



North Ayrshire Council  
Comhairle Siorrachd Àir a Tuath

## Police and Fire and Rescue Committee

A Meeting of the **Police and Fire and Rescue Committee** of North Ayrshire Council will be held in the **Council Chambers, Ground Floor, Cunninghame House, Irvine, KA12 8EE** on **Monday, 13 November 2023** at **14:00** to consider the undernoted business.

### **Meeting Arrangements - Hybrid Meetings**

This meeting will be held on a predominantly physical basis but with provision, by prior notification, for remote attendance by Elected Members in accordance with the provisions of the Local Government (Scotland) Act 2003. Where possible, the meeting will be live-streamed and available to view at <https://north-ayrshire.public-i.tv/core/portal/home>

#### **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 held on 14 August 2023 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 Scottish Fire and Rescue Service Performance and Service Update**

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

#### **4 Police Scotland Performance Update**

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

## 5 Urgent Items

Any other items which the Chair considers to be urgent.

### **Webcasting**

Please note: this meeting may be filmed/recorded/live-streamed to the Council's internet site and available to view at <https://north-ayrshire.public-i.tv/core/portal/home>, where it will be capable of repeated viewing. At the start of the meeting, the Provost/Chair will confirm if all or part of the meeting is being filmed/recorded/live-streamed.

You should be aware that the Council is a Data Controller under the Data Protection Act 2018. Data collected during the webcast will be retained in accordance with the Council's published policy, including, but not limited to, for the purpose of keeping historical records and making those records available via the Council's internet site.

Generally, the press and public seating areas will not be filmed. However, by entering the Council Chambers, using the press or public seating area or (by invitation) participating remotely in this meeting, you are consenting to being filmed and consenting to the use and storage of those images and sound recordings and any information pertaining to you contained in them for webcasting or training purposes and for the purpose of keeping historical records and making those records available to the public. If you do not wish to participate in a recording, you should leave the meeting. This will constitute your revocation of consent.

If you have any queries regarding this and, in particular, if you believe that use and/or storage of any particular information would cause, or be likely to cause, substantial damage or distress to any individual, please contact [dataprotectionofficer@north-ayrshire.gov.uk](mailto:dataprotectionofficer@north-ayrshire.gov.uk).

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## Police and Fire and Rescue Committee Sederunt

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Donald Reid (Chair)  
Nairn McDonald (Vice-Chair)  
Scott Davidson  
Stewart Ferguson  
John Glover  
Jean McClung  
Davina McTiernan  
Donald L. Reid  
Angela Stephen  
John Sweeney

Chair:

Apologies:

Attending:



At a Meeting of the Police and Fire and Rescue Committee of North Ayrshire Council at 2.00 p.m. involving a combination of participation by remote electronic means and physical attendance within the Council Chambers, Irvine.

**Present (Physical Participation)**

Donald Reid, Nairn McDonald, Stewart Ferguson, Angela Stephen and John Sweeney.

**Present (Remote Attendance)**

Jean McClung and Donald L. Reid.

**Also Present (Physical Participation)**

Cameron Inglis.

**In Attendance**

R. Lynch, Senior Manager Legal Services, S. Wilson and D. McCaw, Committee Services Officers (Chief Executive's Service).

**Also In Attendance**

Superintendent S. Baber and Inspector S. Dougan (Police Scotland); Area Commander I. McMeekin and Station Commander N. Shearer (Scottish Fire and Rescue Service).

**Chair**

Councillor Donald Reid in the Chair.

**Apologies**

John Glover and Davina McTiernan.

**1. Declarations of Interest**

There were no declarations of interest by Members in terms of Standing Order 11 and Section 5 of the Code of Conduct for Councillors.

**2. Minutes**

The Minutes of the Meeting of the Police and Fire and Rescue Committee held on 19 June 2023 were confirmed and the Minutes signed in accordance with Paragraph 7 (1) of Schedule 7 of the Local Government (Scotland) Act 1973.

**3. Scottish Fire and Rescue Service Performance and Service Update**

Submitted report by the Scottish Fire and Rescue Service (SFRS) which provided information on progress against the North Ayrshire Local Fire and Rescue Plan for the period 1 April 2023 – 30 June 2023 including an analysis of the performance across six indicators, using the rolling three-year average as a basis of measuring performance.

The statistical information identified an increase in total incident activity levels together with primary and secondary fires, false alarms and non-fire casualties. Decreases were indicated for special services and fire casualties. Additional contextual information was provided by Area Commander McMeekin to the meeting.

Updates were also provided in relation to HM Fire Service Inspectorate conducting a review of operational and service delivery with the Ayrshire review commencing in August, and the current review of the Local Fire Plan which would be brought to Committee for consideration and comment.

Members asked questions and were provided with further information in relation to:-

- resilience appliances and operational cover available across Local Authority areas to mitigate risk throughout the Service;
- challenges faced in relation to recruitment of on-call personnel; and
- partnership working and early intervention initiatives to tackle heightened instances of deliberate fire setting.

The Chair, on behalf of the Committee, thanked Scottish Fire and Rescue for the recent Briefing at Kilwinning Fire Station.

Noted.

Councillor Inglis left the meeting during consideration of this item.

#### **4. Police Scotland Performance Update**

Submitted report by Police Scotland on performance in relation to the North Ayrshire Local Policing Plan for the period 1 April 2023 – 30 June 2023. A summary of current local policing plan priorities was also detailed.

The report provided information on North Ayrshire's performance, including an 8.6% increase in the total number of crimes. The report further outlined progress in the areas of serious crime, violence against women and girls, safer communities, community wellbeing, road safety and public confidence with additional contextual information provided by Superintendent Baber to the meeting.

Superintendent Baber further advised on personnel changes including that Chief Superintendent Faroque Hussain had been temporarily promoted to the role of Assistant Chief Constable, temporary Chief Superintendent Raymond Higgins had assumed the role as Ayrshire Divisional Commander, and Jo Farrell would commence the role as Chief Constable on 9 October 2023.

Members asked questions and were provided with further information in relation to:-

- age and height restrictions for children travelling in the front seat of cars and on the use of car and booster seats;
- any offence criteria in relation to the use of motorised scooters and bicycles in different areas such as roads, private land, parks and common ground;

- the rise in hate crime in comparison to the other Ayrshire Local Authorities;
- plans to tackle the increase in transphobic hate crime;
- the impact on anti-social behaviour statistics resulting from the reduction in late hours opening venues across North Ayrshire; and
- any expected local changes following the announcement of Police Scotland staff cuts.

At the invitation of the Chair, Superintendent Baber also provided further information on:

- the establishment of a multi-agency command structure for the July 2023 'Car Cruise' event following major congestion and disruption caused by an earlier event in May 2023. Contact was made with organisers who were co-operative and engaged with road policing partners in an attempt to ease disruption. A total of 54 offences were identified and Superintendent Baber thanked all involved partner agencies in connection with the joint approach to manage the event and to mitigate disruption for future events;
- the 999 and 101 average response times and discontinued call numbers across the service and on the recent update to Android mobile devices which resulted in silent 999 calls being triggered accidentally. Superintendent Baber advised that the modernisation programme in connection with the online reporting system was ongoing; and
- the Safer Shores initiative where the partnership approach adopted by Prevention First continued to have a positive impact.

Noted.

Councillor McClung left the meeting during consideration of this item.

The meeting ended at 16.20 p.m.





**Police & Fire and Rescue Committee – 13 November 2023**

<b>Subject</b>	Performance Report and Service updates
<b>Purpose</b>	To advise members of the Police and Fire Committee as to progress against North Ayrshire’s Local Fire and Rescue Plan and to provide committee members with other key Fire and Rescue Service updates.
<b>Recommendation</b>	For members to note the information contained within this report

**1. Introduction**

- 1.1 The Scottish Fire and Rescue Service (SFRS) is legally obliged to produce Local Fire and Rescue Plans for all 32 local authorities across Scotland. The Local Fire and Rescue Plan for North Ayrshire was developed and, following a public consultation, was presented to North Ayrshire Council for formal approval.
- 1.2 The priorities contained within the current North Ayrshire Local Fire and Rescue Plan were formally approved at the full Council. The continuation of these priorities has been agreed for future reference, via the Police & Fire and Rescue Committee, and will be subject to ongoing monitoring via this forum.

**2. Performance Summary**

- 2.1 An analysis of operational responses across North Ayrshire for the period 1 April to 30 September 2023 identified a 0.7% increase in activity levels when compared to the previous fiscal reporting period. A further review of activity over the rolling three years average indicates a 12.2% decrease in operational demand over the agreed recording period.
- 2.2 In reviewing operational activity on a broader level, false alarms accounted for 57.7% of all demand, with fire related and special service activity accounting for 27.9% and 14.4% respectively.
- 2.3 For the period 1 April to 30 September 2023, overall progress is being monitored across six indicators, utilising the three-year rolling average as a basis of measuring performance. Year on year and the rolling five-year average figures are also used to review short and long terms changes in demand and trends.
- 2.4 Utilising the defined approach in Section 4.3, review of performance against these indicators identified two are above and four are below the three-year average.

2.5 Further analysis of this performance is provided within the accompanying performance report (Appendix A).

### **3. SFRS Updates**

3.1 The Chief Officer of the SFRS attended the Criminal Justice Committee's Pre-Budget Scrutiny meeting at the Scottish Parliament on Wednesday, 13th of September. A copy of the report (Appendix B), submitted to the Committee, is enclosed for the Police & Fire and Rescue Committee's reference.

3.2 The Local Area hosted a Fire Safety Awareness Event for the care home sector at Ayrshire College's Kilmarnock Campus on Wednesday, 8th November 2023. This pivotal event focused on insights gleaned from previous fire safety enforcement incidents within this sector, aiming to equip duty holders with essential information to enhance the safety protocols of these premises.

3.3 Ayrshire Local Area Fire Protection Officers are diligently collaborating with various partners to identify unoccupied and derelict buildings across all three Ayrshire local authority areas. This initiative aims to mitigate the risks of deliberate fire-setting and to compile data crucial for ensuring the safety of our responding firefighters.

3.4 Work is ongoing to explore the opportunity of expanding the delivery of educational activities from Greenwood Academy, in Dreghorn, into the adjacent Dreghorn Community Fire Station. This work, aligned with North Ayrshire's Wellbeing Alliance, will see the use of fire and rescue service land and assets to support the delivery of key aspects of the educational curriculum.

3.5 SFRS personnel were subjected to various attacks during the weeks leading up to Guy Fawkes/Bonfire Night. This attracted media attention, resulting in local Area Officers being interviewed on television and radio at various locations across the Ardrossan area of North Ayrshire.

While these interviews focused on the consequences of attacks on emergency services personnel, little was highlighted about the coordinated response from Friday 3rd to Sunday 5th of November. The SFRS worked closely with various partners in advance of this period to highlight the dangers associated with unsupervised bonfires and fireworks, and responded alongside colleagues from Police Scotland as part of Operation Moonbeam.

### **4. Proposal**

It is proposed that members of the Police & Fire and Rescue Committee:

- a) Note the contents of the performance summary and associated report for the period.
- b) Note the SFRS updates.

## **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 Service activity is subject to regular monitoring and review by North Ayrshire Council's Police & Fire and Rescue Committee. The contents of this document, and accompanying performance report, forms part of this monitoring process.
- 6.2 Members of the Police & Fire and Rescue Committee will be kept up to date on progress against the Local Fire and Rescue Plan and to any future fire and rescue service updates as they arise.

**Area Commander Ian McMeekin**  
**Local Senior Officer**  
**East Ayrshire, North Ayrshire and South Ayrshire**  
**Scottish Fire and Rescue Service**

For further information please contact Area Commander Ian McMeekin 01294 606811



**North Ayrshire Performance Report  
1st April 2023 - 30th September 2023**



**SCOTTISH  
FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

**Working together  
for a safer Scotland**



# North Ayrshire Performance Report

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











# 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 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 across North Ayrshire's Community Planning Partnership. Through effective and co-ordinated partnership working we will seek to deliver continuous improvement in our performance and effective service delivery in our area of operations.




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

	Accidental Dwelling Fires	Accidental Dwelling Fire Casualties	Unintentional Injury and Harm	Deliberate Fire Setting	Non-Domestic Fire Safety	Unwanted Fire Alarm Signals
Ardrossan	6	0	5	22	2	11
Arran	1	0	0	0	0	14
Garnock Valley	6	1	6	29	1	38
Irvine East	4	0	3	8	0	1
Irvine South	4	0	6	25	2	46
Irvine West	9	0	1	65	4	85
Kilwinning	5	0	2	22	2	32
North Coast	6	0	11	15	6	21
Saltcoats and Stevenston	17	0	4	81	6	41
<b>Total Incidents</b>	<b>58</b>	<b>1</b>	<b>38</b>	<b>267</b>	<b>23</b>	<b>289</b>

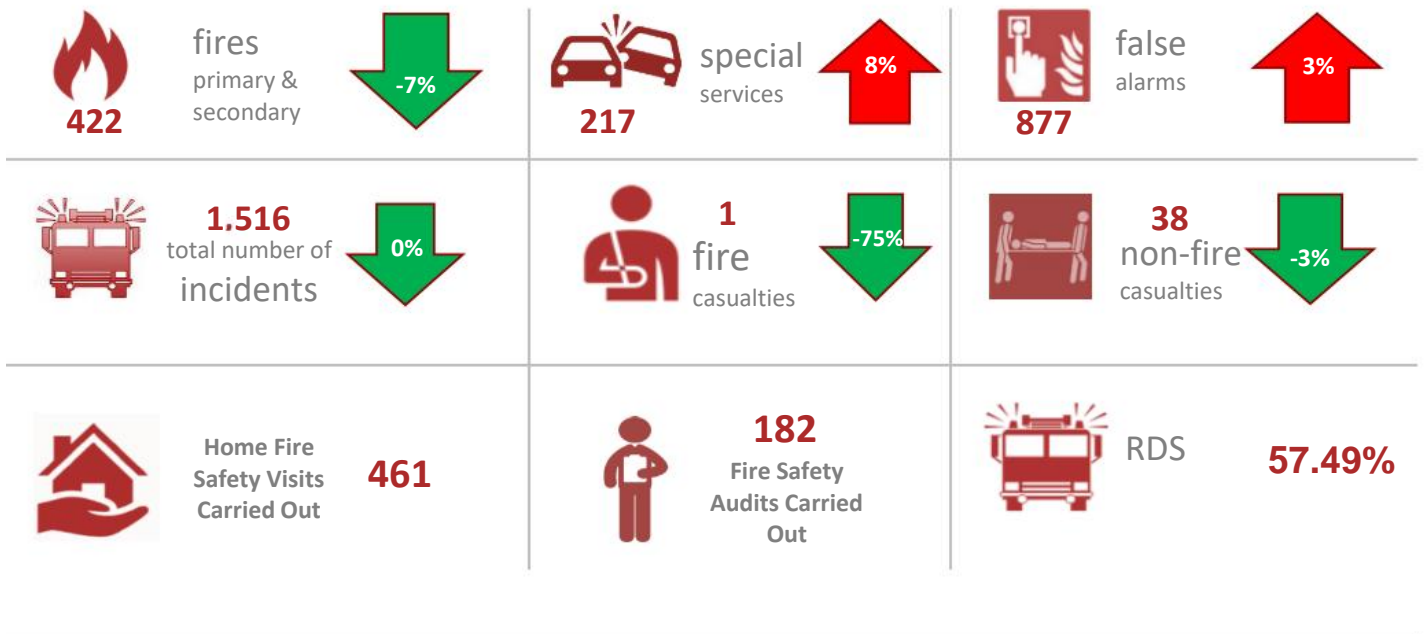
<b>Year on Year Change</b>	 16%	 -75%	 -3%	 -21%	 64%	 -19%
<b>3 Year Average Change</b>	 -4%	 -38%	 -5%	 9%	 18%	 -1%
<b>5 Year Average Change</b>	 -7%	 -43%	 -23%	 -9%	 1%	 -2%

