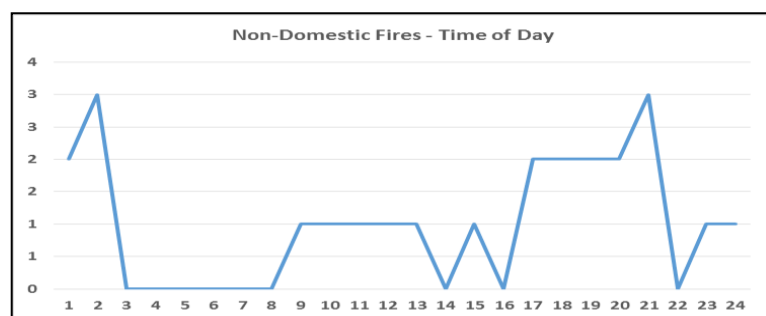
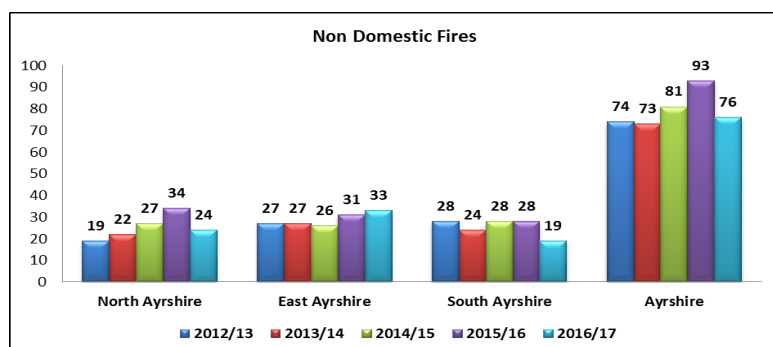
35% of all secondary fires were attributed to fires involving rubbish or refuse

Secondary fire raising accounted for just over 1 in 4 of all operational responses across North Ayrshire

Reduction of Fires in Non-Domestic Property by 5% each year

North Ayrshire Non Domestic Fires						
Non Domestic Fires			2016/17 Targets		Incident Classification	
	All Incidents	3yr Average	Annual	Current	Accidental	Deliberate
2012/13	19	-	50	25	13	6
2013/14	22	-	Targets calculated based on preceding three year average		17	5
2014/15	27	23			14	13
2015/16	34	28			23	11
2016/17	24	28			14	10
RAG Status	● -29.4% ▲ 0.0%					

Year to date activity for North Ayrshire	2012/13	2013/14	2014/15	2015/16	2016/17
Ward 1 - Irvine West	4	7	7	6	8
Ward 2 - Irvine East	1	0	5	5	2
Ward 3 - Kilwinning	0	1	1	3	2
Ward 4 - Saltcoats and Stevenston	6	3	6	7	1
Ward 5 - Ardrossan and Arran	3	3	3	1	2
Ward 6 - Dalry and West Kilbride	1	4	2	2	4
Ward 7 - Kilbirnie and Beith	2	1	2	7	1
Ward 8 - North Coast and Cumbraes	2	3	1	3	4



Analysis

Activity levels in non-domestic fires have decreased by 29.4% from last year's corresponding review period with the 3-year average remaining unchanged at this time

Non-domestic fires accounted for 2% of all operational activity

54% of all non-domestic incidents were accidental in origin

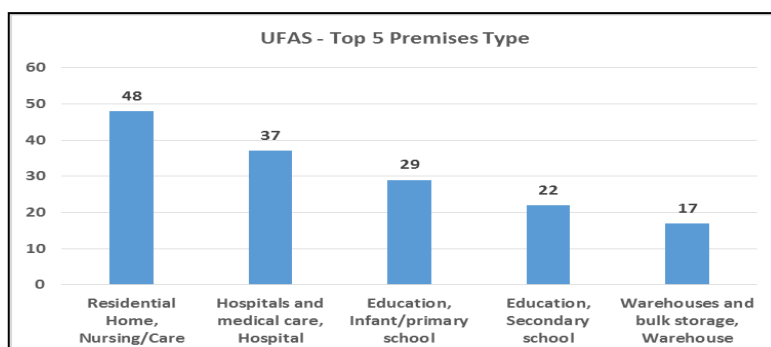
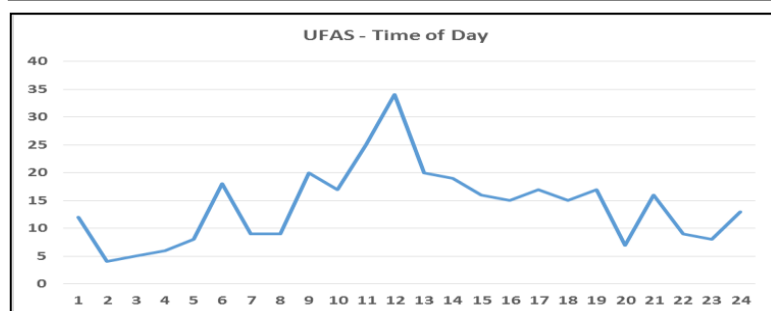
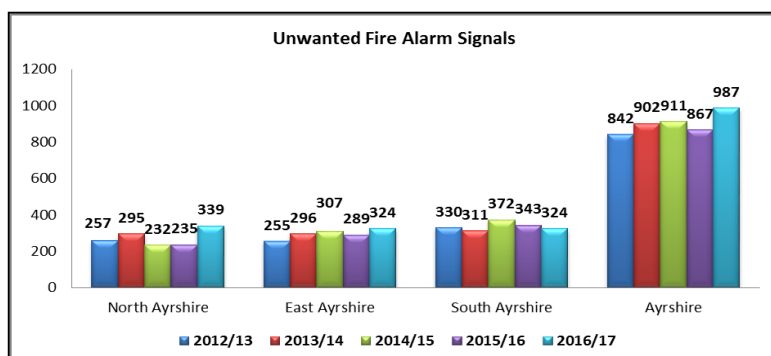
Private sheds were the most common type of non-domestic fire across North Ayrshire and accounted for 25% of incidents of this category

63% of non domestic incidents were to premises where Part 3 of the Fire (Scotland) Act 2005 applies

Reduction of Unwanted Fire Alarm Signals by 5% each year

North Ayrshire Unwanted Fire Alarm Signals						
Unwanted Fire Alarm Signals			2016/17 Targets		All False Alarms	
	Incidents	3yr Average	Annual	Current	Incidents	3yr Average
2012/13	257	-	484	242	519	-
2013/14	295	-	Targets calculated based on preceding three year average		607	-
2014/15	232	261			532	553
2015/16	235	254			575	571
2016/17	339	269			685	597
RAG Status	🔴 44.3%	🔴 5.9%				

Year to date activity for North Ayrshire	2012/13	2013/14	2014/15	2015/16	2016/17
Ward 1 - Irvine West	81	84	69	61	134
Ward 2 - Irvine East	27	28	23	19	25
Ward 3 - Kilwinning	15	10	12	16	17
Ward 4 - Saltcoats and Stevenston	48	45	28	41	47
Ward 5 - Ardrossan and Arran	22	46	26	35	28
Ward 6 - Dalry and West Kilbride	17	22	19	17	29
Ward 7 - Kilbirnie and Beith	14	19	17	12	19
Ward 8 - North Coast and Cumbraes	33	41	38	34	40



Analysis

Unwanted fire alarm signals (UFAS) have increased by 34.2% on the preceding 3-year average and increased by 10.3% from the corresponding period last year

In terms of total activity, UFAS incidents accounted for 21% of all operational mobilisations across North Ayrshire

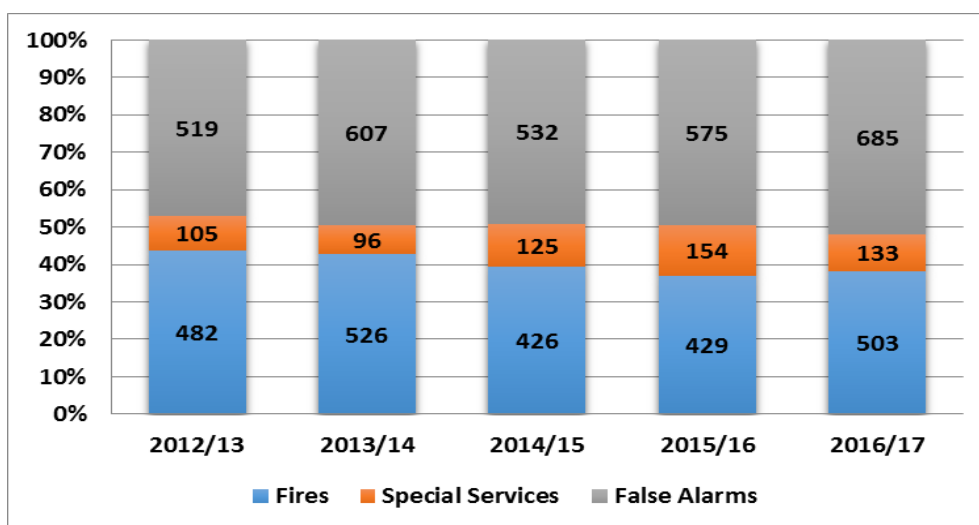
Unwanted fire alarm signals accounted for 44% of all false alarms attended by the Fire and Rescue Service

Top 5 premises type generated 45% of all UFAS incidents across North Ayrshire

43% of all UFAS incidents were attributed to persons being responsible for the false alarm signal being generated

Response and Resilience Update

North Ayrshire Operational Summary



Review of operational responses within North Ayrshire at the Quarter 2 review period has identified a 14% increase in activity levels across the local authority area from the corresponding review period 1st April 2015 to 30th June 2015. In terms of the rolling three-year average, activity levels have increased by 3% overall. Mobilisations to all false alarms accounted for 52% of operational activity with fires and special services accounting for 38% and 10% respectively.