## 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.

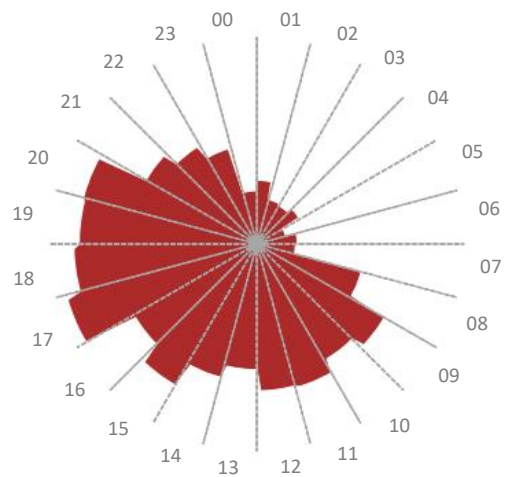
-  Activity levels have reduced by more than 5%
-  Activity levels have reduced by up to 5%
-  Activity levels have increased overall

# North Ayrshire Delivery Activity Summary

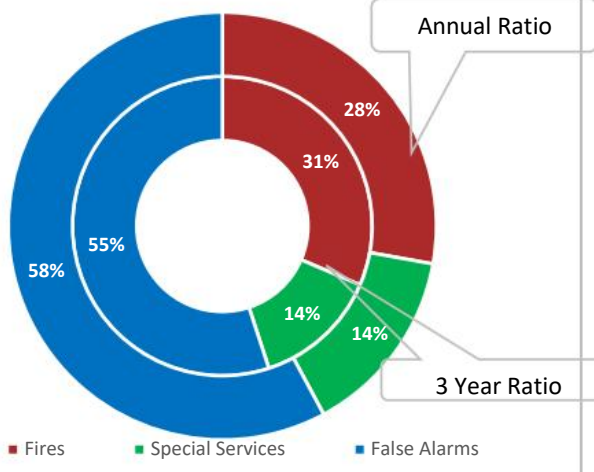


## Activity by Time of Day

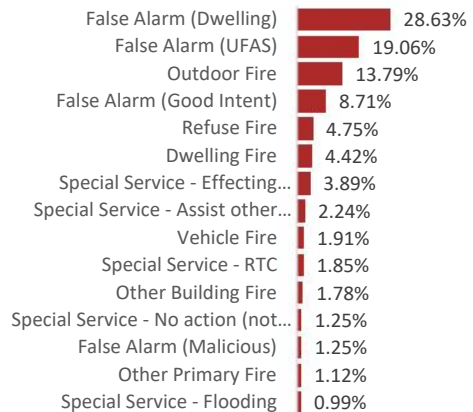
Hour (am)	Total	Hour (pm)	Total
Midnight	30	Mid-day	83
1am	36	1pm	71
2am	26	2pm	78
3am	25	3pm	92
4am	28	4pm	80
5am	17	5pm	111
6am	23	6pm	103
7am	22	7pm	100
8am	61	8pm	101
9am	83	9pm	72
10am	76	10pm	64
11am	84	11pm	56



## Incidents by Classification



## Top 15 Incident Types by % of Total Incidents



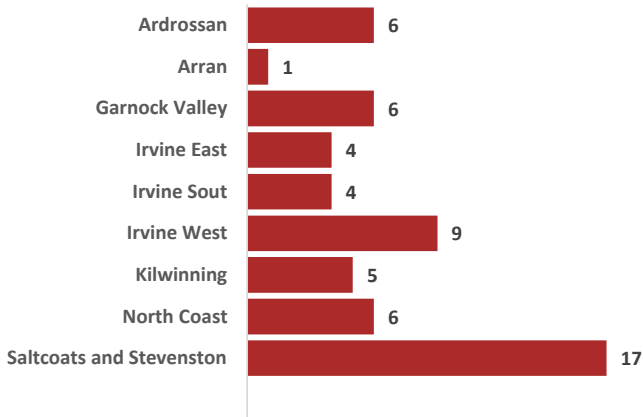
# Domestic Safety - Accidental Dwelling Fires



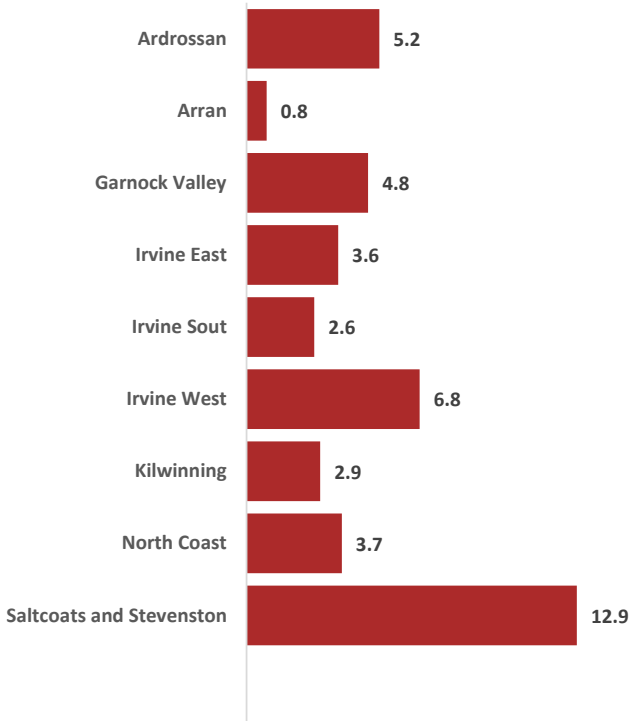
## Performance Summary



## Accidental Dwelling Fires by Ward Area



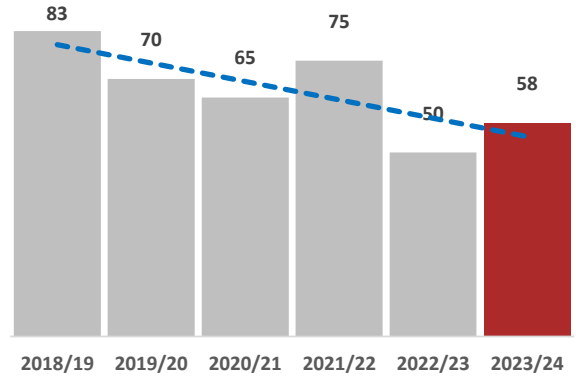
## Incidents Per 10,000 Population - North Ayrshire



## Incidents Per 10,000 Population - Ayrshire



## Accidental Dwelling Fires to Date



## Severity of Accidental Dwelling Fires



No Firefighting Action

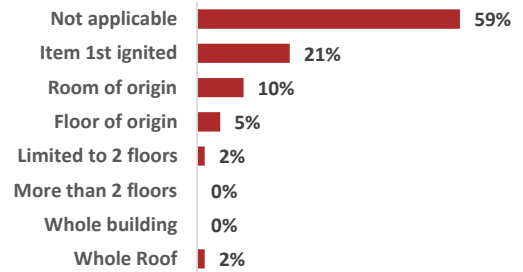
**40%**



Direct Firefighting

**19%**

## Extent of Fire Damage



## Automatic Detection & Actuation



Detection Present

**81%**



Detection Actuated

**89%**



Calls Made via Linked Alarms

**22%**

## Human Factors



**33%**

Distraction



**14%**

Alcohol/Drug Impairment





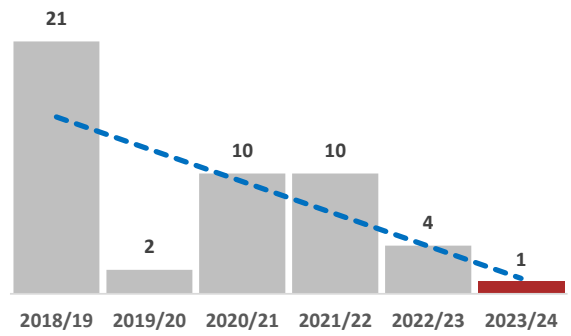
# Domestic Safety - Accidental Dwelling Fire Casualties



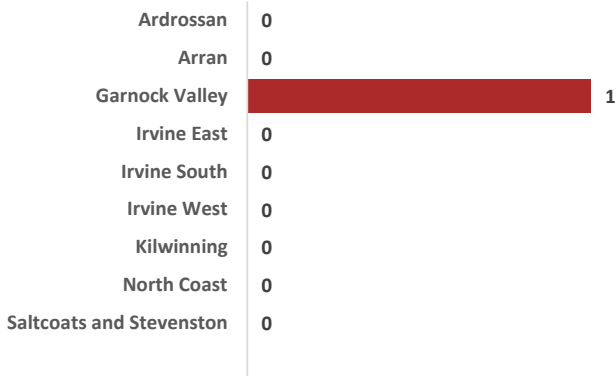
## Performance Summary

Year on Year **-75%**    3 Year Average **-38%**    5 Year Average **-43%**

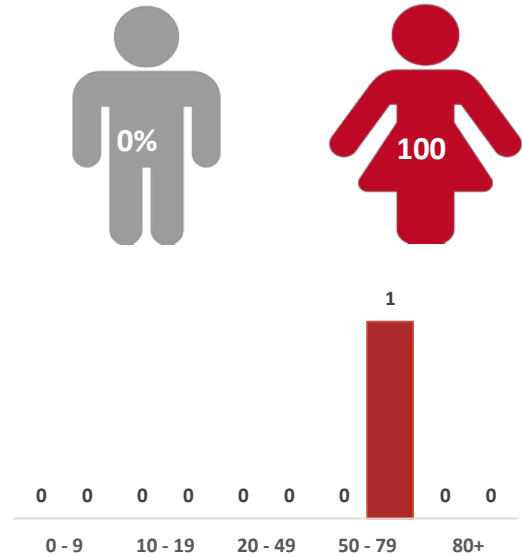
## Accidental Dwelling Fire Casualties Year to Date



## Fire Casualties by Ward Area



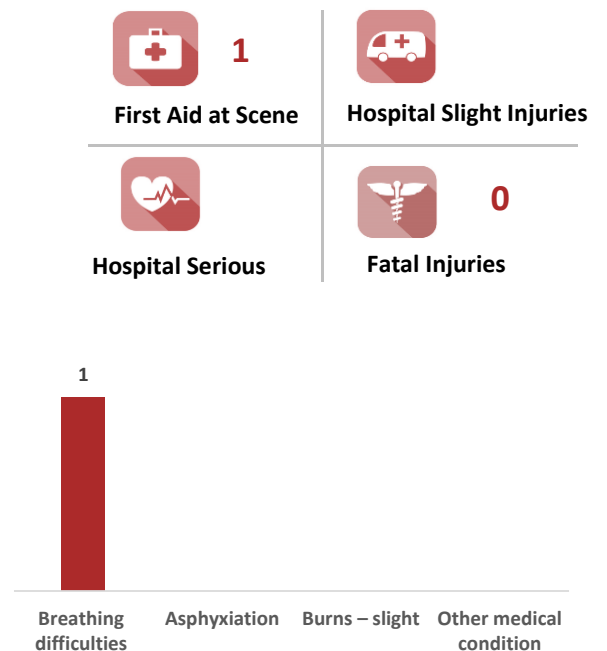
## Age / Gender Profile



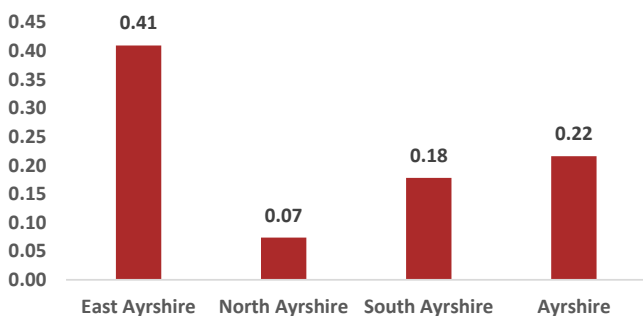
## Casualties Per 10,000 Population - North Ayrshire



## Extent of Harm



## Casualties Per 10,000 Population - Ayrshire



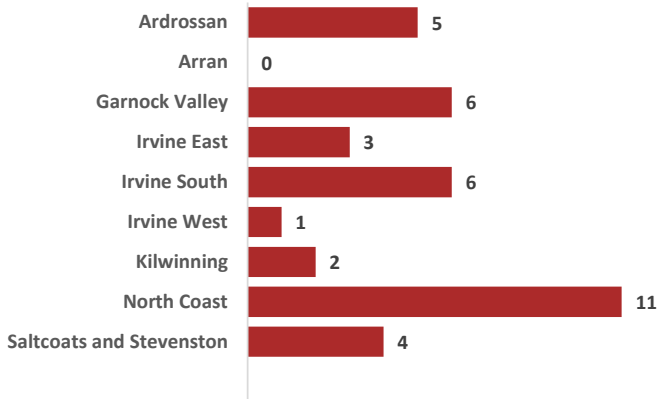
# Unintentional Injury or Harm



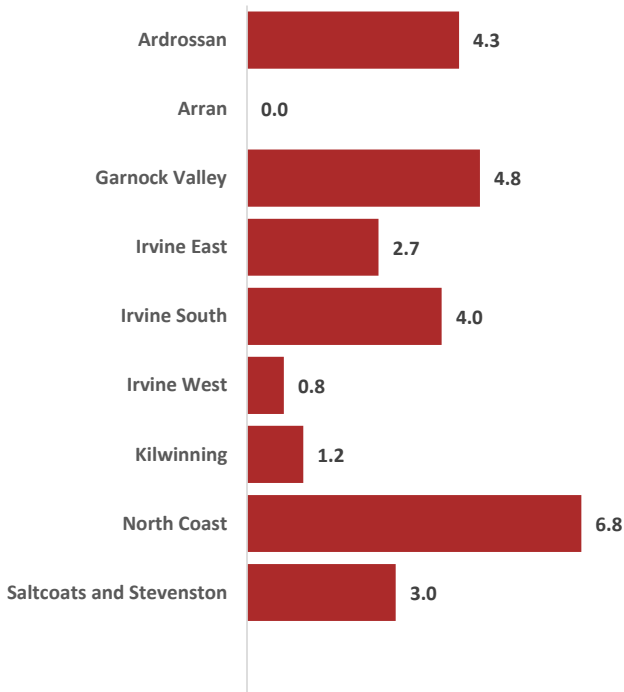
## Performance Summary

**Year on Year**   **3 Year Average**   **5 Year Average**  
▲ -3%   ▲ -5%   ● -23%

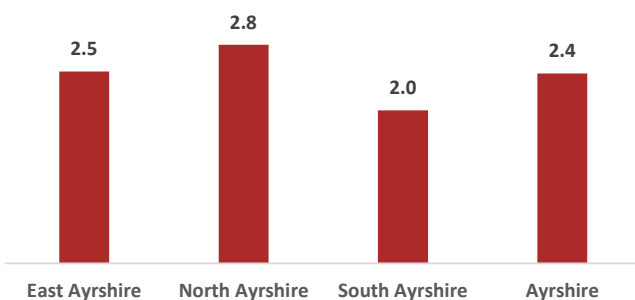
## Non-Fire Casualties by Ward Area



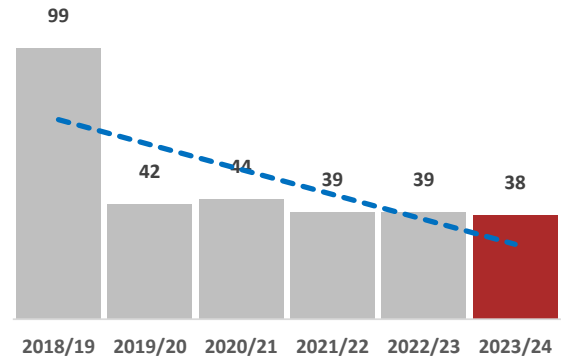
## Casualties Per 10,000 Population - North Ayrshire



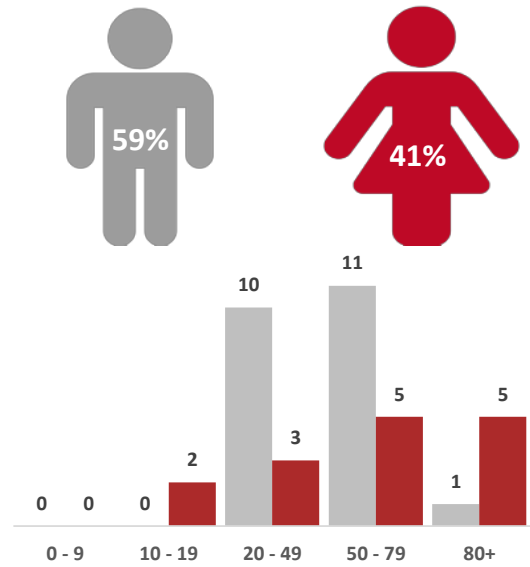
## Non-Casualties Per 10,000 Population - Ayrshire



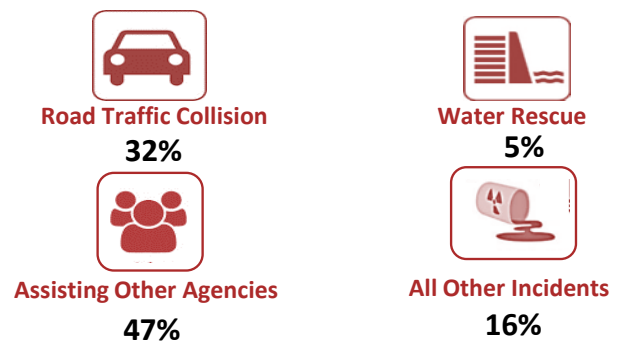
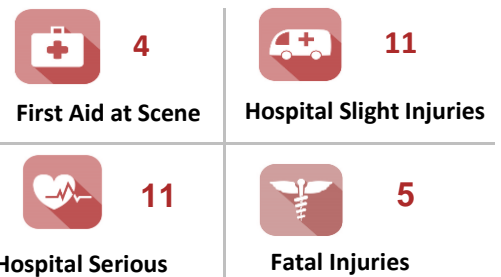
## Special Service Casualties Year to Date



## Age / Gender Profile



## Extent of Harm



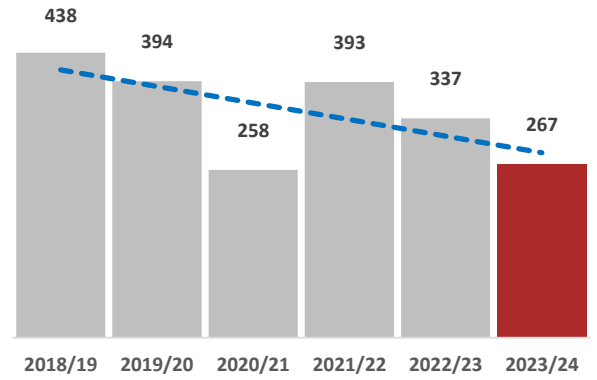
# Deliberate Fire Setting



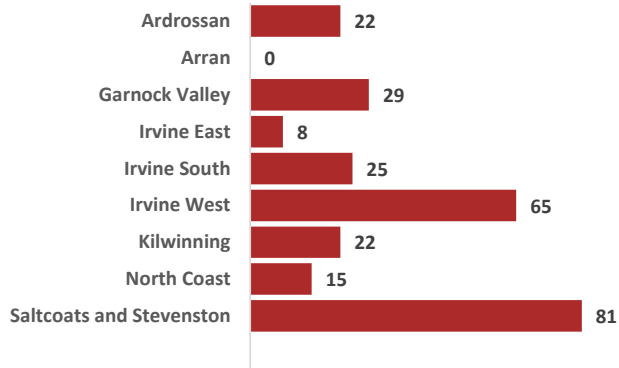
## Performance Summary

Year on Year **-21%**    3 Year Average **1%**    5 Year Average **-9%**

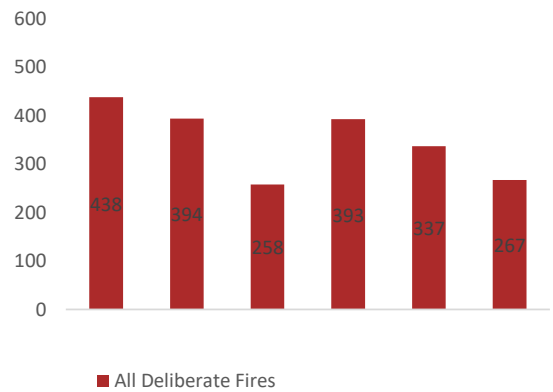
## Deliberate Fires Year to Date



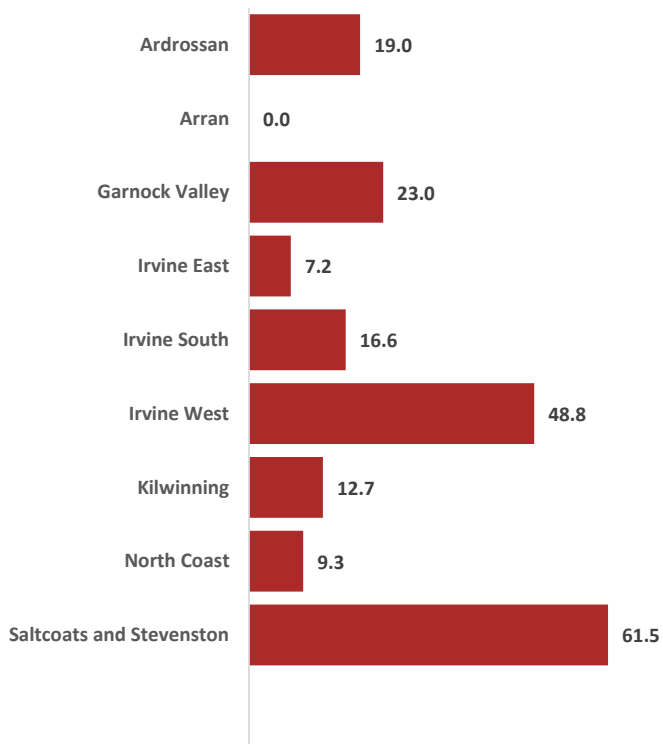
## Deliberate Fires by Ward Area



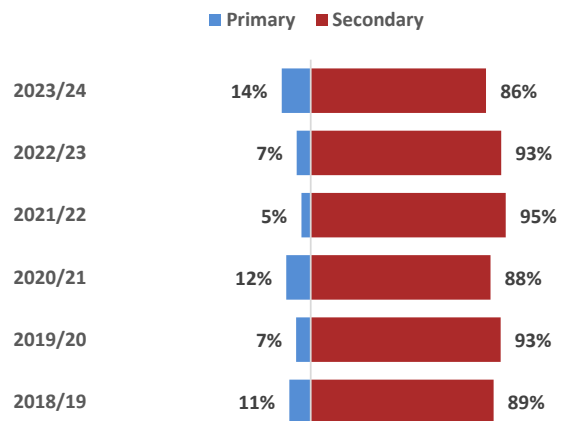
## Deliberate Fires Compared to Operational Activity



## Incidents Per 10,000 Population - North Ayrshire



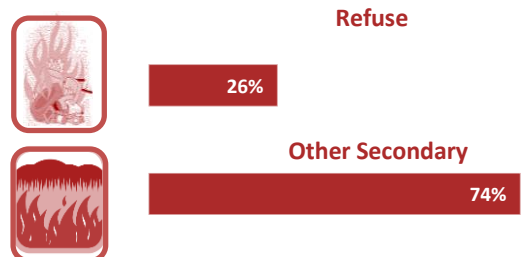
## Deliberate Fires by Classification



## Incidents Per 10,000 Population - Ayrshire



## Secondary Fire Ratio by Activity Type



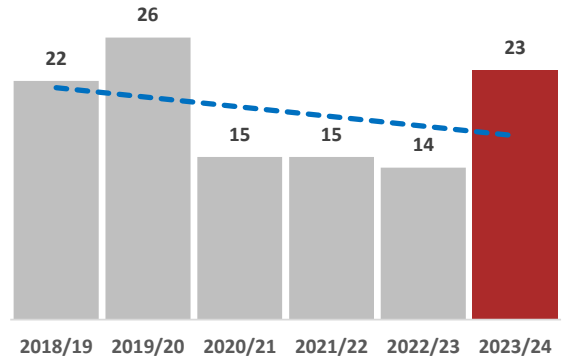
# Non-Domestic Fire Safety



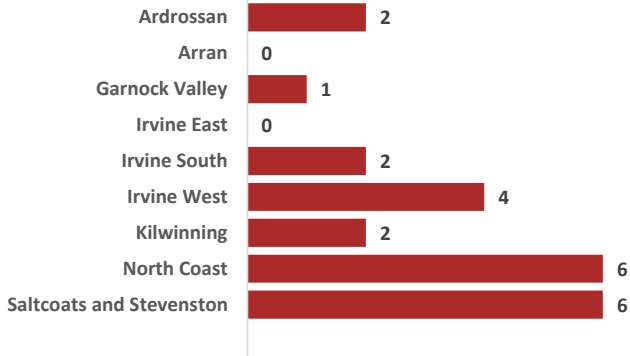
## Performance Summary

Year on Year **64%**    3 Year Average **18%**    5 Year Average **1%**

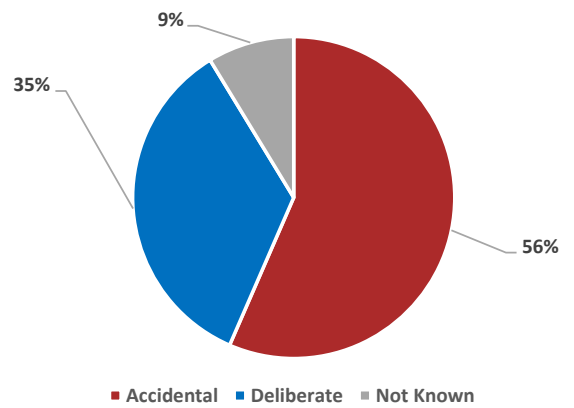
## Non-Domestic Fires Year to Date



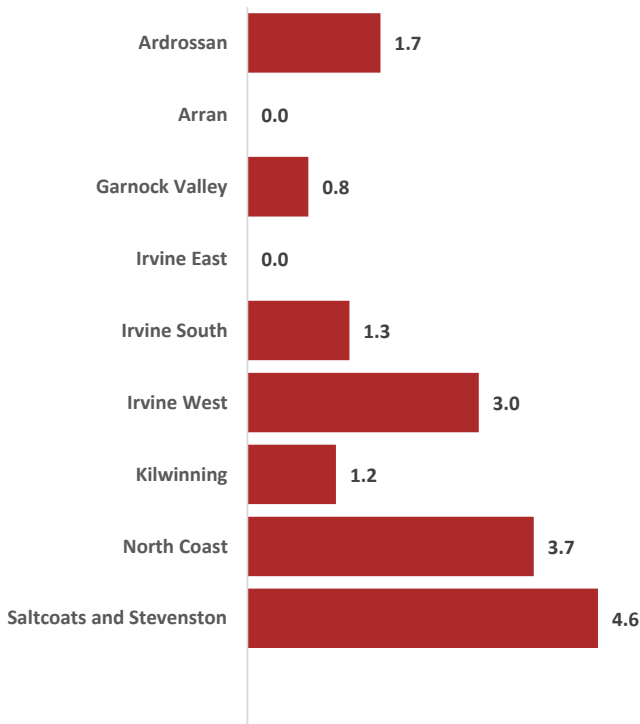
## Non-Domestic Fires by Ward Area



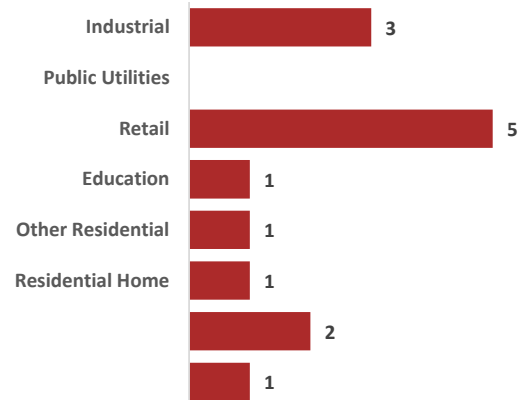
## Non-Domestic Fires by Nature of Origin