Top 15 Incidents by % of total incidents attended	
False Alarm (UFAS)	26%
Outdoor Fire	17%
False Alarm (Dwelling)	13%
False Alarm (Good Intent)	12%
Refuse Fire	9%
Dwelling Fire	7%
Special Service - Effecting entry/exit	3%
Other Building Fire	2%
Special Service - Assist other agencies	2%
Special Service - Flooding	2%
Vehicle Fire	1%
Special Service - RTC	1%
False Alarm (Malicious)	1%
Special Service - No action (not false alarm)	1%
Other Primary Fire	1%

Retained Resilience

<i>Station</i>	<i>Q1 Jan to Mar 2015</i>	<i>Q1 Jan to Mar 2016</i>	<i>Q2 Apr to Jun 2015</i>	<i>Q2 Apr to Jun 2016</i>	<i>Personnel</i>	<i>Contracts</i>
<i>Ardrossan</i>	98.33%	97.40%	94.28%	90.01%	11	875%
<i>Dreghorn</i>	93.53%	96.14%	95.50%	94.43%	13	975%
<i>Dalry</i>	81.99%	85.21%	86.16%	83.65%	9	750%
<i>Beith</i>	90.03%	87.87%	94.89%	89.26%	11	925%
<i>Kilbirnie</i>	88.33%	86.22%	85.50%	79.12%	11	1000%
<i>Largs</i>	98.98%	99.04%	98.45%	99.12%	12	975%
<i>Skelmorlie</i>	78.78%	88.36%	84.49%	81.23%	11	975%
<i>Millport 1</i>	100%	100%	100.00%	99.99%	13	1125%
<i>Millport 2</i>	75.45%	58.31%	73.01%	46.50%	-	-
<i>Brodick</i>	100%	100%	100.00%	100.00%	10	1000%
<i>Lamlash</i>	100%	100%	100.00%	99.40%	8	800%
<i>Ayrshire</i>	92.28%	91.13%	92.84%	87.62%		

RDS resilience levels are subject to regular monitoring and review. Whilst traditional establishment levels are currently +4, the contracts in place across the 10 RDS stations in North Ayrshire indicates a full time equivalent of -11 posts. A recent revision to recruitment practises has been undertaken with a revised process due to commence in November 2016. This will establish an approach of continuous recruitment across the Scottish Fire and Rescue Service to seek suitable candidates for those stations where vacancies currently exist.

Training and Development

Flood Awareness Training

During Q2 Flood Awareness Training was delivered to personnel from Ardrossan Community Fire Station the station forms part of the flood response assets both locally and nationally.

Road Traffic Collision (RTC) Training

RTC training was delivered to all RDS and Volunteer personnel by our local Area instructors with support from instructors from our national Training Centre. This provided the opportunity to refresh the skills and knowledge of our operational crews and also of our local RTC instructors based within stations.

Carbonaceous Fire Behaviour Training

Q2 saw the start of the delivery of a Carbonaceous Fire Behaviour Training (CFBT) programme to all RDS personnel which is being delivered at Dreghorn Community Fire Station utilising purpose built hot fire training units. This training allows personnel the opportunity to train in extreme fire temperatures to develop the skills required to manage a range of fire conditions including potential flashover and backdraught.

Different delivery models are being used to deliver this programme. The 1st model involved personnel receive training over 3-4 events with technical input delivered at station and practical input delivered utilising local hot fire training units. The 2nd model involves technical input delivered at station during 1 session with practical events delivered over 1 event at weekends.

Volunteer Training and Support

The Area trainers provide monthly support to the RDS and Volunteer stations on Arran by way of practical application training and core skills support. The combined training of both RDS and Volunteers allows SFRS to deliver the scheduled plan whilst being a regular visible presence on the island.

Prevention and Protection Update

Home Fire Safety Visits

During the period 1st April 2016 – 30th September 2016, Scottish Fire and Rescue Service personnel have conducted a total of 966 Home Fire Safety Visits within North Ayrshire, with 26% of these visits provided to those considered to be at a high risk from fire. During this reporting period we have fitted 609 battery smoke detectors to domestic premises. As part of the home fire safety visit programme, the Service has developed its Post Domestic Incident Response (PDIR) policy. This policy is utilised to engage with those communities following a domestic incident to encourage the uptake of a free home fire safety visit. In the review period, 250 (25%) of the visits conducted during the review period were as a result of the PDIR approach.

Home Fire Safety Visits	High Risk	Medium	Low Risk	Total Visits
Ward 1 - Irvine West	46	86	52	184
Ward 2 - Irvine East	27	62	26	115
Ward 3 – Kilwinning	33	46	60	139
Ward 4 - Saltcoats and Stevenson	59	111	63	233
Ward 5 - Ardrossan and Arran	34	68	57	159
Ward 6 - Dalry and West Kilbride	14	21	11	46
Ward 7 - Kilbirnie and Beith	12	9	2	23
Ward 8 - North Coast and Cumbraes	30	31	6	67
North Ayrshire Totals	255	434	277	966

Community Safety Engagement & Partnership Working

During the Quarter 2 review period, this Service completed its 'Summer Safety Campaign' which had a particular focus on:

- Reducing the number of deliberate primary and secondary fires
- Reducing the number of fires in derelict/unoccupied buildings
- Promoting fire safety within seasonal sleeping risks (including, hotels, guest houses/boarded houses, caravan/camping sites and holiday centres)
- Promoting water safety and reduce the number of fires and accidents involving boats, leisure craft and ferries
- Contributing to the delivery of summer road safety initiatives.

The Service also prepared for its 'Autumn Campaign' which includes a focus on deliberate fire reduction, in particular outdoor fires, bonfires and refuse fires. As the Autumn season is an active period for deliberate fires information is available to the public in respect of the Fireworks Guide which applies to the safe use of Fireworks.

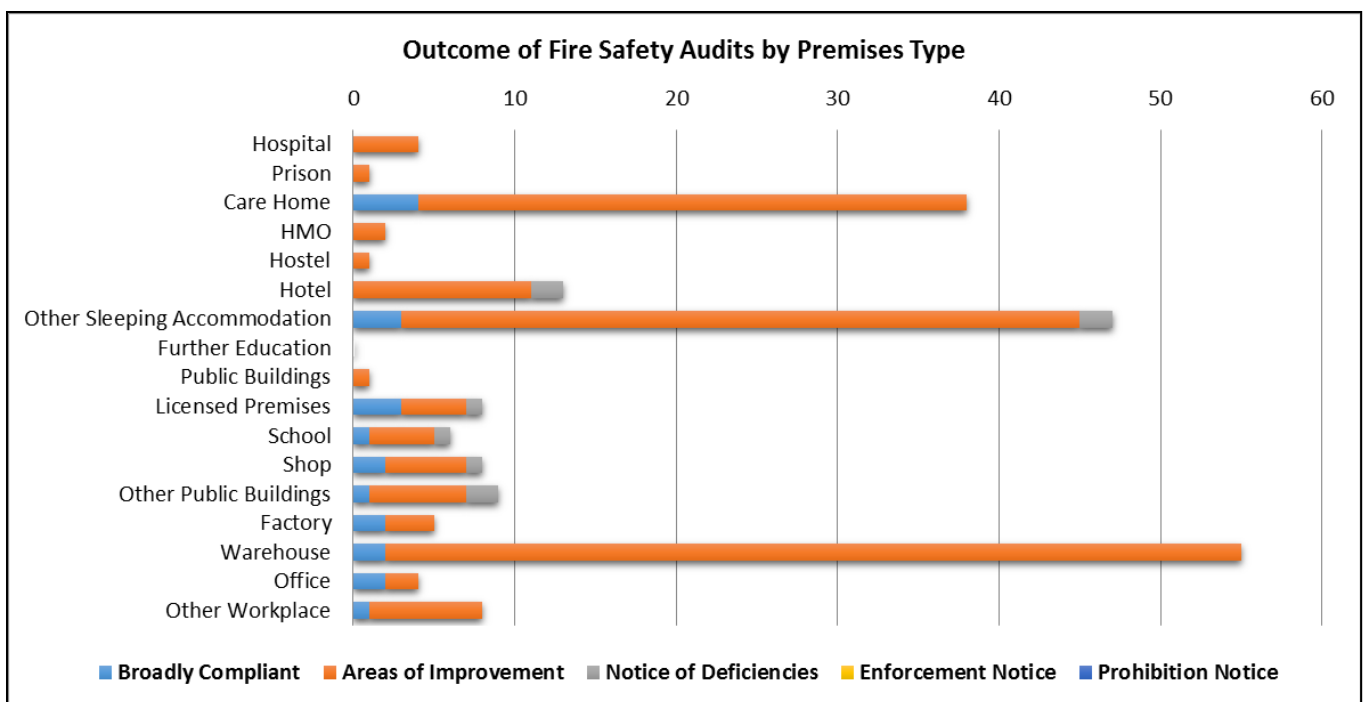
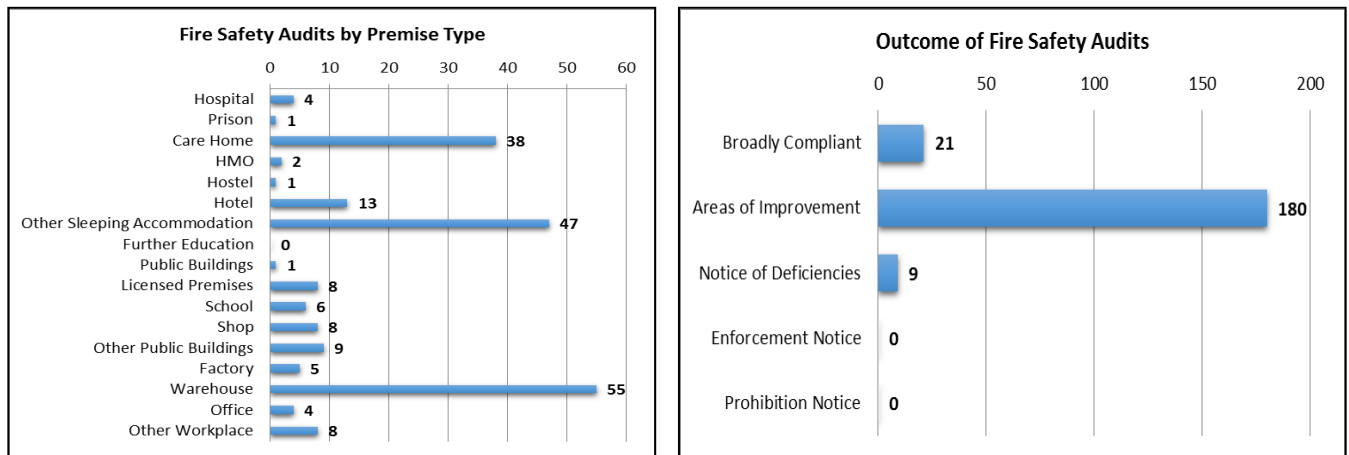
Autumn strategy will focus on:

- Bonfire and fireworks risks.
- Reducing deliberate fire setting .
- Reducing rubbish fires.
- Increasing Schools and educational talks

Schools engagement is now being delivered by local crews, this has seen over 400 children receiving safety advice.

Fire Safety Enforcement

As an enforcing authority in respect of Part 3 of the Fire (Scotland) Act 2005, the Scottish Fire and Rescue Service conducts a programme of fire safety audits to verify duty holders' compliance with Part 3 of the Act. During the review period, fire safety enforcement and auditing officers conducted 210 fire safety audits, 11 of these audits arose from a fire related incident occurring at the premises in question. The remaining 199 audits were carried out in accordance with service policy which dictates an annual audit for Care Homes and Hotels, and the auditing of a sample of other premises types.