## Incidents Per 10,000 Population - North Ayrshire



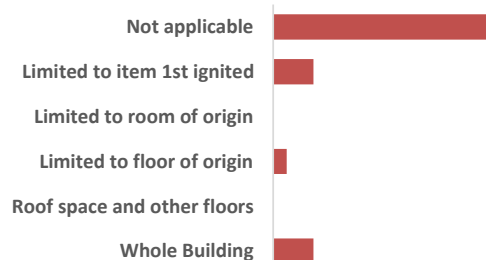
## Non-Domestic Fires by Premises Type



## Incidents Per 10,000 Population - Ayrshire



## Extent of Fire Damage



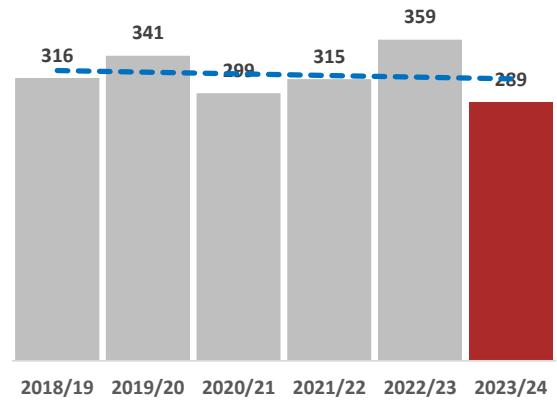
# Unwanted Fire Alarm Signals



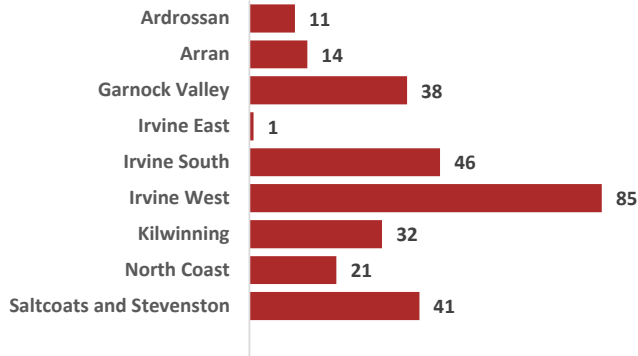
## Performance Summary

Year on Year **-19%**    3 Year Average **-1%**    5 Year Average **-2%**

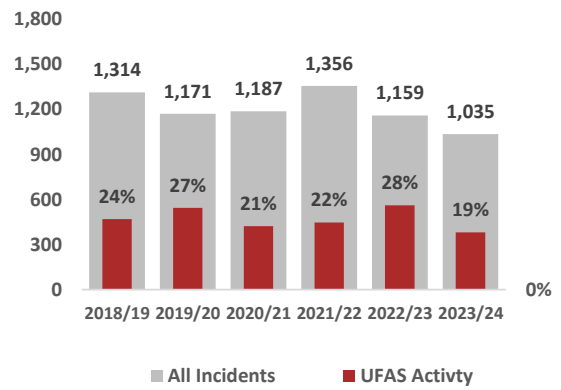
## Unwanted Fire Alarm Signals Year to Date



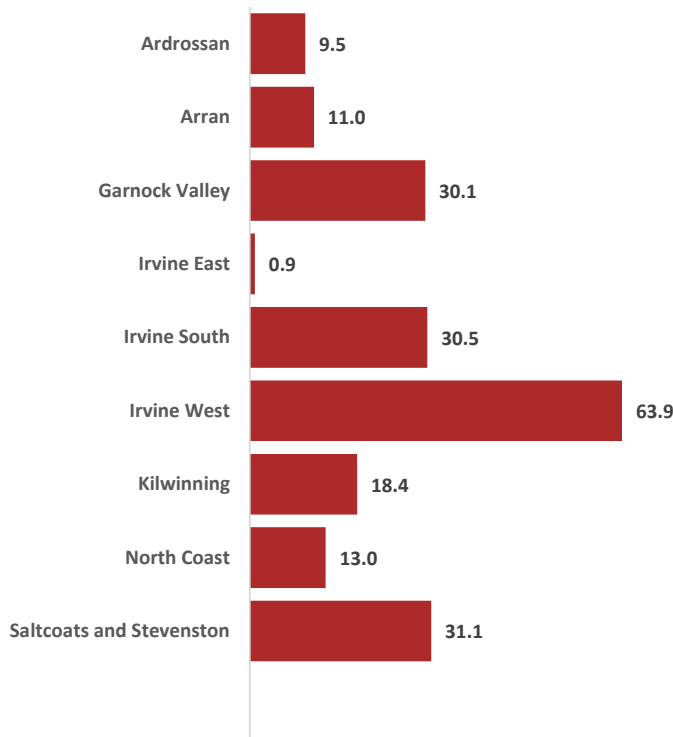
## Unwanted Fire Alarms Signals by Ward Area



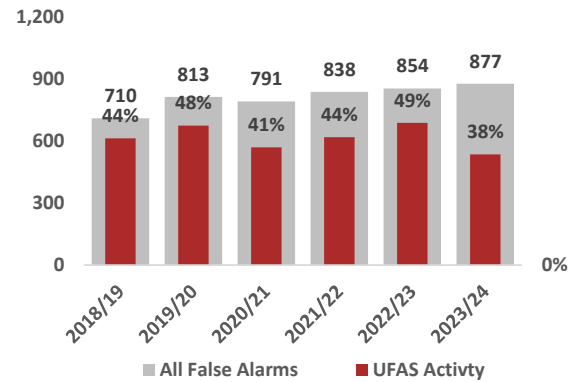
## UFAS Percentage Against all Incidents



## Incidents Per 10,000 Population - North Ayrshire



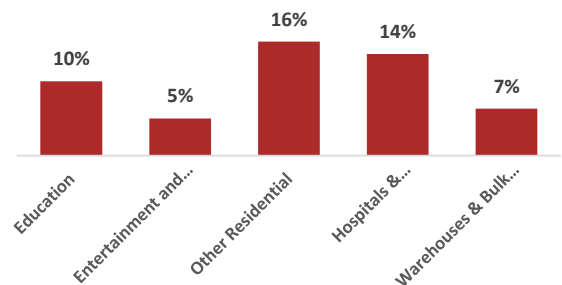
## UFAS Percentage Against all False Alarms



## Incidents Per 10,000 Population - Ayrshire



## Unwanted Fire Alarm Signals - Top 5 Premises



# Home Fire Safety Visits



**461**  
Home Fire Safety Visits Carried Out

Smoke Detectors Fitted During Home Fire Safety Visits

Percentage of High Risk Home Fire Safety Visits Carried Out  
**33%**

Percentage of Visits Carried Out Following Attendance at an Incident  
**49%**

# Fire Safety Audits



Fire Safety Audits Carried Out  
**182**



New Audits  
**87%**



Re-Audits  
**1%**



Post Fire Audits  
**9%**



Complaint Audits  
**3%**



Broadly Compliant **7%**



Areas of Improvement **88%**



Notice of Deficiencies **5%**



Enforcement Notice **0%**



Prohibition Notice **0%**

# Retained Duty System

Appliance Availability	Mon - Fri (08:00 - 18:00)	Mon - Thu (18:00 - 08:00)	Weekend (Fri 18:00 - Mon 08:00)	Total
Ardrossan	12.42%	59.99%	40.02%	38.47%
Dreghorn	26.54%	78.55%	68.72%	59.49%
Dalry	7.37%	66.64%	37.32%	38.17%
Beith	53.79%	74.42%	64.10%	64.47%
Kilbirnie	12.87%	13.26%	30.24%	19.47%
Largs	61.33%	49.36%	50.75%	53.42%
Skelmorlie	32.25%	63.12%	38.11%	44.67%
Millport - 1	97.48%	98.78%	91.12%	95.54%
Millport - 2	21.23%	38.93%	5.49%	21.23%
Brodick	97.85%	99.91%	96.12%	97.89%
Lamlash	100.00%	100.00%	98.76%	99.54%
North Ayrshire	47.56%	70.80%	56.43%	57.49%
Ayrshire	70.18%	96.28%	90.41%	86.36%

Total Mobilisations	Total Time Deployed	No. of Personnel	Contracts
57	34:21:38	9	650%
260	147:13:22	13	975%
91	50:24:06	5	400%
199	125:36:34	13	1100%
74	41:40:39	8	575%
165	100:58:42	10	800%
83	47:35:48	7	525%
27	18:46:03	12	1125%
24	15:26:25	6	600%
32	21:10:29	10	925%

# 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



SCOTTISH  
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Scottish Parliament  
Criminal Justice Committee

# Pre-Budget Scrutiny

September 2023

Submission by the Scottish  
Fire and Rescue Service

Working together for a safer Scotland





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# 1. EXECUTIVE SUMMARY

The Criminal Justice Committee of the Scottish Parliament has asked for information regarding the impact of the Resource Spending Review (RSR) on services within the Justice and Veterans Portfolio including the Scottish Fire and Rescue Service (SFRS).

Our ambition, as set out in our Strategic Plan 2022-25, is to modernise our Service by doing more for our communities and changing how we work to address the changing risks our communities face.

We also have to modernise to address the significant challenges we face in terms of replacing our ageing buildings and fleet of vehicles while reducing our carbon consumption (Sections 4 and 5).

But to achieve the modernisation we aspire to requires investment. We want to invest in developing the role our firefighters play in Scotland and we need to invest in training, innovation and technology to improve firefighter and public safety.

While there is the potential to achieve some limited efficiencies within the Service, we have to recognise that we are an extremely lean service which has already undergone significant reform to achieve savings (Section 2).

We recognise the current funding challenges across the public sector in Scotland, however the predicted flat cash settlement for the following three years and continued increase in running costs (Section 3) means that we cannot generate the level of savings required without impacting on the Service we provide.

We have introduced a series of changes within this financial year (Section 3) which our modelling shows will have the least impact on the emergency response we provide or the risk communities face but in doing so we have also had to reprioritise investment in other areas (Section 7).

Undoubtedly, with investment, we could do much more for our communities and support our public services partners in improving broader outcomes.

SFRS is currently providing a safe and effective service to the people of Scotland.

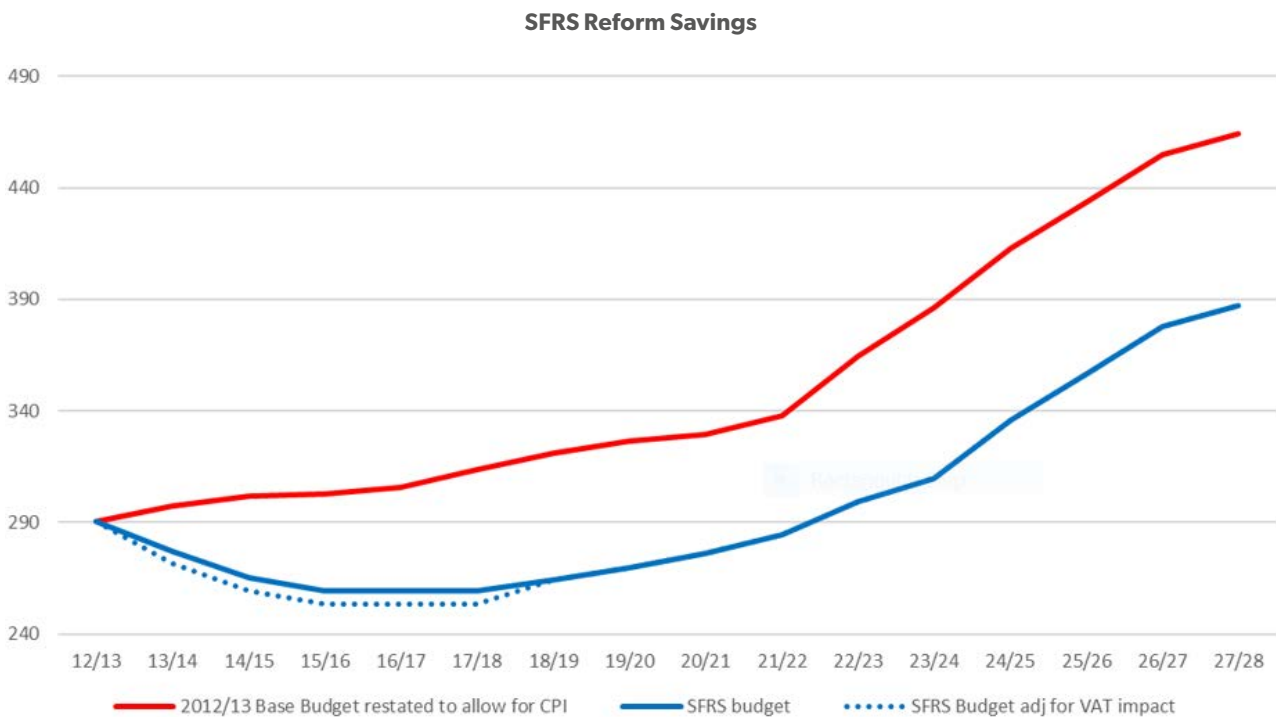
But, if we are required to make further changes to address the budget gap - and without investment in the areas that would help us to deliver benefits across the communities we serve - then we will have to introduce changes which will impact negatively on community safety.

## 2. BACKGROUND

### 2.1 Impact of Reform

The Scottish Government's (SG) Reform of the Fire and Rescue Service in Scotland Outline Business Case, September 2011 (OBC) was clear that a single national fire and Rescue Service for Scotland would deliver the highest levels of savings in comparison to the pre-reform services. It was estimated in the OBC that this would generate efficiency savings of £293m over 15 years. This was not based on what the actual structure and cost base of a single national service would be, as that was unknown at the time, but represented the best estimate of savings arising from Reform. We are, in fact, on track to exceed the efficiency savings that were anticipated in 2011.

As part of reform, SFRS was asked to achieve £328 million in cumulative savings by 2027/28. As at the end of 2022/23, SFRS has delivered £486 million with a further estimated £36.5million in additional savings required by 2026/27 to meet the Resource Spending Review. The graph below shows the reform savings based on a baseline budget in 2012/13 and applying Consumer Price Index (CPI) to compare against actual SFRS budget. SFRS was unable to recover VAT until 2018/19 which was a disbenefit from reform.



Graph 1: SFRS Reform Savings

Our forecasted position, as a consequence of reform, is cumulative gross savings of £871 million by 2027/28.

To achieve efficiencies, we reduced the headcount of support staff through a voluntary severance programme and vacancy management; disposed of assets through our Strategic Intent programme; removed duplication and standardised terms of employment and staff grading. We also consolidated and standardised ICT, operational equipment, fleet, business processes and procedures. In terms of operational services, we developed a Target Operating Model (TOM) for a single

national service which enabled a reduction in some areas of duplication and the standardisation of our duty patterns, specialist rescue provisions, off station structure and appliance crewing arrangements.

Our success in achieving savings has not been without challenge. We have seen a reduction in headcount from the pre-reform position, in particular a reduction of 661 Whole Time operational posts and a significant reduction in executive and senior management.