Glossary of Terms

Term	What it means
ADF	Accidental Dwelling Fire
CSET	Community Safety Engagement Toolkit is an internal IT system used to record home fire safety visits and community safety activities
FSET	Fire Safety Experiential Training is a bespoke training programme developed by the Scottish Fire and Rescue Service in Ayrshire and delivered to community planning partners to raise awareness of fire safety within the domestic environment
HFSV	Home Fire Safety Visit
PDIR	Post Domestic Incident Response, a term used by Prevention and Protection Directorate to indicate actions taken following attendance at a fire or other incident in the home. PDIRs include amongst things the offer of a free follow-up home fire safety visit
Primary Fires	These include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances
RDS	Retained Duty System. Professional on call firefighters who may have other primary employment responsibilities outside the Fire and Rescue Service but respond to emergency calls within their local area as and when required
RTC	Road Traffic Collision
Secondary Fires	These are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or fire or more appliances attend. They include fires in single derelict buildings
Special Service	Calls to incidents which are not fires or false alarms such as RTCs, rescues, flooding, incidents involving hazardous materials or the provision of assistance to other agencies
UFAS	Unwanted Fire Alarm Signals. When an automatic fire detection and alarm system is activated as a result of anything other than an actual fire the activation is classed as a false alarm. If an attendance is made to such an event by the Scottish Fire and Rescue Service, then the event is recorded as an UFAS incident

POLICE SCOTLAND

Agenda Item 3.2

Police and Fire and Rescue Committee

21 November 2016

Subject: **Performance report**

Purpose To provide the Committee with an update on performance in relation to the North Ayrshire Local Police Plan

Recommendation It is recommended that the Committee notes the report

1. Introduction

Section 47 of the Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for the preparation of local police plans (LPP) by Police Scotland. The North Ayrshire LPP sets out the local policing priorities and objectives for the area for 2014-2017.

The LPP is closely aligned with North Ayrshire Community Planning Partnership's Single Outcome Agreement and defines Police Scotland's commitment to local policing within the national planning framework. It is supported by six Locality Policing Plans, which are focused on and respond directly to local needs and demands.

2. Current Position

A performance update in relation to the priorities and objectives identified in the Local Police Plan is provided in Appendix 1. The appendix also includes information on additional matters previously requested by the Committee. Unless otherwise indicated, the information provided is for the period 1 April to 30 September 2016.

3. Proposal

I am pleased to present this report for the information of the Committee. I trust that the Committee will find this report helpful and thank you for your continued support.

Gillian MacDonald
Chief Superintendent
Police Scotland

POLICE SCOTLAND: NORTH AYRSHIRE LOCAL POLICE PLAN 2014-17 PRIORITIES AND OBJECTIVES

PRIORITY 1: DRUG DEALING AND MISUSE

Objective	Performance		
	April to Sept 2016	April to Sept 2015	Progress Assessment
Tackle drug supply and misuse by detecting drugs supply offences ¹	57	52	+5
Tackle misuse of drugs by detecting possession of drugs offences	342	322	+20
Deprive organised crime groups of resources by increasing seizures of assets through the use of relevant legislation (Proceeds of Crime Act 2002) ²	£766,923	£3,013,465	-£2,246,542
Comment: As the Committee is aware, the value of assets seized or restrained can fluctuate over the course of the year depending on the progress of various operations. Whilst the figure for the year to date is significantly down on the same period last year, I am confident that it will improve markedly in the coming months.			

Notes

1: The term “drug supply” includes detections for the statutory offences of being involved in the supply of drugs, drugs production or drugs cultivation:

2: Figure for seizure of assets relates to Ayrshire Division, i.e. North, East and South Ayrshire combined.

PRIORITY 2: VIOLENCE AND ANTISOCIAL BEHAVIOUR

Objective	Measure	Performance		
		April to Sept 2016	April to Sept 2015	Progress Assessment
Reduce the number of victims of violent crime	Murder	1	1	No change
	Attempted murder	0	0	No change
	Serious assault	42	54	-12
	Detection rate (%) – serious assault	69.1%	83.3%	-14.2%
	Robbery	20	14	+6
	Detection rate (%) – robbery	95%	71.4%	+23.6%
	Common assault	829	745	+84
	Detection rate (%) – common assault	72.5%	74.9%	-2.4%
	Total number of victims	892	814	+78
Comment: Violent Crime Violent crime continues to be a focus and I am pleased that Serious Assaults continue to fall and show a marked decrease on last year and a significant reduction compared to a 5 year average of 61. Robbery has risen against the exceptional results from last year although is in line with the normality of the 5 year average of 20 and our detection rate is very strong. Common assaults have shown an increase and additional resources are being deployed to combat this.				

Objective	Measure	Performance		
		April to Sept 2016	April to Sept 2015	Progress Assessment
Tackle domestic abuse by proactively targeting domestic abuse offenders	Where domestic abuse offenders are released from court with bail conditions imposed, ensure victims are visited and compliance with bail conditions is checked within 24hrs	93.7%		
	Detections for breaches of bail related to domestic offences	45	74	-29
Additional information – Domestic Abuse	Total crimes and offences in domestic abuse incidents	583	660	-77
Additional information – Domestic Abuse	Detection rate for total crimes and offences in domestic abuse incidents	71.4%	82.9%	-11.5%
Comment: Domestic Abuse Domestic Abuse continues to be a priority area for Police Scotland and locally North Ayrshire officers continue to tackle this form of abuse. We have seen fewer crimes being reported this year to date and note the detection rate has dropped from last year. Daily scrutiny of all Domestic Incidents is undertaken to ensure all opportunities to report offenders for this type of abuse are taken.				
Tackle rowdy and drunken behaviour in public places	Number of complaints regarding disorder	3713	3695	+18
	Number of detections for consuming alcohol in a designated place	182	189	-7
Comment: Antisocial behaviour The level of Antisocial behaviour is very similar to last year which has been on a year on year decrease for several years. Our Prevention 1 st approach continues to deliver a multi-agency approach to reducing this type of behaviour.				

PRIORITY 3: DISHONESTY

Objective	Performance		
	April to Sept 2016	April to Sept 2015	Progress Assessment
Increase our detection rate for crimes of housebreaking	20.3%	30.5%	-10.2%
Comment: Whilst our overall detection rate has decreased against last year there were a large number of historical detections carried into last years figures. Our current detection rate sits ahead of the 5 year average of 18.9%. It is also very positive that the number of Housebreakings has continued to reduce and is a significant 50% lower than the 5 year average for this crime type. The table below provides a breakdown of the crimes committed by Locality (to 17 October 2016)			

Locality	Crimes	Detected	Dwelling house	Non-dwelling, domestic	Other	Crimes 2015
Irvine	62	15	32	5	25	68
Kilwinning	24	0	7	3	14	22
Three Towns	48	12	15	11	22	62
Arran	1	1	-	-	1	3
North Coast, Cumbraes	31	3	22	2	7	40
Garnock Valley	30	10	11	1	18	53
Total	196	41	87	22	87	248

PRIORITY 4: ROAD SAFETY

Objective	Performance		
	April to Sept 2016	April to Sept 2015	Progress Assessment
Reduce the number of persons killed on our roads	1	1	No change
Reduce the number of persons seriously injured on our roads	13	27	-14
Drink and drug driving offences	71	53	+18
Comment: Very positive results in terms of serious injuries on our roads and Road Policing officers are maintaining their high visible presence on our fast roads to reduce inappropriate driving.			

ADDITIONAL INFORMATION: COMPLAINTS AGAINST THE POLICE

Complaints received about the Police	Number of Complaints about the Police		Number of Complaints per 10,000 Police Incidents	
	92		39.5	

Total Allegations Recorded	On Duty	Off Duty	Quality of Service	Total
	107	2	24	133

Comment:				
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POLICE **SCOTLAND**

PROFESSIONAL STANDARDS DEPARTMENT PERFORMANCE REPORT

Quarter 1 - Covering the period:

1 April 2016 to 30 June 2016

**Complaints and Conduct Committee Meeting
17 August 2016**

Compiled by Professional Standards Department on 20 July 2016

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 April 2016 – 30 June 2016 (Quarter 1).

HEADLINES

- The Front Line Resolution (FLR) process has reached its highest quarterly performance resolving 62.0% (971) of all complaint cases received during Quarter 1. Of these it continues to be the case that less than 3% of complainers (29) have requested further enquiry be conducted
- Complaint cases received during Quarter 1 have decreased, which represents the third consecutive month decrease compared to the same period last year (1703 -v- 1736). This equates to 33 fewer complainers.
- The average number of complaints received each month for the entire year is 568 and has now stabilised around this number.
- Allegations received during Quarter 1 have similarly decreased and now for the third consecutive quarter, reporting a -15.5% decrease compared to the same period last year
- Overall, more than 95% of complaint cases have been concluded to the complainers' satisfaction

COMPLAINT CASES AND ALLEGATIONS

Table 1

Complaint Cases Received											
Area	Q1 2016/17	Q1 2015/16	% Change	Criminal	Non- Criminal	FLR Division	FLR PSD	**FLR Rate	Total Complaints FYTD	Total Complaints PYTD	% Change
North	271	315	-14.0%	8	124	6	133	51.8%	271	315	-14.0%
East	446	408	9.3%	6	151	9	280	65.0%	446	408	9.3%
West	720	750	-14.0%	48	215	40	417	66.0%	271	315	-14.0%
Specialist Services	266	263	1.1%	9	105	11	141	57.3%	266	263	1.1%
TOTAL	1703	1736	-1.9%	71	595	66	971	62.0%	1703	1736	-1.9%

***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 1 of 2016/2017 was 1703. This is a decrease of 33 (-1.9%) compared to the same period last year. This reduction has continued from Quarter 4 of 2015/2016 (-1.6%) and is now the third consecutive quarter there has been a decrease.

As anticipated this slight downward trend has continued and now seems to have stabilised to a reasonably consistent number of new complaints being received each month. Quarter 1 has seen an average of 568 new complaints received per month, which is exactly the same number (568) as the monthly average for the entire year 2015/2016.

The Front Line Resolution (FLR) process continues to be an effective process with the dedicated staff within PSD successfully continuing to resolve over half of all new complaints received. This continues to reduce the demand on local policing teams, with fewer complaints being allocated to Divisions to progress, whilst at the same time achieving high levels of complainer satisfaction (Item 6 – FLR Dip Sampling). During Quarter 1 of 2016/2017, there have been 971 complaints resolved by FLR which represents the highest quarterly performance reported at 62.0% of the total complaints received. This resolution rate will be closely monitored if anything it could potentially reduce slightly.

Of these, less than 3% (29) 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 (-14.0%) in Quarter 1 compared to the same period last year.

Police Scotland (East) has reported an increase in complaint cases (9.3%) in Quarter 1 compared to the same period last year. The number of cases received during Quarter 1 equates to an average of 149 complaints per month, only 2 more complaints per month than that received on average for the entire year 2015/2016.

Police Scotland (West) has reported a decrease in the number of complaints cases (-14.0%) in Quarter 1 compared to the same period last year.

Specialist Services has reported a very slight increase in complaint cases (1.1%) in Quarter 1 compared to the same period last year.

NOT PROTECTIVELY MARKED

The following table relates to allegations received during Quarter 1. A complaint may contain more than one allegation.

Table 2

Allegations Received									
Area	Q1 2016/17	Q1 2015/16	% Change	On Duty	Off Duty	Quality of Service	Total Allegations FYTD	Total Allegations PYTD	% Change
North	408	587	-30.5%	324	6	78	408	587	-30.5%
East	595	659	-9.7%	452	4	139	595	659	-9.7%
West	1036	1178	-12.1%	781	5	250	1036	1178	-12.1%
Specialist Services	366	422	-13.3%	268	1	97	366	422	-13.3%
TOTAL	2405	2846	-15.5%	1825	16	564	2405	2846	-15.5%

Quarter 1 of 2016 / 2017 has seen a decrease in the number of allegations compared to the same period last year, down -15.5%, or 441 fewer allegations. The number of allegations received per unique complaint case remains reasonably consistent from 2015/2016 at 1.4 per complaint.

All have reported a decrease in allegations recorded in Quarter 1 compared to the same period last year.

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 closed 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	Q1 Total	< 57 days	Compliance %	Total FYTD	< 57 days FYTD	Compliance %
North	229	153	66.8%	229	153	66.8%
East	429	321	74.8%	429	321	74.8%
West	660	549	83.2%	660	549	83.2%
Specialist Services	241	185	76.86%	241	185	76.8%
Total	1559	1208	77.5%	1559	1208	77.5%

NB. This information is taken from closed cases and includes those completed by front line resolution. This data does not include criminal allegations.

Police Scotland continue to perform slightly below the 'old' compliance objective, (-2.5%), however, it is an improved performance to that reported at the end of Quarter 4 (-9.4%).

It continues to be the case that Professional Standards Department liaise with Divisions to conclude historical workloads, however, as these cases are concluded, their timescales are captured and as a consequence compliance rates can be adversely affected.

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	Q1
North	2	2
East	10	10
West	24	24
Specialist Services	4	4
TOTAL	40	40

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.

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 70 CHR's reported below, 12 have not been published.

In Quarter 1 the PIRC returned 70 CHR's to Police Scotland in which they reviewed 289 allegations (or complaint headers). They concluded 156 were dealt with to a reasonable standard whilst 133 were not dealt with to a reasonable standard.

A total of 139 recommendations were made and 7 learning points identified.

Table 5

Area	Q1 CHR Returned
North	23
East	14
West	33
TOTAL	70

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

During Quarter 1, there have been 62 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.

ORGANISATIONAL LEARNING

During Quarter 1, 4 directed audits have taken place, following a review of performance information being shared with Divisions. There have been 24 such reviews since the audit process began in November 2015. These audits, when completed, often result in recommendations being made. Since the beginning of this process, a total of 35 such recommendations have been made which have covered a number of areas from consistency of the assessment and recording process, through to influencing certain operational activity to reduce a particular theme.

An example of influencing operational activity was where an analysis of the statistics identified that one area had more complaints relating to the recovery of property. A review was conducted with recommendations made to the Division and area to reflect on their processes with a view to trying to capture good practice from other areas. A recent review of the complaints performance of this area showed that whereas there had been 10 allegations recorded during Quarter 1 last year, there had been only one allegation recorded during the same period this year.

Total Received Complaints Cases and Complaints Per 10K
Incidents - Area Totals

Appendix 'C'

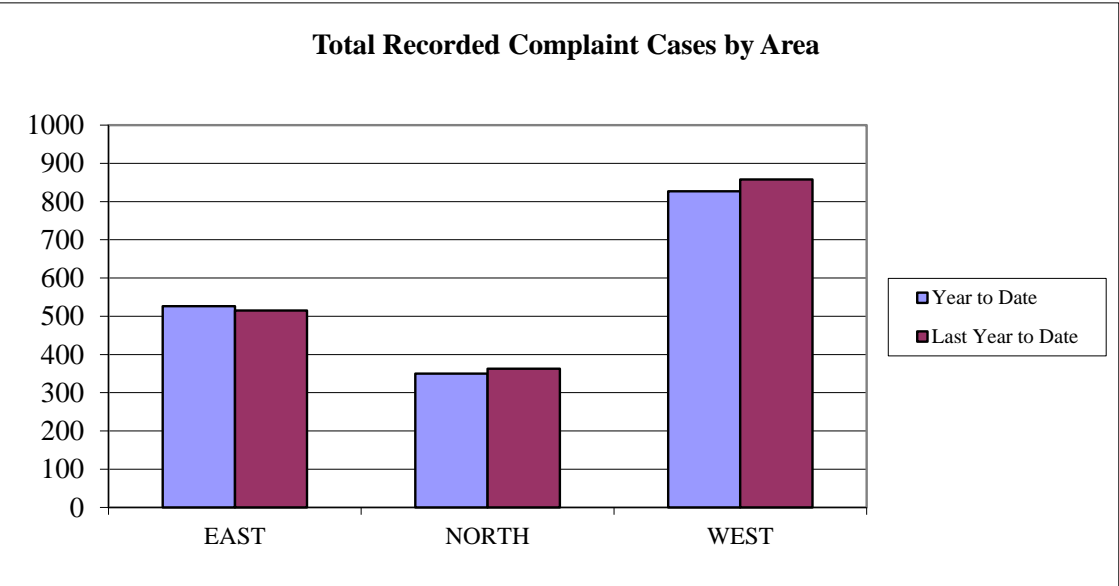
For the Period April 2016 - June 2016

EAST	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	526	515	2.1%	403.0	30.5%
Incidents Received	134300	125096	7.4%	128843	4.2%
Complaints Per 10K of Incidents	39.17	41.17	-4.9%	31.28	25.2%

WEST	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	827	858	-3.6%	587.3	40.8%
Incidents Received	201600	183548	9.8%	198179	1.7%
Complaints Per 10K of Incidents	41.02	46.75	-12.2%	29.64	38.4%

NORTH	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	350	363	-3.6%	352.3	-0.7%
Incidents Received	96326	99032	-2.7%	105564	-8.8%
Complaints Per 10K of Incidents	36.33	36.65	-0.9%	33.38	8.9%

SERVICE	Year to Date	Last Year to Date	Change	3-Year Average	Change
Complaint Cases Received	1703	1736	-1.9%	1342.7	26.8%
Incidents Received	432226	407676	6.0%	432586.3	-0.1%
Complaints Per 10K of Incidents	39.40	42.58	-7.5%	31.04	26.9%



Not Protectively Marked

Total Allegations Received--For the Period April 2016 - June 2016

AREA	Division	Local Authority	On Duty	Off Duty	Quality Of Service	Total
SERVICE		<i>2015/16 to-date</i>	1825	16	564	2405
EAST	Forth Valley	Clackmannanshire	11	0	3	14
		Falkirk	64	3	15	82
		Stirling	31	0	8	39
		<i>Divisional Total</i>	<i>106</i>	<i>3</i>	<i>26</i>	<i>135</i>
	Edinburgh	City of Edinburgh	142	0	45	187
		<i>Divisional Total</i>	<i>142</i>	<i>0</i>	<i>45</i>	<i>187</i>
	The Lothians & Scottish Borders	East Lothian	23	0	4	27
		Midlothian	28	1	8	37
		Scottish Borders	24	0	7	31
		West Lothian	25	0	17	42
		<i>Divisional Total</i>	<i>100</i>	<i>1</i>	<i>36</i>	<i>137</i>
	Fife	Fife	104	0	32	136
		<i>Divisional Total</i>	<i>104</i>	<i>0</i>	<i>32</i>	<i>136</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	452	4	139	595
NORTH	North East	Aberdeen City	81	0	14	95
		Aberdeenshire	42	0	14	56
		Moray	23	1	6	30
		<i>Divisional Total</i>	<i>146</i>	<i>1</i>	<i>34</i>	<i>181</i>
	Tayside	Angus	27	1	9	37
		Dundee City	52	0	13	65
		Perth & Kinross	44	0	13	57
		<i>Divisional Total</i>	<i>123</i>	<i>1</i>	<i>35</i>	<i>159</i>
	Highlands & Islands	Comhairie nan Eilean Siar	4	0	1	5
		Highland	48	4	8	60
		Orkney Island	1	0	0	1
		Shetland Island	2	0	0	2
		<i>Divisional Total</i>	<i>55</i>	<i>4</i>	<i>9</i>	<i>68</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	324	6	78	408

Not Protectively Marked

Not Protectively Marked

WEST

Ayrshire	East Ayrshire	38	0	9	47
	North Ayrshire	46	1	13	60
	South Ayrshire	17	0	13	30
<i>Divisional Total</i>		<i>101</i>	<i>1</i>	<i>35</i>	<i>137</i>
Greater Glasgow	Glasgow City	268	1	87	356
	East Dunbartonshire	16	0	8	24
	East Renfrewshire	10	0	4	14
<i>Divisional Total</i>		<i>294</i>	<i>1</i>	<i>99</i>	<i>394</i>
Lanarkshire	North Lanarkshire	80	2	33	115
	South Lanarkshire	91	0	23	114
<i>Divisional Total</i>		<i>171</i>	<i>2</i>	<i>56</i>	<i>229</i>
Argyll & West Dunbartonshire	Argyll & Bute	28	1	8	37
	West Dunbartonshire	63	0	8	71
<i>Divisional Total</i>		<i>91</i>	<i>1</i>	<i>16</i>	<i>108</i>
Renfrewshire & Inverclyde	Inverclyde	15	0	6	21
	Renfrewshire	38	0	16	54
<i>Divisional Total</i>		<i>53</i>	<i>0</i>	<i>22</i>	<i>75</i>
Dumfries & Galloway	Dumfries & Galloway	71	0	22	93
<i>Divisional Total</i>		<i>71</i>	<i>0</i>	<i>22</i>	<i>93</i>
<i>Area Total 2015/16 to-date</i>		<i>781</i>	<i>5</i>	<i>250</i>	<i>1036</i>
<i>Special Services</i>					
Contact Command Control		56	0	55	111
Custody		87	0	9	96
Operational Support Division		82	1	18	101
Corporate Functions		22	0	10	32
Specialist Crime		21	0	5	26
<i>Total</i>		<i>268</i>	<i>1</i>	<i>97</i>	<i>366</i>