## 2.2 Summary of 2022/23 submission

The Interim Chief Officer, Interim Deputy Chief Officer and Acting Director of Finance and Procurement of the SFRS appeared before the Committee on 26 October 2022. Below is a summary of the key points from last year.

- In managing the financial consequences posed by the RSR, the Service adopted a two-stage approach. We sought tactical and proportional savings across the whole organisation in 23/24, followed by more strategic change and savings options from 24/25 onwards.
- We were clear that the challenges in achieving our required savings would mean very hard choices having to be made by the Service.
- To reconcile the anticipated budget gap, and as 80% of our budget is spent on staff and of that figure 80% is spent on operational staff costs, we needed to explore opportunities to reduce the staff cost base. Whilst adhering to our commitment to no compulsory redundancies, this would inevitably lead to a reduction in staffing, including firefighter numbers, which would be achieved through retirements and vacancy management.
- In such circumstances, we would be unable to maintain the wholetime firefighter TOM as we moved to meet short term financial targets. This would create challenges in managing appliance availability across Scotland and would reduce appliance availability within communities affected.
- Any changes in our operational response model would be undertaken on a risk-based approach using robust, externally assured data and evidence to minimise impacts upon community and firefighter safety through use of our Community Risk Index Model (CRIM).
- Planned modernisation of the Service that required upfront investment would have to be delayed and reprioritised, which would impact our ability to meet our Long-Term Vision (LTV) ambitions and meaning new investment in some areas would be reduced.
- We would need to review stations and resources which may lead to fire appliance removals and possibly some station closures. This could also mean there would be fewer local community resources dedicated to prevention work and wider community resilience activities.
- We were actively seeking further collaboration with Police Scotland, the Scottish Ambulance Service and others to explore how we can collectively make savings.
- In making savings we would always do so in a manner that minimises impact upon community safety. However, any retrenchment in our services to our communities may nevertheless ultimately have an impact on those same communities.

## 3. CURRENT FINANCIAL PRESSURES

### 3.1 Pay and Inflation

At the beginning of this year, we faced the prospect of Industrial Action (IA) from firefighters over pay. In March 2023 through the National Joint Council (NJC) a national pay agreement was reached with the Fire Brigades Union (FBU). The offer for all firefighters was a 7% increase in pay and Continuous Professional Development (CPD) for 2022/23, effective from 1 July 2022 and a further 5% increase in pay and CPD, effective from 1 July 2023. This settlement increased the annual operational staff budgeted pay bill by £21.9m over the two years. A further £2.5m will be required in 2024/25 as firefighter pay is calculated on a July-to-July basis.

For support staff a one-year pay settlement covering the period from 1 April 2023 to 31 March 2024 was agreed. This comprised a fixed increase of £1,500 for support staff earning below £25,000 (based on full-time equivalent) which equated to an increase of between 6.5% and 7.97% for affected staff, a 5% increase for support staff earning above £25,000 (based on full-time equivalent) and a 5% increase in the standby allowance to £25.15 per day from 1 April 2023. We also moved all support staff on the first incremental pay point to the second incremental pay point. These developments increased the support staff pay bill by £2.1m.

SG were able to offer additional financial support to the Service of £14.4million in 2023/24 to help meet the cost of the firefighter pay award. SG previously provided one off funding of £3.3m in 2022/23 and permitted SFRS to incur a planned overspend in 2022/23 up to £2.9m to cover the pay offer.

In the same period, our non-pay related costs for goods and services was £62.2m. This is 20% of all SFRS costs and is subject to inflationary pressures calculated using the CPI which is built into existing contract terms. Headline inflation last year was at 10.1% and these cost increases were passed on to existing contracts. To manage these increases we have spent less on smoke detectors as part of our prevention activities, less on learning and development, and less on property maintenance for our stations. Our electricity and fuel costs were well above inflation rates with increases in budget of £1.9m (59%) for electricity and £0.98m (46%) for fuel. Whilst the inflation rate is now reducing the current 6.89% level will add approximately £4million to the cost of services for next year.

### 3.2 SFRS 2023/24 Savings Plan

To balance our budget for 2023/24 the SFRS Board approved an initial savings plan across the whole organisation.

Area of Saving / Efficiency	£000
Wholetime	1,190
On Call	1,624
Support	1,875
Employee Other	1,304
<b>Sub Total Employee Costs</b>	<b>5,993</b>
Property Costs	1,223
Supplies & Services	2,356
Transport Costs	647
Third Party Payments / Council Charges	215
Financing	303
Income	320
<b>Total</b>	<b>11,057</b>

Table 1: Area of Saving / Efficiency Totals

While developing these options for 2023/24, the Service was faced with the prospect of IA being taken by the FBU over pay. While this was eventually avoided through an agreed national pay settlement, we could not conclude our financial planning for the year until we knew the outcome of the pay negotiations.

The time pressures we faced were incredibly challenging and highlight a key issue we face: that is the need to plan our budget annually rather than taking a more strategic budget planning approach over a three or four-year period. The short-term savings options we identified are set out below and more detail can be found in our Operational Changes Information Pack.

The CRIM provided us with a detailed understanding of how community risk is changing in Scotland and enabled us to build an evidence-based approach to identify where change to SFRS resources (people and assets) across our station network could be made.

Based on our evidence-led modelling, and to assist in the amelioration of our budget pressures during 2023, we have temporarily removed 10 second or third appliances from multi pump stations that will have the least impact on community safety across Scotland.

Aligned to this we have implemented changes identified in our Operational Strategy to our high reach appliances, placing them in the most strategic locations where they can provide more optimised and effective community safety on a national basis. We have also amended the crewing for water rescue at Polmadie Community Fire Station so that it is more in line with all other water rescue stations throughout Scotland.

From 1 July 2023, we introduced a change to how we respond to Automatic Fire Alarms as part of the modernisation of our Unwanted Fire Alarm Signals (UFAS) policy. Initial analysis is showing that we are attending 55-60 fewer false alarms per day – more than a 50% reduction. As well as creating additional capacity within the Service, this also reduces the number of journeys our crews make under blue light conditions, improving road safety and reducing our carbon output.

### 3.3. 2024 and beyond

The RSR set out an indicative flat cash budget position for the Service until 2026/27 and we initially estimated total savings of £36.5m would be required of the Service.

The SFRS budget is set on an annual basis by SG and we are legally required to deliver a balanced budget each financial year. The SFRS Board approved an annual resource budget for 2023/24 of £308.133million for resource and £34million for our capital which reflected core capital funding of £32.5million and the potential of an additional £1.5million ring fenced funding for net zero projects.

As detailed at 3.2 above, to achieve a balanced position for 2023/24 £11million of savings were identified and included in the budget for this year. These savings will be delivered through our Strategic Service Review Programme (SSRP) covering all elements of our service provision.

As outlined above, some temporary changes have been made this year in respect of second and third appliances which are based at our multi-pump stations.

If changes of this scale were to be made permanent following stakeholder consultation, the TOM for wholetime firefighters could be reduced by 166 posts. Such a reduction would lead to annual savings of up to £9.8million. However, as our figures show below this is well below the predicted level of savings we require to make based on current financial modelling.

Our central planning scenario suggests that next year (2024/25) we will require resource budget savings of between £14.1million to £26.5million on top of the £11million savings for 2023/24. Over the four-year RSR period cumulative savings of between £37million and £48.4million will be required but this will vary in line with pay and inflation pressures.

Financial Scenarios	Savings 2024/25 £M's (No change to TOM)	Savings 2024/25 £M's (Reduce TOM by 166)
Upper	£36.0	£23.3
Central	£26.5	£14.1
Lower	£23.4	£11.1

Table 2: Financial Scenarios Savings

## 4. THE SFRS ESTATE

Our estate is largely not fit for purpose and the problem is getting worse. Our assets are worth around £0.5 billion comprising land and buildings, including 357 fire stations, 1,620 fleet vehicles and tens of thousands of items of operational equipment.

The SFRS Property and Fleet estate has an insurmountable backlog in capital spend requirements and needs critical investment to ensure that we have the right stations, training facilities and vehicles fit for the 21st century to support evolving community risk including the impacts of climate change.

Our core capital funding has remained at £32.5million for the last seven years. As a minimum we need at least £60million per annum in investment in our assets. The lack of increased funding and reduction in real terms not only impacts our ability to modernise our assets but increases the pressure on our resource budget as more reactive maintenance is required to fix problems in our ageing estate. Our required budget for maintenance is £15million and the Service has only been able to allocate £10million per annum, thereby adding £5 million to the maintenance backlog which has an adverse effect on the planned to reactive maintenance ratio.

Ensuring we have the right resources at the right location is key for both our response and prevention activities. We also need modern training facilities to support training for new and emerging risks. To help address the challenges of our investment needs against a limited capital programme, the SFRS Board approved a Risk Based Approach to investment. The latest report highlights that 44.7% of the operational property estate is in poor or bad condition, and in terms of suitability 75.5% of the operational estate is classed as poor or bad. Around 61% of our buildings are over 30 years old. While priority is given to the most urgent needs, our current capital funding means it will take years to resolve urgent problems while the condition and suitability of our estate continues to deteriorate.

We are committed to prioritising investment in those stations affected by Reinforced Autoclaved Aerated Concrete, (RAAC) roof panel problems. This form of construction was common in the 1960s through to the 1980s and now brings a risk of roof collapse as the concrete ages. We have 14 stations which have RAAC roofs, and they are key stations within our network. Since becoming aware of the issue in 2019, we have taken remedial actions to protect firefighters in those stations but without permanent improvements or rebuilds neither we nor our partners, who share many of those facilities with us, or the communities who also make use of our buildings will be able to do so safely in the future.

At the same time, we recognise the growing evidence of the health risks associated with exposure to a range of contaminants for firefighters. We have established an Executive-led, cross-Service working group to manage this issue and we will continue to work closely with the Fire Brigades Union (FBU) as we do so. This issue is of vital importance to us and to the safety of firefighters. But we need to invest in - and modernise - our estate. In simple terms we need to establish in our stations 'clean' and 'dirty' work zones and deploy new technology and working practices in managing potential exposure to contaminants to protect the health of firefighters.

### 4.1 Modernising the Estate

The SFRS has, rightly, set out its ambition to be both an employer of choice and one that reflects more closely the make-up of our communities. To help attract a more diverse set of people to join the Service we need to have modern facilities. However, over 100 stations have minimum toilet facilities and no dedicated drying area, no rest or canteen area. Over 120 stations are without a dedicated locker room and over 150 have insufficient showering facilities. Most concerning of all 282 stations lack proper dignified facilities and none of our stations are properly designed to manage contaminant issues. In the short term we simply do not have the budget to address these issues.

To help in our efforts to improve the property estate, including controlling the spread of contaminants and providing dignified facilities, we are exploring innovative design options based on modern methods of construction using modular building technology. This is essentially a building that can be prefabricated offsite, and provides a modern, carbon neutral, contaminant safe and low-cost community fire station. This is particularly appropriate for rural and island stations. The design concept is such that if other community services require space or accommodation, additional modules can be added to the initial fire station at low cost. Building these new stations will require investment and in conjunction with the Scottish Futures Trust and our partners, we are producing a business case to seek additional investment for this project.

Based on community risk assessments and following full public consultation, there is the potential to move, merge or close some stations across a locality. The income this could potentially generate, if we are allowed to retain the capital receipts, would be reinvested into our plans to modernise our estate and wider Service. However, this is not a quick solution and we already know that would not be sufficient to fully address our capital backlog.



To ensure that we get maximum public value from our estate, we also share our buildings with other public service partners and communities. To date we have 65 stations being shared with the Scottish Ambulance Service, Police Scotland and others. We want to continue to expand on this and make our stations public service hubs that are fit for that purpose. We also regularly share our training sites with partners either for their own use, when our premises are more suitable than their own, or for multi-agency exercising.

We know that many other public services face similar investment needs. We believe that investment in our plans would also help meet those wider demands too. The nature of our Service is such that we need to retain a physical presence across Scotland to respond quickly to communities when the need arises. As part of the modernisation of our estate,

we would also look to share those assets with our partners; enabling them to work in partnership with us and others while retaining their presence in the same communities. We want our community fire stations to become full community resilience hubs hosting a range of public and other services. By investing in this community asset concept, we believe that it makes economic sense and will provide better value for money to Scotland. But even more importantly, this would support the building of community resilience and provide a base for a wider array of public services to remain within local communities, helping to improve wellbeing.

In that sense a modernised fire service would become a true community anchor for wider public service reform.

## 5. THE IMPACT OF CLIMATE CHANGE

The need to respond to the climate emergency is a key priority for SFRS and our Service Delivery model needs to adapt to this. Scotland is likely to see more wildfire and flooding incidents in both rural and urban areas because of climate change. In much of Scotland, we are likely to see prolonged periods of heightened risk of wildfires as the effects of the climate emergency materialise.

As part of the SFRS Wildfire Strategy, we have provided additional vehicles, equipment, training and Personal Protective Equipment (PPE) in a risk based and tiered model across Scotland. This enhances the existing model for dealing with this challenging incident type and has incorporated the latest thinking and developments in this field. The wildfire specific PPE that has been provided as part of this strategy is currently deployed to the 25 strategically situated stations identified in the tiered approach, however providing this PPE to all personnel if budgets allow will be an ongoing consideration.

In those periods of prolonged wildfire risk, we will also have to explore the implications of fighting such fires while being largely dependent upon On Call firefighters across large parts of the country. Extended periods fighting wildfires will have implications for them in their primary employment. Therefore, the modernisation of the On Call Service which we initiated in recent years will have to be sustained and will require further investment.

We will also see more extreme rainfall patterns across Scotland with heightened risks of flooding in many cities, towns and villages. In working with our partners, we will need to identify which critical national infrastructure sites, public services, high risk commercial premises and households are most vulnerable to the impacts of flooding. When these events occur, we need to be able to swiftly respond to protect those communities and households over prolonged periods and likely with multiple events occurring concurrently. As with wildfires we need to ensure our firefighters are appropriately trained and equipped to support people during these emergencies. The challenge of

the climate emergency is real, is materialising now, and requires us to continue investing in our Service Delivery model to ensure that we can respond appropriately.

We also have to play our part in reducing our energy use and other carbon emitting activities across our estate and our fleet. Investment in our aging estate is key to reducing our energy consumption and the Service requires significant ongoing investment to have a realistic chance of meeting the Scottish Government's net zero targets. In 2020 we set out our plans in our [Climate Change Response Plan 2045](#), which is supported by our [Energy and Carbon Strategy](#). In support of our actions, SG have made additional ring-fenced funding available to us and other public services to help meet our energy and carbon reduction commitments. But the size and scale of investment required to meet our targets is significant. Our Carbon Management Plan 2020-25 estimated a need for £48 million to decarbonise our activities over the five-year period, however due to inflation this figure is expected to be closer to £60 million. To date we have invested £11.5 million. New technology will play a part in helping us to further reduce our energy consumption in our estate but as highlighted above our estate is old and difficult to bring up to modern environmental standards.