Not Protectively Marked

Total 'On Duty' Allegations Received --For the Period April 2016 - June 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		<i>2015/16 to-date</i>	30	58	5	20	149	413	912	24	92	32	35	55	1825
EAST	Forth Valley	Clackmannanshire	0	0	0	1	5	2	2	0	1	0	0	0	11
		Falkirk	1	0	0	1	4	6	44	1	4	0	3	0	64
		Stirling	1	1	0	0	5	3	14	1	2	1	0	3	31
		<i>Divisional Total</i>	<i>2</i>	<i>1</i>	<i>0</i>	<i>2</i>	<i>14</i>	<i>11</i>	<i>60</i>	<i>2</i>	<i>7</i>	<i>1</i>	<i>3</i>	<i>3</i>	<i>106</i>
	Edinburgh	City of Edinburgh	4	0	0	3	9	28	76	0	6	1	7	8	142
		<i>Divisional Total</i>	<i>4</i>	<i>0</i>	<i>0</i>	<i>3</i>	<i>9</i>	<i>28</i>	<i>76</i>	<i>0</i>	<i>6</i>	<i>1</i>	<i>7</i>	<i>8</i>	<i>142</i>
	The Lothians & Scottish Borders	East Lothian	0	0	0	0	0	4	15	1	3	0	0	0	23
		Midlothian	0	0	0	0	1	9	15	0	2	0	0	1	28
		Scottish Borders	0	0	0	3	2	2	16	0	1	0	0	0	24
		West Lothian	0	1	0	0	1	8	8	1	4	0	2	0	25
		<i>Divisional Total</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>3</i>	<i>4</i>	<i>23</i>	<i>54</i>	<i>2</i>	<i>10</i>	<i>0</i>	<i>2</i>	<i>1</i>	<i>100</i>
	Fife	Fife	1	0	1	0	10	26	49	3	6	1	2	5	104
		<i>Divisional Total</i>	<i>1</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>10</i>	<i>26</i>	<i>49</i>	<i>3</i>	<i>6</i>	<i>1</i>	<i>2</i>	<i>5</i>	<i>104</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	7	2	1	8	37	88	239	7	29	3	14	17	452
NORTH	North East	Aberdeen City	3	1	1	1	4	18	45	0	3	1	1	3	81
		Aberdeenshire	2	2	0	0	0	7	29	0	2	0	0	0	42
		Moray	0	0	0	0	1	3	16	0	2	0	0	1	23
		<i>Divisional Total</i>	<i>5</i>	<i>3</i>	<i>1</i>	<i>1</i>	<i>5</i>	<i>28</i>	<i>90</i>	<i>0</i>	<i>7</i>	<i>1</i>	<i>1</i>	<i>4</i>	<i>146</i>
	Tayside	Angus	0	1	0	0	1	9	13	0	2	0	0	1	27
		Dundee City	1	1	0	0	5	10	27	1	3	0	1	3	52
		Perth & Kinross	2	0	0	0	5	16	21	0	0	0	0	0	44
		<i>Divisional Total</i>	<i>3</i>	<i>2</i>	<i>0</i>	<i>0</i>	<i>11</i>	<i>35</i>	<i>61</i>	<i>1</i>	<i>5</i>	<i>0</i>	<i>1</i>	<i>4</i>	<i>123</i>
	Highlands & Islands	Comhairie nan Eilean Siar	0	1	0	0	0	1	1	0	1	0	0	0	4
		Highland	1	0	1	2	8	7	22	2	2	0	0	3	48
		Orkney Island	0	0	0	0	0	0	0	0	1	0	0	0	1
		Shetland Island	0	0	0	0	0	0	0	0	1	1	0	0	2
		<i>Divisional Total</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2</i>	<i>8</i>	<i>8</i>	<i>23</i>	<i>2</i>	<i>5</i>	<i>1</i>	<i>0</i>	<i>3</i>	<i>55</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	9	6	2	3	24	71	174	3	17	2	2	11	324

Not Protectively Marked

Not Protectively Marked

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	1	2	0	0	4	11	14	1	3	0	1	1	38
		North Ayrshire	0	2	0	0	9	14	20	0	0	0	0	1	46
		South Ayrshire	1	0	0	0	2	7	6	1	0	0	0	0	17
	Divisional Total		2	4	0	0	15	32	40	2	3	0	1	2	101
	Greater Glasgow	Glasgow City	3	21	0	1	27	59	127	4	11	9	1	5	268
		East Dunbartonshire	0	0	0	0	1	4	8	0	2	0	0	1	16
		East Renfrewshire	0	0	0	0	1	2	5	0	0	1	1	0	10
	Divisional Total		3	21	0	1	29	65	140	4	13	10	2	6	294
	Lanarkshire	North Lanarkshire	2	4	0	1	10	19	35	1	4	1	2	1	80
		South Lanarkshire	1	3	0	0	8	25	34	0	10	6	2	2	91
	Divisional Total		3	7	0	1	18	44	69	1	14	7	4	3	171
	Argyll & West Dunbartonshire	Argyll & Bute	0	5	0	1	1	6	11	1	1	2	0	0	28
		West Dunbartonshire	4	1	0	1	5	18	29	0	3	0	1	1	63
	Divisional Total		4	6	0	2	6	24	40	1	4	2	1	1	91
	Renfrewshire & Inverclyde	Inverclyde	0	0	0	0	1	3	9	0	1	0	0	1	15
		Renfrewshire	0	2	0	1	2	8	20	0	4	0	1	0	38
	Divisional Total		0	2	0	1	3	11	29	0	5	0	1	1	53
	Dumfries & Galloway	Dumfries & Galloway	1	5	1	2	4	11	42	1	3	1	0	0	71
	Divisional Total		1	5	1	2	4	11	42	1	3	1	0	0	71
	Area Total 2015/16 to-date		13	45	1	7	75	187	360	9	42	20	9	13	781
	Special Services														
	Contact Command Control		0	0	0	0	0	26	26	0	0	0	4	0	56
	Custody		0	4	0	0	7	8	63	2	0	2	1	0	87
	Operational Support Division		0	1	0	1	2	25	32	0	0	4	3	14	82
	Corporate Functions		1	0	1	1	1	3	10	2	1	1	1	0	22
	Specialist Crime		0	0	0	0	3	5	8	1	3	0	1	0	21
	Total		1	5	1	2	13	67	139	5	4	7	10	14	268

Total 'Off Duty' Allegations Received --For the Period April 2016 - June 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	1	0	0	0	4	1	0	9	1	16
EAST	Forth Valley	Clackmannanshire	0	0	0	0	0	0	0	0	0	0
		Falkirk	1	0	0	0	0	0	0	2	0	3
		Stirling	0	0	0	0	0	0	0	0	0	0
		Divisional Total	1	0	0	0	0	0	0	2	0	3
	Edinburgh	City of Edinburgh	0	0	0	0	0	0	0	0	0	0
		Divisional Total	0	0	0	0	0	0	0	0	0	0
	The Lothians & Scottish Borders	East Lothian	0	0	0	0	0	0	0	0	0	0
		Midlothian	0	0	0	0	0	0	0	1	0	1
		Scottish Borders	0	0	0	0	0	0	0	0	0	0
		West Lothian	0	0	0	0	0	0	0	0	0	0
		Divisional Total	0	0	0	0	0	0	0	1	0	1
	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	1	0	0	0	0	0	0	3	0	4
NORTH	North East	Aberdeen City	0	0	0	0	0	0	0	0	0	0
		Aberdeenshire	0	0	0	0	0	0	0	0	0	0
		Moray	0	0	0	0	0	1	0	0	0	1
		Divisional Total	0	0	0	0	0	1	0	0	0	1
	Tayside	Angus	0	0	0	0	0	0	0	1	0	1
		Dundee City	0	0	0	0	0	0	0	0	0	0
		Perth & Kinross	0	0	0	0	0	0	0	0	0	0
		Divisional Total	0	0	0	0	0	0	0	1	0	1
	Highlands & Islands	Comhairie nan Eilean Siar	0	0	0	0	0	0	0	0	0	0
		Highland	0	0	0	0	2	0	0	1	1	4
		Orkney Island	0	0	0	0	0	0	0	0	0	0
		Shetland Island	0	0	0	0	0	0	0	0	0	0
		Divisional Total	0	0	0	0	2	0	0	1	1	4
	Area Total	2015/16 to-date	0	0	0	0	2	1	0	2	1	6

WEST	Ayrshire	East Ayrshire	0	0	0	0	0	0	0	0	0	
		North Ayrshire	0	0	0	0	0	0	1	0	1	
		South Ayrshire	0	0	0	0	0	0	0	0	0	
	Divisional Total		0	0	0	0	0	0	1	0	1	
	Greater Glasgow	Glasgow City	0	0	0	0	0	0	1	0	1	
		East Dunbartonshire	0	0	0	0	0	0	0	0	0	
		East Renfrewshire	0	0	0	0	0	0	0	0	0	
		Divisional Total		0	0	0	0	0	0	1	0	1
	Lanarkshire	North Lanarkshire	0	0	0	0	1	0	0	1	0	2
		South Lanarkshire	0	0	0	0	0	0	0	0	0	0
		Divisional Total		0	0	0	0	1	0	0	1	0
	Argyll & West Dunbartonshire	Argyll & Bute	0	0	0	0	0	0	0	1	0	1
		West Dunbartonshire	0	0	0	0	0	0	0	0	0	0
		Divisional Total		0	0	0	0	0	0	0	1	0
	Renfrewshire & Inverclyde	Inverclyde	0	0	0	0	0	0	0	0	0	0
		Renfrewshire	0	0	0	0	0	0	0	0	0	0
		Divisional Total		0	0	0	0	0	0	0	0	0
	Dumfries & Galloway	Dumfries & Galloway	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	1	0	0	4	0	5
	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		0	0	0	0	1	0	0	0	0	1
	Corporate Functions		0	0	0	0	0	0	0	0	0	0
	Specialist Crime		0	0	0	0	0	0	0	0	0	0
	Total		0	0	0	0	1	0	0	0	0	1

Not Protectively Marked

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

AREA	Division	Local Authority	Policy/ Procedure	Service Delivery	Service Outcome	Total
SERVICE		<i>2015/16 to-date</i>	123	264	177	564
EAST	Forth Valley	Clackmannanshire	0	1	2	3
		Falkirk	2	5	8	15
		Stirling	0	3	5	8
		<i>Divisional Total</i>	<i>2</i>	<i>9</i>	<i>15</i>	<i>26</i>
	Edinburgh	City of Edinburgh	10	22	13	45
	<i>Divisional Total</i>		<i>10</i>	<i>22</i>	<i>13</i>	<i>45</i>
	The Lothians & Scottish Borders	East Lothian	1	2	1	4
		Midlothian	0	6	2	8
		Scottish Borders	1	2	4	7
		West Lothian	4	3	10	17
	<i>Divisional Total</i>		<i>6</i>	<i>13</i>	<i>17</i>	<i>36</i>
	Fife	Fife	2	12	18	32
	<i>Divisional Total</i>		<i>2</i>	<i>12</i>	<i>18</i>	<i>32</i>
	<i>Area Total</i>		<i>20</i>	<i>56</i>	<i>63</i>	<i>139</i>
NORTH	North East	Aberdeen City	5	4	5	14
		Aberdeenshire	3	5	6	14
		Moray	1	1	4	6
		<i>Divisional Total</i>	<i>9</i>	<i>10</i>	<i>15</i>	<i>34</i>
	Tayside	Angus	2	3	4	9
		Dundee City	4	4	5	13
		Perth & Kinross	0	6	7	13
		<i>Divisional Total</i>	<i>6</i>	<i>13</i>	<i>16</i>	<i>35</i>
	Highlands & Islands	Comhairie nan Eilean Siar	1	0	0	1
		Highland	1	5	2	8
		Orkney Island	0	0	0	0
		Shetland Island	0	0	0	0
	<i>Divisional Total</i>		<i>2</i>	<i>5</i>	<i>2</i>	<i>9</i>
	<i>Area Total</i>		<i>17</i>	<i>28</i>	<i>33</i>	<i>78</i>

Not Protectively Marked

WEST	Ayrshire	East Ayrshire	2	6	1	9
		North Ayrshire	0	6	7	13
		South Ayrshire	3	8	2	13
		<i>Divisional Total</i>	<i>5</i>	<i>20</i>	<i>10</i>	<i>35</i>
	Greater Glasgow	Glasgow City	26	43	18	87
		East Dunbartonshire	0	5	3	8
		East Renfrewshire	2	1	1	4
		<i>Divisional Total</i>	<i>28</i>	<i>49</i>	<i>22</i>	<i>99</i>
	Lanarkshire	North Lanarkshire	6	20	7	33
		South Lanarkshire	5	16	2	23
		<i>Divisional Total</i>	<i>11</i>	<i>36</i>	<i>9</i>	<i>56</i>
	Argyll & West Dunbartonshire	Argyll & Bute	3	3	2	8
		West Dunbartonshire	5	1	2	8
		<i>Divisional Total</i>	<i>8</i>	<i>4</i>	<i>4</i>	<i>16</i>
	Renfrewshire & Inverclyde	Inverclyde	0	2	4	6
		Renfrewshire	1	10	5	16
		<i>Divisional Total</i>	<i>1</i>	<i>12</i>	<i>9</i>	<i>22</i>
	Dumfries & Galloway	Dumfries & Galloway	4	10	8	22
		<i>Divisional Total</i>	<i>4</i>	<i>10</i>	<i>8</i>	<i>22</i>
	<i>Area Total</i>	<i>2015/16 to-date</i>	<i>57</i>	<i>131</i>	<i>62</i>	<i>250</i>
	<i>Special Services</i>					
	Contact Command Control		5	39	11	55
	Custody		8	0	1	9
	Operational Support Division		9	6	3	18
	Corporate Functions		5	2	3	10
	Specialist Crime		2	2	1	5
	<i>Total</i>		<i>29</i>	<i>49</i>	<i>19</i>	<i>97</i>

Total On-Duty Allegations Received by Location --For the Period April 2016 - June 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	28	49	0	3	0	10	3	9	410	25	35	268	17	525	0	442	1	1825
EAST	Forth Valley	Clackmannanshire	0	0	0	0	0	0	0	0	4	0	0	0	0	4	0	3	0	11
		Falkirk	2	0	0	0	0	0	0	0	31	1	0	6	0	13	0	11	0	64
		Stirling	0	0	0	0	0	0	0	0	6	0	0	8	0	10	0	7	0	31
		Divisional Total	2	0	0	0	0	0	0	0	41	1	0	14	0	27	0	21	0	106
	Edinburgh	City of Edinburgh	0	0	0	0	0	0	0	1	44	4	0	16	0	39	0	38	0	142
		Divisional Total	0	0	0	0	0	0	0	1	44	4	0	16	0	39	0	38	0	142
	The Lothians & Scottish Borders	East Lothian	1	0	0	0	0	0	0	0	4	0	0	1	0	14	0	3	0	23
		Midlothian	0	0	0	0	0	0	0	0	12	0	1	0	0	9	0	6	0	28
		Scottish Borders	0	0	0	0	0	0	0	0	10	0	0	3	0	10	0	1	0	24
		West Lothian	0	0	0	0	0	0	0	0	11	0	0	3	0	4	0	7	0	25
		Divisional Total	1	0	0	0	0	0	0	0	37	0	1	7	0	37	0	17	0	100
	Fife	Fife	2	1	0	0	0	0	0	0	38	3	1	7	0	42	0	10	0	104
		Divisional Total	2	1	0	0	0	0	0	0	38	3	1	7	0	42	0	10	0	104
	Area Total	2015/16 to-date	5	1	0	0	0	0	0	1	160	8	2	44	0	145	0	86	0	452
NORTH	North East	Aberdeen City	0	2	0	0	0	0	1	1	14	0	0	8	2	30	0	23	0	81
		Aberdeenshire	0	0	0	0	0	0	1	0	11	2	0	12	0	15	0	1	0	42
		Moray	1	1	0	0	0	0	0	0	2	0	0	1	1	11	0	6	0	23
		Divisional Total	1	3	0	0	0	0	2	1	27	2	0	21	3	56	0	30	0	146
	Tayside	Angus	0	0	0	0	0	0	0	0	1	0	1	1	0	15	0	9	0	27
		Dundee City	1	1	0	1	0	0	1	0	5	2	0	3	1	25	0	12	0	52
		Perth & Kinross	0	1	0	0	0	0	0	0	2	2	0	7	0	19	0	13	0	44
		Divisional Total	1	2	0	1	0	0	1	0	8	4	1	11	1	59	0	34	0	123
	Highlands & Islands	Comhairie nan Eilean Siar	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	3	0	4
		Highland	0	0	0	0	0	0	0	4	11	0	0	6	0	14	0	13	0	48
		Orkney Island	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
		Shetland Island	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2
		Divisional Total	0	0	0	0	0	0	0	4	12	0	0	6	1	16	0	16	0	55
	Area Total	2015/16 to-date	2	5	0	1	0	0	3	5	47	6	1	38	5	131	0	80	0	324

Not Protectively Marked

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	0	0	0	0	0	0	0	0	8	0	0	2	0	21	0	7	0	38
		North Ayrshire	0	1	0	0	0	1	0	0	6	0	3	3	1	17	0	14	0	46
		South Ayrshire	1	0	0	0	0	0	0	0	0	0	0	1	1	0	4	0	10	0
	Divisional Total		1	1	0	0	0	1	0	0	14	0	4	6	1	42	0	31	0	101
	Greater Glasgow	Glasgow City	4	8	0	1	0	9	0	2	43	2	8	36	5	74	0	76	0	268
		East Dunbartonshire	0	0	0	0	0	0	0	0	6	0	2	0	0	5	0	3	0	16
		East Renfrewshire	0	0	0	0	0	0	0	0	1	0	0	0	0	4	0	5	0	10
	Divisional Total		4	8	0	1	0	9	0	2	50	2	10	36	5	83	0	84	0	294
	Lanarkshire	North Lanarkshire	3	0	0	0	0	0	0	0	14	0	2	9	1	30	0	21	0	80
		South Lanarkshire	4	1	0	0	0	0	0	0	21	0	5	7	0	35	0	18	0	91
	Divisional Total		7	1	0	0	0	0	0	0	35	0	7	16	1	65	0	39	0	171
	Argyll & West Dunbartonshire	Argyll & Bute	1	0	0	0	0	0	0	0	10	0	0	12	0	2	0	2	1	28
		West Dunbartonshire	1	1	0	0	0	0	0	0	14	0	3	8	0	12	0	24	0	63
	Divisional Total		2	1	0	0	0	0	0	0	24	0	3	20	0	14	0	26	1	91
	Renfrewshire & Inverclyde	Inverclyde	0	0	0	0	0	0	0	0	8	0	0	2	0	4	0	1	0	15
		Renfrewshire	2	0	0	0	0	0	0	0	8	0	3	3	2	10	0	10	0	38
	Divisional Total		2	0	0	0	0	0	0	0	16	0	3	5	2	14	0	11	0	53
	Dumfries & Galloway	Dumfries & Galloway	0	5	0	0	0	0	0	1	12	0	4	22	2	16	0	9	0	71
	Divisional Total		0	5	0	0	0	0	0	1	12	0	4	22	2	16	0	9	0	71
	Area Total 2015/16 to-date		16	16	0	1	0	10	0	3	151	2	31	105	11	234	0	200	1	781
	Special Services																			
	Contact Command Control		0	0	0	0	0	0	0	0	18	5	0	29	0	1	0	3	0	56
	Custody		0	26	0	1	0	0	0	0	6	1	1	44	0	6	0	2	0	87
	Operational Support Division		0	1	0	0	0	0	0	0	13	1	0	2	0	3	0	62	0	82
	Corporate Functions		0	0	0	0	0	0	0	0	12	0	0	6	1	2	0	1	0	22
	Specialist Crime		5	0	0	0	0	0	0	0	3	2	0	0	0	3	0	8	0	21
Total		5	27	0	1	0	0	0	0	52	9	1	81	1	15	0	76	0	268	

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 2016 - June 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	2	11	0	1	29	63	99	1	9	3	3	9	230	12.3%
Not Upheld - Concluded by explanation	29	0	4	13	74	280	625	20	53	0	23	48	1169	62.4%
Not Upheld - Insufficient evidence	1	0	0	0	17	36	48	2	8	0	4	1	117	6.2%
Not upheld - Leading to No Proceedings by APF	0	43	0	0	0	0	0	0	0	33	0	2	78	4.2%
Not Upheld - Malicious complaint	0	0	0	0	0	0	2	0	0	0	0	0	2	0.1%
Upheld - Alternative to Prosecution by APF	0	1	0	0	0	0	0	0	0	0	0	0	1	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	2	0	0	3	3	19	135	2	4	0	2	2	172	9.2%
Upheld - Leading to criminal proceedings	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Upheld - Leading to misconduct disposal	2	0	1	0	0	0	3	0	0	3	0	0	9	0.5%
Upheld - Training needs identified	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Withdrawn	4	8	1	0	12	13	45	2	4	4	3	0	96	5.1%
Total	40	63	6	17	135	411	957	27	78	43	35	62	1874	

The allegation disposal of closed allegations - Off Duty
For the Period April 2016 - June 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	0	0	1	0	1
Not Upheld - Concluded by explanation	0	0	0	0	1	0	0	3	0	4
Not Upheld - Insufficient evidence	0	0	0	0	0	0	0	2	0	2
Not upheld - Leading to No Proceedings by APF	0	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0
Upheld - Change to policy/procedures	0	0	0	0	0	0	0	0	0	0
Upheld - Concluded by explanation	0	0	0	0	1	0	0	1	0	2
Upheld - Leading to criminal proceedings	0	0	0	0	0	0	0	0	0	0
Upheld - Leading to misconduct disposal	0	0	0	0	0	0	0	0	1	1
Upheld - Training needs identified	0	0	0	0	0	0	0	0	0	0
Withdrawn	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	2	0	0	7	1	10

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

	Policy/ Procedure	Service Delivery	Service Outcome	Total
Abandoned	14	39	29	82
Not Upheld - Concluded by explanation	119	212	129	460
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	1	0	0	1
Upheld - Concluded by explanation	11	32	25	68
Upheld - Leading to criminal proceedings	0	0	0	0
Upheld - Leading to misconduct disposal	0	0	0	0
Upheld - Training needs identified	0	0	0	0
Withdrawn	4	12	16	32
Total	149	295	199	643



Briefing Paper for North Ayrshire Council Police and Fire & Rescue Committee

FOR INFORMATION			
Author/Contact	Ch. Supt. Gillian MacDonald	Division	Ayrshire Division
Date Created	01/11/16	Telephone	01563 505002

LOCAL POLICE PLANS

1. Introduction

As the Committee is aware, the Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for the preparation of Local Police Plans by Police Scotland. The current North Ayrshire Local Police Plan (LPP) was approved by the Committee and North Ayrshire Council in 2014 and will remain valid until 31 March 2017. It aligns closely with North Ayrshire Community Planning Partnership's Single Outcome Agreement and has been reviewed annually by the Committee to ensure its continued relevance. The current policing priorities of the Plan are:

1. Drug dealing and misuse
2. Violence and antisocial behaviour
3. Dishonesty
4. Road safety

2. Intention

I now wish to commence a process of review and consultation to inform the preparation of the next LPP. The Plan will cover the period 2017-2020 and will be presented to the Committee for approval prior to its commencement date.