We have made significant progress in decarbonising our light fleet by introducing electric powered vehicles and to support that we are building a joint charging network with our Blue Light partners. However, due to the nature of our heavy fleet, which accounts for over one third of our total carbon footprint, we are severely restricted in our options to reduce these emissions. New technology to replace our reliance on diesel-fuelled vehicles is progressing but it is slow to develop in the wider market, presents significant operational challenges, and is expensive to acquire. As a result, our estate will have to be net zero by 2030 in order to meet SG's 2030 target of a 75% reduction of emissions against our baseline.

## 6. SERVICE DELIVERY CHANGES

If we cannot change our operating model, we will find it progressively more difficult to make our saving requirements and adapt to the changing risks across our communities. Furthermore, failure to change will compromise our ability to identify reinvestment from within the Service. Modernising our Service Delivery model in conjunction with our assets is the key to both the financial and operational sustainability of the Service.

Our work to better understand changing community risk in Scotland and what that might mean for our Service Delivery model and station footprint predates the RSR pressures. The Service needs to adapt and modernise to meet the changing needs and risks of our communities.

For the last few years, we have been building our knowledge of changing community risk across the country and developing plans for our Service Delivery model. By using the CRIM, we will explore not just where we need to locate stations and resources but how we crew our appliances and operate from our stations; this applies to both Wholetime and On Call services.

We will explore options around changes to crewing models that might result in proposals to move from a single crewing model for the whole of Scotland to models that are appropriate to the level of the risk facing local communities. There are potential options to change the number of and crewing arrangements for appliances in some stations. We will also explore options for where we place specialist equipment and skills in our stations to ensure they provide maximum value to the communities who need them most.

We remain committed to working in partnership with representative bodies to develop the role of the firefighter in Scotland to encompass wider life-threatening emergency responses and contribute further to preventing risk and harm. To achieve this, we need to renegotiate the employment contract and role map of firefighters with their representative bodies. We will further need to invest in training and equipment to support our firefighters to take on new roles. But we are clear that the benefits to the people of Scotland in us doing so would be significant and the potential financial savings across the wider public service system would also be significant.

To sustain our service delivery model, the Service will continue to use the CRIM to identify where we can deliver change, safely, across our three Service Delivery Areas (SDAs) in the North, West and East of Scotland. We know delivering change, even with a strong risk assessed evidence base will be challenging, complex and time consuming. While there are some areas where reductions can be safely made there are other areas which we know require investment to enhance the current levels of provision.

Due to our existing structure, which has already been streamlined through reform, the only real option we have is to reduce firefighter numbers.

To achieve our anticipated savings of £14.1m next year we would need to reduce our firefighter posts by 339 – the equivalent of an additional 18 second appliances.

If we only pursue those areas where reductions can be made, we believe we will compromise the safety of Scotland's communities to a level which we cannot in good conscience support.

## 7. IMPACT OF FINANCIAL CHALLENGES

### 7.1 Impact on planned initiatives

We are committed to using our full organisational capacity and capability to modernise our Service. However, within the existing resource and capital envelope available to us we need to make hard choices in how we prioritise our budgets. With more investment we can achieve significantly more, but as it stands, we have had to prioritise developments while balancing our budget. The key reprioritisation steps we have taken to date are set out below.

The modernisation of our business systems is a priority for the Service to enable us to work better and in more efficient ways. We need to invest in core business support systems such as our People, Payroll, Finance, Training (PPFT) systems. We initiated a major project intended to modernise our PPFT systems and redesign how our support functions operate. This work has had to be delayed in part through cost estimates to replace our aging systems. Consequently, we have scaled back the scope of the programme and are seeking collaboration opportunities with other partners to see if we can secure improvements in how we work while reducing our operating cost base.

Our Corporate Support Services accounts for around 6% of expenditure and provide critical support to Operational Service Delivery. We are however seeking to improve how our support services work by streamlining processes, reducing duplication, automating where we can and through that seek to generate savings. We are exploring these issues jointly with Police Scotland, and where appropriate other public services, with an intention of building collaborative solutions that add further value to the internal improvement work that we are undertaking.

As detailed above in recent years we have sought to reach agreement with the FBU about developing the role of firefighters to take on wider prevention and emergency response, including medical response and to reflect that in both the firefighter employment contract and their pay. Given the financial constraints we are faced with this potential development has been delayed. Without funding to support agreed changes in firefighters' terms and conditions of employment we cannot bring this about. An Outline Business Case setting out this development in more detail, including the costs and benefits of the proposal, was submitted to SG with the backing of the FBU, but has not been progressed.

We remain committed to reducing our carbon footprint but investment in decarbonisation of our activities and building a blue light electric vehicle infrastructure is not progressing at the rate we would like. Due to the wider operational pressures we are facing, and the need to invest our limited budgets in other areas, we are simply not investing enough to reach net zero. We have not met our targets on the five-year climate change response plan due to lack of investment. We are faced with the eternal conundrum of meeting today's priorities at the expense of the longer term. Ideally, we wish to do both.

To help meet our budgetary pressures we are slowing down investment in our Fleet replacement. We have 1620 vehicles within our fleet and of that 577 are older than their planned replacement age. This means 29% of our light fleet, 39% of our heavy fleet and 56% of our specialist vehicles are older than planned. To free up limited capital investment, we are now slowing down our replacement programmes which, in the years to come, will lead to maintenance and other costs increasing within the Service.

As we noted above the SFRS estate is large, ageing and deteriorating. Our minor repairs programme has been slowed down to enable us to use our limited resources to meet our most significant pressures. This impacts on staff perceptions of the Service and on morale as minor repairs to things like windows are put off. These 'hygiene' factors in the estate are important but we simply need to sacrifice them to pay more focussed attention on the more pressing concerns we have. As noted above we have prioritised stations with RAAC panel roof issues but on current levels of funding it will take over 10 years to deal with this problem, during which time the 14 sites remain subject to an ongoing quarterly inspection regime at a cost of £100,000 per annum to monitor condition, whilst the risk of further deterioration increases significantly. This results in limited opportunities for the Service to invest in other much needed replacements and refurbishments across our property portfolio.

## 7.2. SFRS Contingency Savings Options

The SFRS operates on an annualised budget and as an Other Significant Public Body we cannot hold reserves and any borrowing we incur counts against SG's borrowing and therefore requires SG authorisation. These restrictive financial management arrangements mean contingency planning is incredibly difficult to achieve. It also means our ability to plan changes and reinvest in the Service to generate savings over several financial years is compromised. The need to function on an annualised basis means our savings currently must be planned and delivered in year and consequently long-term planning becomes very challenging.

This is why we have made changes to our operating model in 2023/24 to help balance the budget for the year without unduly increasing community risk. That approach is not viable in perpetuity. As we have set out above, we believe

that through modernisation, supported by an ability for us to reinvest internally generated savings and with modest additional investment, we can do more to protect and enhance community safety and wellbeing. We firmly believe that this is the route to a more sustainable Service that will continue to meet the challenges generated by changes in community risk across Scotland. If we must keep making in-year savings we anticipate that community safety will be compromised.

The only real contingency plan open to us is the modernisation of the Service or we will, by force of circumstance, end up in a scenario whereby we are retrenching our Service provision across Scotland. That would bring additional risks to community safety, and it is not a road that we wish to go down.

## 8. CONCLUSION

In realising savings, we have placed maintaining community and firefighter safety at the heart of our decision making. However, the more we need to find in-year savings and the longer the period over which we will have to make those savings, the more difficult it becomes to maintain that commitment.

The immediate in year savings to ensure we can balance our 2023/24 budget have generated considerable public, political and stakeholder debate and subsequent pressure on the Service to reconsider our actions. In the communities directly impacted by the temporary removal of appliances, the alterations to our high reach provision and the amendments to the water rescue crewing model in Polmadie in Glasgow, stakeholders have made their concerns known to the Service.

Following our announcement of the operational changes for 2023/24 we have undertaken more than 100 engagements with local elected members across affected areas and received in excess of 60 media and Freedom of Information enquiries. We were also asked by three Local Authority scrutiny committees to meet with the full council in their area

to explain the changes we were implementing. As part of our engagement approach, we published details of how we had arrived at these operational changes and met with those councils who requested that of us.

The level of concern generated illustrates the high value that communities and other stakeholders place in the services provided by SFRS. This therefore makes change as part of a savings programme very complex and challenging whilst also ensuring we can deliver balanced budgets on an annual basis.

Despite these challenges, we remain committed to modernising our Service because it is the right thing to do to meet the changing needs of communities across the country. But we do not underestimate the challenge. Unless we can plan and implement Service modernisation over time, our ability to reach a sustainable financial model that provides the platform for our Service Delivery model to meet the changing risks across communities will be compromised. And, without investment it is our firm belief that the changes we will be forced to implement, may ultimately come at the cost of public safety.



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Scottish Parliament Criminal Justice Committee Pre-Budget Scrutiny  
September 2023 – Submission by the Scottish Fire and Rescue Service

Version 2.0 18 September 2023





# North Ayrshire Performance Summary Report - Q2 2023/24

Reporting Period: 01/04/2023 - 30/09/2023



**POLICE  
SCOTLAND**  
Keeping people safe

**Total Crime**



**6.0%**



**6,398 Crimes**

Incidents  
Recorded

Violence/Homicide

Drug Supply

Robbery

Domestic Abuse

Sexual Crime

**-2.9%\***

**11.3%**

**5.7%**

**-23.8%**

**4.2%\***

**3.1%**



20,875

900

37

16

555

168

ASB

Hate Crime

Acquisitive Crime

Drink/Drug Driving

Speeding

Serious Injury &  
Fatal Accidents

**-15.9%\***

**29.4%\***

**9.1%**

**32.1%**

**30.9%**

**-19%/-75%**



4,410

89

1,419

126

328

17/1

Note: All percentage figures are based on the 5-year average with all data based on Management Information which may be subject to change. \*5-yr Average is locally produced and not MI

## Introduction

This document has been compiled to look at the quarterly data available for North Ayrshire. The report is based on the areas of focus identified within the Local Policing Plan agreed with the Local Authority. The 'Plan on a Page' document is available on Page 3, this provides details of the areas Police Scotland have agreed to report on. There is a new Local Policing Plan and 'Plan on a Page' which will be reported on as part of Q1 later in 2023.

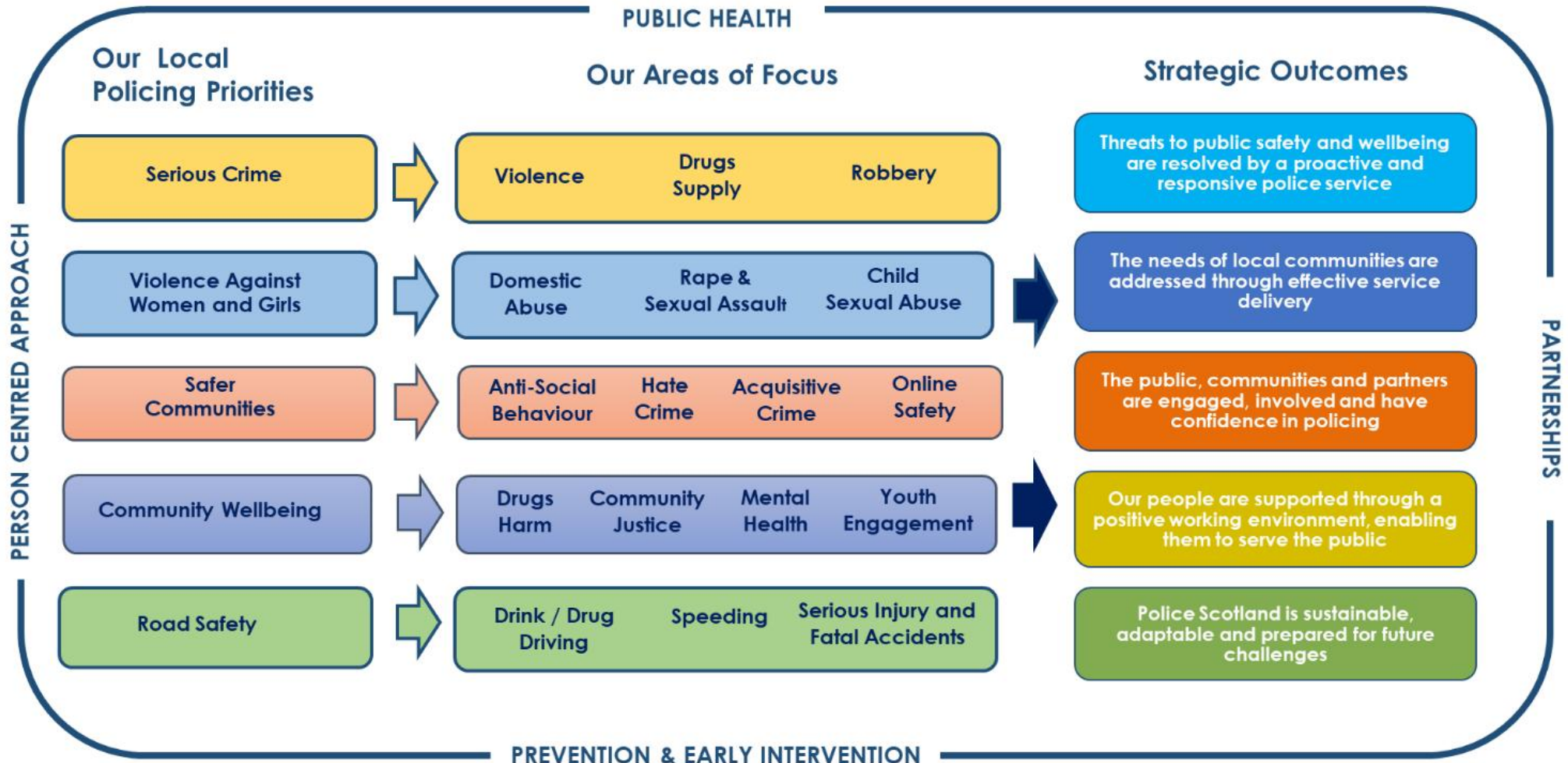
The following list of contents provides an overview of the items included in this report:

TOPIC	SECTION	PAGE
Local Policing Plan	Plan on a Page	3
Serious Crime	Violence/Homicide	4
	Drug Supply	5
	Robbery	6
Violence Against Women and Girls	Domestic Abuse	7
	Rape & Sexual Assault	8
	Child Sexual Abuse	9
Safer Communities	ASB	10
	Hate Crimes	11
	Acquisitive Crime	12
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Road Safety	Drink/Drug Driving, Speeding and Serious Injury & Fatal Accidents	14
Public Confidence	User Satisfaction Survey	15
	Complaints	16
Glossary of Terms		17



**Plan on a Page  
North Ayrshire**

**Our vision** | Policing for a safe, protected and resilient Scotland  
**Our purpose** | Improve the safety and wellbeing of people, places and communities in Scotland  
**Our values** | Fairness, Integrity, Respect, Human Rights



OFFICIAL

## SERIOUS CRIME—Violence/Homicide

### Local Action/Context:

Overall violent crime has increased by 11.3% on the 5-year average. This increase is primarily due to the number of Minor Assaults both on Emergency workers and the public. However there has been a decrease noted in Serious Assaults on the 5-year average. There are currently around 6% of the Minor Assaults which are non-recent.