The LPP will continue to align closely with Community Planning priorities. The Community Planning Partnership (CPP) is in the process of developing its new Local Outcomes Improvement Plan (LOIP) to replace the current Single Outcome Agreement. It will be based on extensive local consultation and engagement and this presents an opportunity for close co-operation as the two Plans are developed in tandem. In addition, a variety of locally relevant data sources will be taken into consideration when drafting the LPP. I have listed some of these key data sources below.

Key references for the Locality Police Plan

- **Locality Plans.** Considerable community consultation and engagement has taken place (and is ongoing) as the six Locality Planning Groups in North Ayrshire develop their plans. Use of tools such as the Place Standard provide valuable information on local priorities, which will help to inform policing priorities.
- **Areas of Family Resilience report:** This report, prepared by the CPP analyst, draws statistical information from a range of sources.
- **Fair For All:** The CPP's strategy to address inequalities in North Ayrshire will underpin the LPP.
- **Peoples' panel survey:** This biennial survey provides helpful community feedback on local concerns.
- **Your View Counts:** This ongoing survey facility allows members of the public to express their opinions on local policing matters. To date, ** residents in North Ayrshire have completed the survey.
- **The Scottish Index of Multiple Deprivation 2016:** The recently released SIMD report provides a comprehensive statistical analysis of relative deprivation in North Ayrshire.
- **Strategic Policing Priorities for Police Scotland:** These Priorities have recently been refreshed following nation-wide consultation. Localism, inclusion, prevention, responsiveness, collaborative working, accountability and adaptability are the seven themes that will inform policing priorities in Scotland in the years to come (see Appendix for further detail).
- **Police Scotland Strategic Assessment:** This assessment is based on an analysis of current and predicted crime and offending trends

Notwithstanding the significant degree of public consultation that has helped to inform many of these data sources, it is vital to ensure local experience is reflected in the Plan and I would welcome the Committee's insight and views on the content of and priorities in the new LPP.

3. Conclusion

The current North Ayrshire LPP remains valid until March 31 2017. I am confident that the process of review and consultation outlined above will ensure that the new LPP for 2017-2020 will be focused on and relevant to the concerns of North Ayrshire residents and will provide a framework for policing in North Ayrshire over the next three years.

4. Proposal

The Committee is invited to endorse this approach to the preparation of the North Ayrshire Local Police Plan for 2017-2020 and to contribute its views on the content of the Plan.

Gillian MacDonald
Chief Superintendent
Police Scotland

Appendix A: Strategic Policing Priorities

The Strategic Police Priorities form the foundation of the planning system for police services. Set under the Police and Fire Reform (Scotland) Act 2012, they set out communities' collective expectations for policing.

These Strategic Police Priorities have been developed following an extensive programme of engagement with individuals, communities, public and third sector partners across Scotland. Whilst set out under discrete headings, the seven Priorities are closely related and interdependent:

- **Localism** - Ensure that the needs of local communities are understood and reflected in the planning and delivery of policing at a local and national level.
- **Inclusion** - Ensure our police service is accessible and responsive to the needs of all people in Scotland.
- **Prevention** - Ensure our police service works to protect people by preventing crime and reducing fear of crime through communication, education, innovation and partnership working.
- **Response** - Focus policing on improving the wellbeing of individuals and communities by tackling crime and responding to and investigating incidents effectively and efficiently.
- **Collaborative Working** - Ensure that our police service works productively with partners at local, national and international levels to deliver better outcomes for people in Scotland.
- **Accountability** - Continuously improve public confidence in policing and inspire trust by being transparent, accountable and acting with integrity, fairness and respect.
- **Adaptability** - Ensure our police service takes advantage of new opportunities and meets emerging threats and challenges.



Briefing Paper for North Ayrshire Council Police and Fire & Rescue Committee

FOR INFORMATION			
Author/Contact	Chief Superintendent Gillian MacDonald	Department / Unit	Ayrshire Division
Date Created	31/10/2016	Telephone	01563 505002
Attachments:			

POLICE SCOTLAND - UPDATE ON NATIONAL / LOCAL POLICING MATTERS

1. Purpose

1.1 The purpose of this paper is to update the Committee on relevant local and national policing matters which fall outwith the local Policing Plan progress update.

1.2 Updates on the following matters are contained herein;

- Locality Policing Model
- Hope Project
- Disclosure Scheme Domestic Abuse Scotland
- Anti-Slavery Day of Action
- Handling of non-emergency calls
- Ayrshire Divisional Police Conference
- Local Leaders Forum
- Children and Young People 2016/20
- Policing 2026

2. Locality Policing

- 2.1 A new locality policing model has been piloted in North Ayrshire since April 2016, in preparation for the commencement of the Community Empowerment Act and the development of partnership service delivery arrangements at locality level. In this short time, the newly formed Locality Policing Teams have become firmly established within their respective Localities and are working well with partners and local people.
- 2.2 With a strong focus on prevention and reducing inequalities, early feedback from communities, elected members and partners has been very positive, with reports of increased policing visibility and improved access to local officers who understand local issues and can work with communities to address them.
- 2.3 The Locality Policing Teams have been listening to local concerns and have been involved in a wide variety of policing activity including prevention first work in each locality, developing community intelligence, criminal investigations, supporting community events, and providing enhanced level of local policing service delivery to their areas.
- 2.4 This new model has reshaped the service we are delivering to communities in North Ayrshire and with such a positive start, consultation and engagement is already underway with a view to introducing a similar policing approach in East and South Ayrshire.

3. Hope Project

- 3.1 Members will recall from previous updates that the Hope Project is a partnership approach to preventing and reducing violence in our communities which seeks to:
 - Work in and with communities to break the cycle of violence,
 - Divert and encourage people onto more positive pathways and
 - Reduce the risk of re-offending.
- 3.2 Across Ayrshire fifteen people have been referred to the Hope Project to date, three of whom reside in North Ayrshire. Recognising that every individual has different needs, a range of supports and interventions are considered, to try and divert and encourage individuals to breach the cycle of violence and move to more positive life choices. Pathways vary from person to person, and are being sustained on the project and have not been involved in violent offending since being taken on the programme.

4. Disclosure Scheme Domestic Abuse Scotland

- 4.1 October 2016 marks the first anniversary of the National Domestic Abuse Disclosure Scheme for Scotland. Ayrshire Division was at the forefront of this landmark initiative to prevent domestic abuse and intervene early to protect potential victims. The scheme allows both women and men the ability to find out whether their partner has an abusive background.
- 4.2 The scheme features two pathways, the 'Right to Ask', which happens when a person makes a direct application to Police Scotland for information about an individual whom they suspect may have a history of violent or abusive behaviour towards a previous partner.
- 4.3 The second is 'Power to Tell' which provides police with the ability to disclose information if they consider someone may be at risk.
- 4.4 Since the roll-out in November 2014 North Ayrshire has received a total of 47 applications, 9 "Right to Tell" and 38 "Right to Ask". From this 27 disclosures have been made with 1 application awaiting a decision.
- 4.5 Whether or not a disclosure is made, steps are taken to offer additional, appropriate, support to the person making the enquiry. Throughout the process there is continual assessment of risk and any indications of unreported abuse will trigger a criminal investigation.

5. National Anti-Slavery Day

- 5.1 18th October 2016 was National Anti-Slavery Day. On this day Police Scotland held a Human Trafficking Local Day of Action focusing on business premises and transport hubs.
- 5.2 In the first country-wide day of its kind, 430 Police Scotland officers across all 13 of the service's geographical divisions were supported by 50 colleagues from HM Revenue and Customs, Immigration Enforcement, British Transport Police and the Gangmasters and Labour Abuse Authority.
- 5.3 It featured premise visits to Nail Bars and Car Washes within North Ayrshire. A number of individuals were given advice and guidance to raise awareness of human trafficking.
- 5.4 During the multi-agency operation across Scotland, six children aged under 18 and five adults were found working in Nail bars across Scotland who displayed indicators of trafficking. These potential victims of trafficking are receiving support from partner agencies.

- 5.5 Police Scotland is working closely with partners to assist people who are discovered as a result of anti-slavery and human trafficking work. They are victims, and regardless of whether they see themselves as such, are at risk and will be provided with help and support. The service is committed to using all the tactics at its disposal to tackle trafficking and those who target vulnerable individuals.

6. Handling of Non-Emergency Calls by Police Scotland

- 6.1 Following exchanges in parliament and media discussion on the number of 'abandoned' calls to Police Scotland's service centres, ACC John Hawkins has written to Margaret Mitchell MSP.
- 6.2 ACC Hawkins highlighted the misleading and inaccurate nature of the suggestion that in excess of 77,000 non-emergency calls were unanswered by Police Scotland between July 2015 and July 2016.
- 6.3 Between 1 July 2015 and 1 July 2016 over 2.5 million non-emergency calls were received by Police Scotland. Of these calls, 2.9% (77,670 calls) were 'discontinued'.
- 6.4 Discontinued calls are defined by Police Scotland as 'calls received from the public via the 101 telephony system that are disconnected without the caller speaking to a Service Advisor'.
- 6.5 These calls are discontinued by the caller. It is not possible to determine why each caller decides to disconnect their call however there are a variety of explanations. Some callers choose to disconnect and redial having heard the other options available. For example 101 callers are advised to hang up and dial 999 in an emergency. Others may initially choose to wait for an advisor and then decide to disconnect and redial 101 in order to select one of the pre-recorded options to divert their call to for example Custody Division instead. Callers will also disconnect if the police are no longer needed or because they become aware that someone else at the same incident has already contacted the police, as in the case of a road traffic incident with multiple witnesses for example.
- 6.6 In this regard it is worthy of note that during the first year of Police Scotland (2013/2014), a discontinued level of 4.2% was recorded. In November 2015 it was noted in the HMICS Independent Assurance Review of Call Handling that 3.4% of 101 calls were discontinued. More recently, the discontinued level from 1 July 2015 to 1 July 2016 was 2.9%, representing an improving picture.