Three of the Attempt Murders remain undetected at this stage with 76% of the Serious Assaults currently detected.

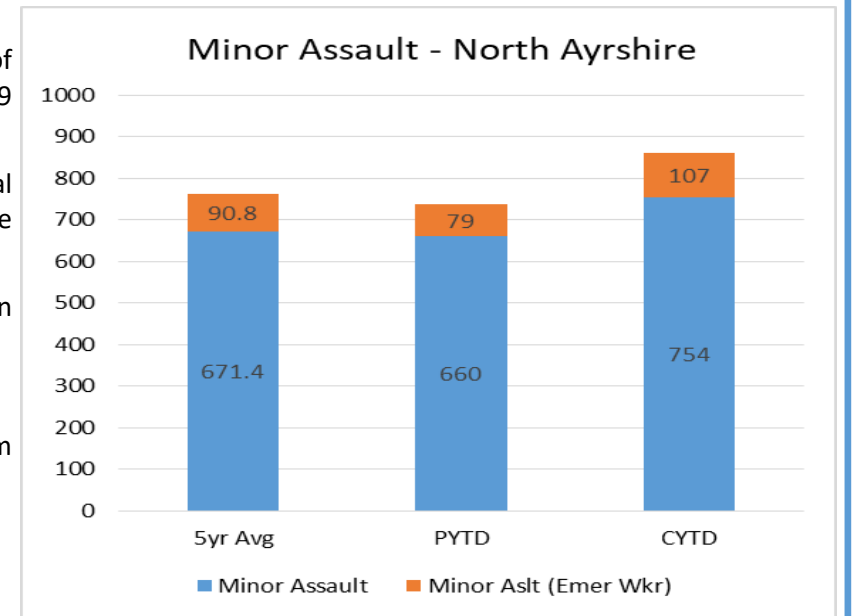
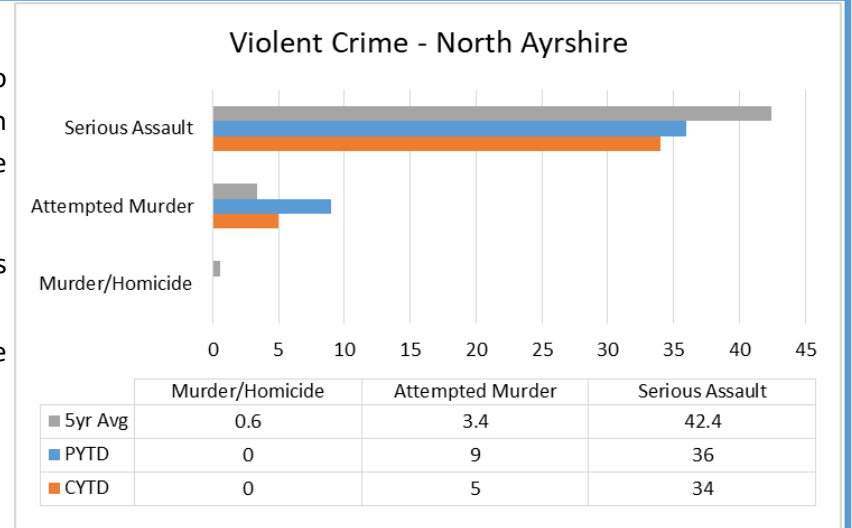
In relation to the undetected attempted murders 2 relate to the same incident in Stevenston where the CID are following a positive line of enquiry.

Whilst the overall level of violent crime has increased it is worthy of note that the crimes of significant violence are tracking downwards with the number of attempted murders reducing from 9 down to six during the reporting period.

All significant crimes of violence are subject to close scrutiny and managed by the Criminal Investigation Department supported by both the Locality and Priority policing teams where all are reviewed daily.

Officers continue to engage with Licensed premises and during the reporting period there have been 272 inspections compared to only 24 incidents.

The Community Wellbeing Unit (CWU) continue to work with identified offenders to deter them from future involvement in criminality.



Source: Taken from Police Scotland Business Intelligence Portal

## SERIOUS CRIME—Drug Supply

### Local Action/Context:

Drug supply charges in North Ayrshire have noted an increase over the last 6 months. Charges are up 5.7% on the 5-year average for Supplying Drugs and Cannabis Cultivations are up 47.7% on the 5-year average.

Proactivity remains the main focus and means by which these charges are obtained. Identifying any real patterns to where these crimes are taking place requires the combined work of local officers and Divisional staff, building on the Community Intelligence provided by North Ayrshire residents, community groups or via Crimestoppers.

The positive increase in supply charges is welcomed and is reflective of the significant work being undertaken within North Ayrshire by our Local Intelligence officer, Intelligence Development Unit and our Proactive Policing team. Information and intelligence gleaned from the community via our locality and response officers are the building blocks to identify who is responsible at all levels for the supply of controlled drugs across North Ayrshire.

An excellent example being the dismantling of an organised crime group Op Downbow which was a county lines drug supply group who operated in North Ayrshire. Following successful executive action this group have been dismantled.

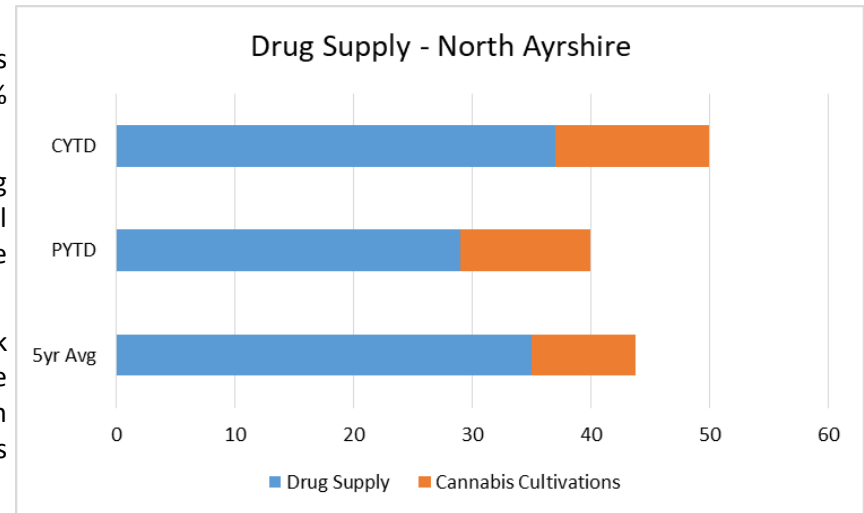
A joint warrant execution in July between Pro-Active and PPT in Livingstone Terrace in Irvine resulted in two males aged 16 and 17 charged and arrested for being concerned in supply of Class a Controlled drugs namely heroin and crack cocaine( approx. street value of around £2000). Also during this Quad bike and electric bike seized by PPT as established these vehicles had been used in ASB within the local area. Both individuals referred to community wellbeing unit

In September warrant executed by Pro-Active in Kilwinning resulted in 20 year old male arrested and charged in relation to the supply of Class A drugs with street value or approximately £1000. Further offences were identified with male charged with possession of a lock back knife.

In September Pro-Active crime team executed a search warrant at a property in Irvine, whereby a male and female both aged 30 were arrested and charged in connection with being concerned in supply of Class A worth approx. £4500.

Ayrshire continues to target those involved in serious and organised crime, with a drive to identify and arrest those operating at the highest level within our community

As part of an ongoing operation a drug search warrant was executed at an address in Stevenston. During this search a quantity of Class drugs were recovered along with a hydraulic press. Indicative of high level of dealing. Male subsequently charged with being concerned in supply of drugs with modifier of involvement in serious and organised crime.



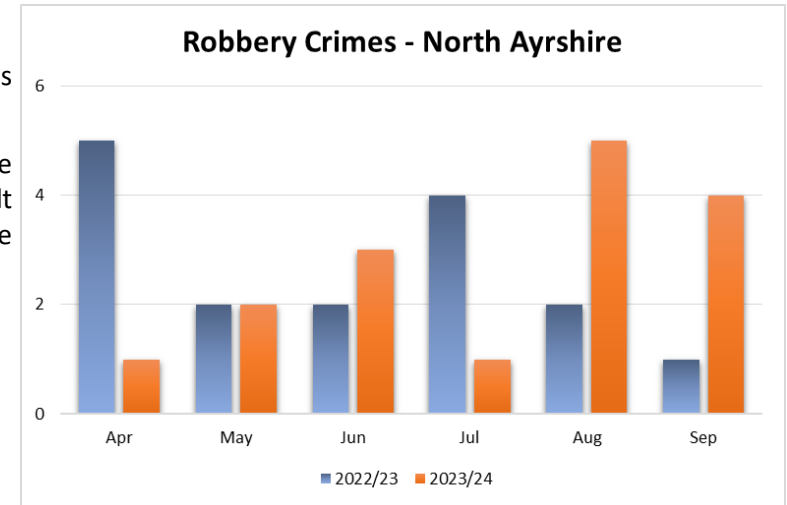
Source: Taken from Police Scotland Business Intelligence Portal

## SERIOUS CRIME—Robbery

### Local Action/Context:

The number of reported Robbery type crimes so far this year is the same as last year (n=15) which is below the 5-year average (n=21.0). So far 9 of the 15 reported crimes this year have been detected.

The Rivergate Shopping area is currently being shown as a repeat location with two crimes taking place at this location. Eight of the sixteen crimes have taken place within the home, with a physical assault being most commonly used against the victim. Cash remains the most commonly acquired item and the victim knew the offender, in some capacity, in 75% of robberies so far this year.



Source: Taken from Police Scotland Business Intelligence Portal

The significant reduction is welcomed and is reflective of the ongoing preventative work within North Ayrshire both within Schools and robust policing of the town centres.

Robberies are a key priority within North Ayrshire each report is subject to an enhanced level of governance and scrutiny by both the Area Command and CID, this ensures that all such crimes are thoroughly investigated and offenders pursued and apprehended at the earliest opportunity.

One of the reported crimes has now been identified as being a false report the individual concerned has been signposted for supports through our Community Wellbeing team.

Whilst the detection rate appears to be on the low side a number of these crimes are awaiting forensic updates which will if positive provide a sufficiency of evidence.

Dedicated town centre officers continue to proactively engage with retailers regarding preventative measures and raising awareness.

Preventative measures are continually refreshed which include identifying those known offenders who are subject to bail conditions to ensure compliance of conditions and all warrants for Robbery offenders are prioritised to ensure they are apprehended at the earliest opportunity.

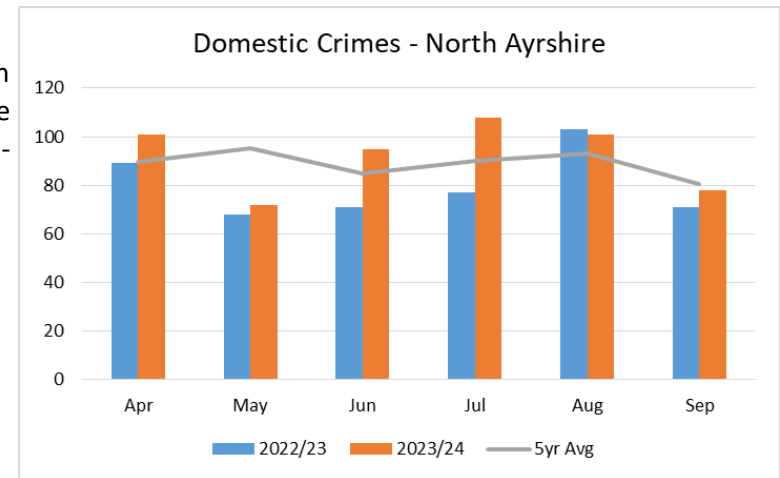
Whilst being committed to robust enforcement we remain committed to identifying the underlying factors that lead offenders to commit such crimes working closely with partners to ensure appropriate supports are put in place that could reduce the likelihood of reoffending.

## VIOLENCE AGAINST WOMEN & GIRLS—Domestic Abuse

### Local Action/Context:

Domestic crimes during the first six months of this year are showing an increase when compared with last year (up 16%) and are up on the 5-year average (up 4.2%). The chart opposite clearly shows that the months of May and September have recorded fewer crimes than the other months and are below the 5-year average figures.

It has been noted that around 8% of the crimes reported during this period are non-recent.



Source: Data taken from iVPD through ScOMIS

During July – September 2023 there has been a slight increase in Domestic related incidents reported to Police across Ayrshire, which is reflected in North Ayrshire with a rise of 35 incidents over the period. This increase can in part be explained by the excellent work undertaken by the Domestic Abuse Safeguarding Team (DAST) who initiate follow up contact with victims of Domestic Abuse. These subsequent interactions allow victims the opportunity to report further offences which are robustly investigated by the Domestic Abuse Investigation Unit (DAIU).

Since its creation in July 2022, the DAST have provided safety advice and implemented protective measures to victims of Domestic Abuse who have been highlighted through the submission of IVPD’s. These invaluable contacts offer reassurance to individuals affected by Domestic Abuse and encourages partner agency engagement.

DSDAS referrals have slightly increased from the last quarter from 34 to 39 referrals submitted during the period. This is an increase from the same period last year where 27 referrals were received within North Ayrshire.

Domestic Abuse remains a high priority within the North Ayrshire Local Police Plan and the DAIU continue to work closely with partner agencies to identify high risk victims of Domestic Abuse and develop safety plans around them. During this reporting period, 52 victims were referred to MARAC and risk-focused safety plans were implemented. These conferences are crucial in providing a voice for the victim through their individually assigned Independent Domestic Abuse Advocacy worker and tailors the support specifically to their needs. The number of MARAC cases during this period has significantly increased and demonstrates the increase in knowledge and awareness around this process.

Information gleaned during diligent investigations in September identified one high tariff offender of Domestic Abuse as a Multi-Agency Tasking and Co-ordination (MATAC) target and investigations are currently ongoing.

Ayrshire DAIU and DAST remain committed to providing a professional, sensitive and consistent service to all victims of Domestic Abuse.