7. Ayrshire Divisional Police Conference

- 7.1 On Thursday 29th September 2016, police officers, members of police

staff from across Ayrshire met at the Greenwood Conference Centre in Irvine for the Annual Divisional Police Conference.

- 7.2 The 120 delegates included representatives from a number of partner agencies including the three Local Authorities, NHS Ayrshire and Arran, Scottish Ambulance Service and Ayrshire College.
- 7.3 The strong commitment to local policing in partnership was referenced throughout the event where delegates discussed and shared emerging best practice and raised awareness of current local and national initiatives.
- 7.4 Speakers at the event covered topics such as the Locality Policing Model, Policing 2026, the Ayrshire Community Triage Pilot and the North Ayrshire Syrian Refugee Resettlement Programme.

8. Ayrshire Local Leaders Forum

- 8.1 On Thursday 6th October, around 50 local leaders from Ayrshire Division gathered at WG13 in Kilmarnock, for the second Ayrshire Local Leaders Forum.
- 8.2 The Local Leaders Forum gave senior officers, local sergeants, inspectors and police staff the opportunity to be involved in shaping our the future service to ensure it remains able to respond effectively to new and emerging threats and demands and keep people safe.
- 8.3 The forum heard from Dr. David Hamilton, a highly regarded inspirational speaker who spoke about coaching for high performance, helping support leadership development. Deputy Chief Constable Rose Fitzpatrick talked about collaborative leadership, whilst Assistant Chief Constable Malcolm Graham provided an update on Policing 2026, the programme which will shape and deliver a long-term vision and strategy that will take Scottish policing into the next decade.
- 8.4 Café conversations followed the keynote speakers where the delegates discussed leadership challenges and were encouraged to share their visions for Policing 2026.

9. Children and Young People 2016/2020

- 9.1 On Thursday 20th October 2016 Police Scotland launched “Our Approach: Children & Young People 2016/2020. This is a four year commitment outlining the plans to ensure the safety of young people and children in Scotland.

9.2 Created in collaboration with partners and members of the Police Scotland Youth Advisory Panel, which is supported by Young Scot, the approach identifies five priorities for children and young people:

- Safety and Protection
- Engagement
- Prevention
- Victims and Witnesses
- Offending

9.3 These 5 priorities are deliberately addressed to the children and young people of Scotland. They will link to an Action Plan that will direct work over the next four years, and will be subject to regular review.

10. Policing 2026

10.1 The Policing 2026 programme is a collaboration between Police Scotland and the Scottish Police Authority that will ensure Scottish policing continues to deliver excellence in a continually changing world.

10.2 This programme will shape and deliver a long-term vision, strategy, organisational blueprint and financial strategy that will take Scottish policing into the next decade.

10.3 Chief Constable Phil Gormley has set out his ambitions for the future which will be underpinned by four broad pillars.

- Protecting the Public
- Localism and Serving Diverse Communities
- Creating a Sustainable Operating Model
- Culture and Performance

10.4 These will ensure that the service is agile enough to address new and changing demands, while ensuring that its legitimacy and the principle of policing by consent are maintained by putting communities at the heart of policing.

11. Conclusion

This report is submitted for the information of the Committee. Members are invited to advise the Local Police Commander of any matters they would like included in future updates

Gillian MacDonald
Chief Superintendent
Divisional Commander



Briefing Paper for North Ayrshire Council Police and Fire & Rescue Committee

FOR INFORMATION			
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Date Created	01/11/16	Telephone	01563 505002

MULTI AGENCY RISK AND CONCERN HUB

1. Introduction

Police Scotland is committed to working in partnership with North Ayrshire Council and other stakeholders, to identify, and find the best way to support, vulnerable individuals in our communities. This commitment is exemplified in a variety of working practices in North Ayrshire, e.g. Prevention First and the Multi-Agency Domestic Abuse Response Team (MADART), and a similarly inclusive approach is now being adopted as partners become more closely involved in the development of Police Scotland's existing practice and process to create a Multi-Agency Risk and Concerns Hub.

2. Background

Police Scotland has operated a Risk and Concerns Hub in Ayrshire Division for a number of years now. This has allowed officers who come into contact with vulnerable or potentially vulnerable individuals, in situations which prompt wellbeing concerns, to record their concerns and submit them to the Hub. Where appropriate, Officers in the Hub then liaise with partner agencies, to try and ensure these concerns are effectively addressed by, or in collaboration with, the most relevant agency.

3. Development

The success of MADART has been widely recognised and it has served as a useful model for developing the Police Concerns Hub by including partners, to improve service delivery and better align with the 'Getting It Right For Every Child' approach. Agreement was reached earlier this year to co-locate Police Scotland and North Ayrshire Health and Social Care practitioners in the Hub

in Kilmarnock Police Station, in order to create the Multi-Agency Risk and Concerns Hub, which expanded upon the successful practice of the existing MADART protocol for dealing with Domestic Abuse concerns.

The intended outcomes are that children shall receive more appropriate and proportionate responses to police concerns; and that the right children are referred at the right time and in a joined up way to the Children's Reporter.

The new arrangements commenced on 1 September 2016. All referrals in North Ayrshire are now shared by staff within the Multi-Agency Hub, who thereafter jointly assess the referral and decide whether intervention is required and who is best placed within the partner agencies to carry out that intervention. In addition the North Ayrshire HSCP staff also have the delegated responsibility of the Children's Reporter and receive all reports that would previously have been sent by police to the Reporter. This facilitates more accurate and appropriate referrals and activity.

The co-location of staff from different agencies, providing appropriate access to a variety of information systems allows for much more effective screening and assessment of recorded concerns. This, in turn, will enhance service delivery and deliver better outcomes for vulnerable individuals and families in North Ayrshire.

4. Progress

The new Hub is still in its infancy, but the early indications are that it is working well and that the multi-agency approach has significantly improved the Hub's output. A Scrutiny Group has been formed, which is comprised of representatives from Police Scotland, North Ayrshire HSCP and the Scottish Children's Reporter Administration. It will meet quarterly to review the operation of the Hub and an annual report will be submitted to North Ayrshire Children Services Strategic Partnership.

5. Conclusion

This report is submitted for the information of the Committee. I would be happy to provide a further report on the operation of the Hub report at the conclusion of its first year of operation and to share the annual report.

Gillian MacDonald
Chief Superintendent
Police Scotland

Scottish Fire and Rescue Service

Agenda Item 5.1

Police & Fire and Rescue Committee – 21st November 2016

Subject	Positive Steps With Partners project update
Purpose	To advise members of the Police and Fire Committee as to the commencement and progress of the 'Positive Steps with Partners' project
Recommendation	For members to note the information contained within this report

1. Introduction

- 1.1 On the 1st June 2016, the Scottish Fire and Rescue (SFRS) commenced an initiative with the The Ayrshire Community Trust (TACT) to support unemployed North Ayrshire residents with identified barriers to employment. The 'Positive Steps with Partners' project offers participants the opportunity to develop practical work experience whilst gaining accredited qualifications to engender a route back into employment.
- 1.2 Potential participants within the programme undertake a robust screening process undertaken by TACT representatives and those successful at the screening process are referred to the SFRS to undertake an eight week training programme prior to being deployed into the community with members of SFRS's Community Action Team. During the course of the training programme, volunteers receive a range of inputs which includes:
- STEPS to Excellence confidence building and Setting Goals
 - Life Coaching Sessions
 - Mindfulness Training
 - SVQ Level 4 in Customer Service
 - Adult Support and Protection Training
 - Awareness sessions with Trading Standards
 - Interview Skills and Mock Interviews
 - Fire Safety in the Home Training

2. Progress to Date

2.1 Since its inception a total of 9 volunteers have successfully completed the eight week training programme and are now working alongside SFRS's Community Action Team undertaking a range of activities and during this deployment have...

- Conducted 151 Home Fire Safety visits
- Replaced 41 defective smoke detectors
- Undertaken community engagement as part of SFRS's Post Domestic Incident Reponse procedure
- Supported Community Action Team members in visitations to 18 sheltered housing complexes
- Attended public events to promote key safety messages

2.2 In addition to the valuable contribution the volunteers make to assisting SFRS in protecting its communities, the ambition of supporting individuals in gaining employment has resulted in some initial success. The following case study summaries provides feedback from two volunteers who, in their own words, describe their experiences.

Case Study 1 – Volunteer 5 months unemployed

I was 5 months unemployed when the Positive Steps program was recommended to me. I thought it was something that would really help build my confidence and help me get back in to work. I was initially very nervous about it but the staff at The Ayrshire Community Trust and the other participants made me feel much more comfortable. and all the staff have been a fantastic help. Since starting the program I have also completed the Mindfulness course -which has helped a lot with anxiety issues, gained an SQA qualification and I now volunteer with the Scottish Fire and Rescue Service which I find very fulfilling. It's a small team but they are really supportive and enthusiastic. I have now, through the help of TACT and Positive Steps found full time employment and I am excited about my new role. I also hope to continue to volunteer with Scottish Fire and Rescue Service if I can. I definitely recommend the Positive Steps program as it has made a real difference to my life.

Case Study 2 – Volunteer never been in paid employment

I have never been in paid employment. The Positive Steps with Partners project has been a great help in building my confidence and helping me feel more confident in my own abilities.' I started the project in July and by September I was in work!. The project gave me a focus helping to bring a routine and structure back into my life, part of the project is to set personal goals and my main goal was to find full time employment so it feels great knowing I have already achieved my main goal. The project helped me get this job and I am glad I decided to get involved as my life has totally been turned around for the better. The staff at The Ayrshire Community Trust are very supportive and good at helping you look at different options that are available to you. My new work colleagues have been great in helping me settle in and training me on my new job, I love being employed and being part of such a great team.

- 2.3 Currently there are an additional 20 applications to volunteer alongside the existing cadre and these applications are currently subject to review for suitability. It is anticipated a number of these applicants will progress to undertake the training and subsequent deployment within the SFRS Community Action Team

3. Proposal

It is proposed that members of the Police and Fire Committee...

- i. Note the update in respect of the Positive Steps With Partners project within North Ayrshire.

4. Implications

- 4.1 No implications have been identified at this time in respect of the project within North Ayrshire.

5. Conclusion

- 5.1 The Positive Steps With Partners Project will be subject to ongoing development and progression and further updates will be provided in due course.

Area Manager Jim Scott
Local Senior Officer
East Ayrshire, North Ayrshire and South Ayrshire
Scottish Fire and Rescue Service

For further information please contact Area Manager Jim Scott 01294 607000