## VIOLENCE AGAINST WOMEN & GIRLS—Rape & Sexual Assault

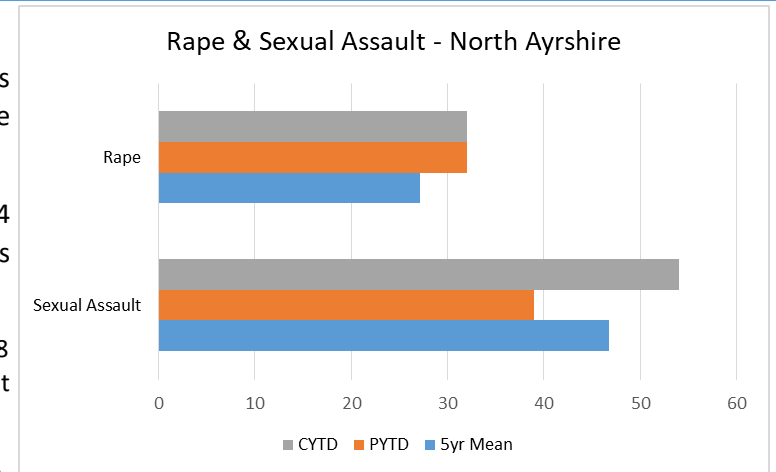
### Local Action/Context:

Examination of the Rape crimes shows the same level reported this year compared to last year, which is above the 5-year average. It is notable that a total of 14 of these are non-recent crimes of which 11 were Domestic related.

Sexual Assaults have noted a marked increase on both last year and the 5-year average. Of the 54 reported crimes, 19 are non-recent so far, and 9 are domestic related. It should be noted that 9 crimes have been reported by one individual against the same male and this is impacting on the overall figures.

There have been a total of 35 individuals aged 17 years or younger who have reported a sexual crime (a total of 58 crimes have been reported by these individuals). Notably 21% of the crimes were non-recent, which is a slight increase from 20% last year.

To date sexual assault and cause to look at a sex image were the most commonly recorded crimes. Notably the number of rape crimes has halved this year (10 down to 5). In over 80% of cases the victim knew the offender, with a friend / acquaintance most commonly being the perpetrator.



Source: Taken from Police Scotland Business Intelligence Portal

We continue to work closely with partners to ensure survivors are supported throughout the criminal justice process. The introduction of the dedicated sexual health service at The Willows in Prestwick has provided vital in our effective and efficient response as SOLO officers, ensuring that victim welfare is at the core of our response. The Willows in Prestwick is a dedicated sexual assault response coordination service that offers healthcare choices including a forensic medical examination, and is available to individuals who have experienced rape or sexual assault, in a way that is sensitive, compassionate and reduces the risk of any re-traumatisation. The Willows is available 7 days a week between the business hours of 9am-9pm and offers police referrals with examinations carried out by a peripatetic team from Archway in Glasgow. Since the inception of the Willows it has seen 55 cases in respect of Police Scotland referrals and self-referrals.

The Violence Against Women and Girls (VAWG) Strategy was approved in March 2023. Based on broad and unprecedented engagement with the general public, women and girls, survivors of violence, key partners, academics and experts, the strategy builds on our commitment to improve and future proof our response. The strategy shows Police Scotland's commitment to act and to improve how we tackle sexual violence and domestic abuse that disproportionately affects women and girls. We will work closely with our partners to improve the opportunities and support available for women and to improve our response and drive the change needed to end violence against women and girls.

An online form has been added to the Police Scotland website to gain anonymous feedback from victims of domestic abuse, rape or other sexual crime, to help improve the quality of service we provide. The form, which has been developed by our in-house Research and Insights team, is now available on our website. The aim of the form is to get honest feedback from victims and survivors about how we, as an organisation, handle criminal incidents of domestic abuse, rape and sexual assault and where we can make improvements to our service. Respondents will be asked not to provide any information that could identify them or their location.



## SAFER COMMUNITIES—Antisocial Behaviour

### Local Action/Context:

Anti-social behaviour in general has shown a reduction this year when compared to the 5-year average, although there has been a slight increase on last year (up 3.7%). Most months have recorded increases and this may in part be as a result of the improved weather which resulted in more transient visitors to the beaches in Ayrshire, including those in North Ayrshire.

ASB incidents involving youths accounted for just under 12%.

ASB continues to be targeted across North Ayrshire by our dedicated teams, focussing on the areas that have a direct impact to the wellbeing of our local communities. Daily scrutiny, governance and partnership working, including Prevention First Group address emerging issues timeously.

The good weather we enjoyed in June did not continue throughout quarter 2 resulting in less ASB on our coastline. Using an intelligence led approach, officers were deployed along beaches with resources such as the Mounted Branch and Quads, affording early intervention of ASB, seizure of alcohol and identifying offences. This supported on designated Safer-Shores days with partners from the Coastguard, SAS, ScotRail, BTP and policing Divisions in Glasgow/Inverclyde to ensure that persons attending did so responsibly.

ASB involving Off Road Bikes/Quads in areas such as Ardeer, Stanecastle and Kilwinning continue to cause concern. Intelligence led action plans continue with Quad Bikes playing a key role. This has resulted in a number of detections, seizures and a number of enquiries remaining live.

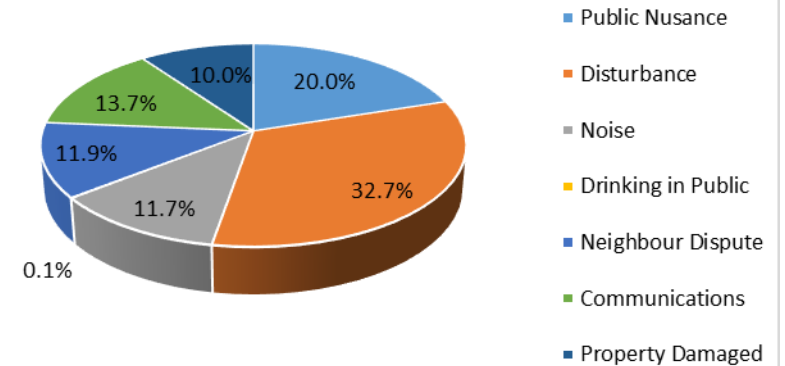
Quads have also been deployed on the mainland and Islands providing efficiency when assisting with a number vast rural searches for reported missing person.

Each weekend officers patrol within Town Centre areas, conducting proactive high visible visits to licensed premises, providing public reassurance and support to night time economy workers. Throughout the period local officers undertook 266 visits to licensed premises.

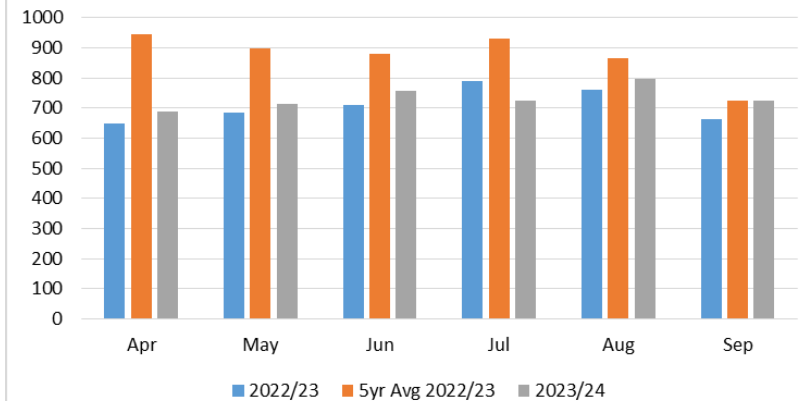
ASB continues to be prevalent in Ardeer, Ardrossan, Stevenston Retail Park and Irvine Town Centre, dedicated town centre officers providing presence during dayshift hours with additional patrols by late shift/nightshift officers.

Campus officers continue to educate and divert pupils from ASB utilising Early and Effective Intervention protocol when appropriate.

ASB Incident Breakdown - North Ayrshire



Monthly ASB - North Ayrshire



Source: Taken from Police Scotland Business Intelligence Portal

## SAFER COMMUNITIES—Hate Crime

### Local Action/Context:

Hate crime across North Ayrshire is currently showing a marked increase when compared to the same period in 2022/23 (n= 89 this year, n=56 last year) and the 5-year average (n=68.8). The chart opposite highlights the fact that Racial crimes have increased markedly. The majority of these have involved members of the public rather than Police Officers.

Three repeat victims have been identified during the first six months of the year, two were subjected to racial abuse and one was the victim of transphobic crimes. There are currently no repeat locations identified apart from the addresses associated to the repeat victims.

Majority of hate crime occurred in public space (77%) and 4 have occurred within schools. 15 have occurred in shops throughout North Ayrshire.

Around 60% of hate crime directed at members of the public were committed by someone known to them (neighbour or acquaintance).

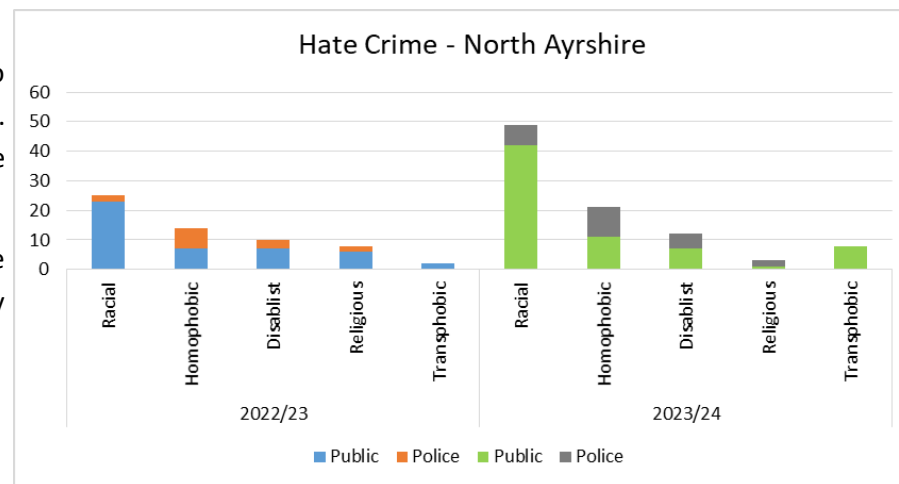
Addressing the increase in racial crime is a priority in North Ayrshire with support provided to all hate crime victims.

Every report of a hate crime attracts additional scrutiny and governance from the Local Area Commander and team to identify patterns of behaviour, repeat victims, locations and to ensure the relentless pursuit of offenders. Local Policing Teams and interventions officer visit the victims of such crimes ensuring appropriate advice and support providing them with a single point of contact.

During the reporting period there have been two repeat victims, one for Transphobic crimes and one for racial crimes.

During the reporting period no hate crimes have been recorded against any Ukrainian nationals in North Ayrshire and one Syrian national has been the victim. The Local Authority Liaison Officer continues to work closely with both the Ukrainian and Syrian community within North Ayrshire.

Campus officers continue to provide inputs around hate crime to all pupils within secondary schools.















Source: Taken from the IVPD database through ScOMIS

## SAFER COMMUNITIES—Acquisitive Crime

### Local Action/Context:

From the table opposite it is evident that the majority of acquisitive type crimes are currently showing increases when compared with last year but decreases when compared with the 5-year average.

Fraud type crimes have been on the increase for a number of years, and this was exacerbated with the start of the pandemic in 2020 as more people moved their shopping habits online making them more vulnerable to potential scams and fake sites. Around 48% of Fraud crimes this year in North Ayrshire can be classed as having a cyber element, whether that is due to goods purchased and not received, monies not received for goods sent or WhatsApp type scams, there is some part of the Fraud which has involved the use of the internet.

Acquisitive Crime	CYTD	PYTD	5yr Mean
All Housebreaking	136	79 	127.2 
All Vehicle Crime	87	137 	141.6 
Fraud	170	137 	113.4 
Common Theft	352	313 	438.2 
Shoplifting	564	432 	356.4 
Other Thefts	110	93 	123.4 

Source: Taken from Police Scotland Business Intelligence Portal

Whilst housebreaking crimes are also showing an increase this is primarily due to crimes where commercial premises have been broken into. Housebreaking crimes to domestic premises have increased slightly compared to last year however remain below the 5-year average.

North Ayrshires Preventions and Interventions officer has been very active through the communities of North Ayrshire working with partner agencies to raise awareness and help prevent all members of the public and in particular vulnerable members of our communities in relation to Scam and fraud prevention. These include;

Jul 2023: Attended Community Open Day, Largs Library 1400-1600hrs. Provided inputs on scam prevention and also advertised on social media as a drop-in centre for any non-urgent police matters.

Jul 2023: 12<sup>th</sup> Annual Tenant Conference 2023. Preventions Officer provided a 30 minute input to the Cunninghame Housing Association Tenants on scam prevention and ran a stand providing further info.

Aug 2023: Partnership working with NAC Trading Standards – attended West Kilbride library and provided a scam input stand and an opportunity to drop in for non-urgent police matters.

Aug 2023: Marymass. Ran a stand for members of the public providing marketing material for scams prevention and offering advice re same.

Sep 2023: RBS, Irvine – provided a fraud prevention input with NAC Trading standards to the customers and staff of the local bank

Sep 2023: Partnership working with NAC Trading Standards – attended Scottish Alzheimers, AD Cameron Centre, Largs - provided a scam input stand and an opportunity to drop in for non-urgent police matters.

## COMMUNITY WELLBEING

### Local Action/Context:

The North Ayrshire Community Wellbeing team continue to make a positive impact on the communities of North Ayrshire, the below heading are aligned to the Local Policing Plan.

### Drugs Harm

CWU work closely with the North Ayrshire ADP assisting those in addiction by means of relevant signposting and practical support. A regular multi-agency meeting takes place with statutory partners to plan suitable joint visits with a view to solving local problems, including assisting those in addiction through drugs and alcohol. From this, a number of visits have been carried out with NHS, Social Work and Housing as well as Turning Point Scotland to those in crisis. These have led to a number of persons in the community receiving the correct assistance either directly or by referral on to the relevant agency.

### Community Justice

CWU continue to work closely with Criminal Justice Social Work with a view to reducing re-offending through supporting those in the community most at risk through addiction and poverty. CWU are working closely with the Rapid Relief Team who have provided a number of emergency food boxes and personal hygiene kits for distribution where appropriate. This has since been rolled out and made available to all officers, all with a view to providing necessary support whilst reducing offending, allowing vulnerable members of the community to provide themselves and family with food without resorting to crime to do so.

### Mental Health

CWU has engaged with numerous vulnerable community members, many of which have serious mental ill health. Through the strong partnerships built between CWU, statutory and third-sector agencies, often carrying out joint visits as previously mentioned, CWU has ensured that appropriate assistance is put in place at the earliest stage allowing best outcome for the individual whilst reducing the likely-hood of crisis. All CWU officers are now trained in Applied Suicide Intervention and mental health first aid. Many other officers have now completed the courses with more due to receive the training in the months ahead ensuring that they not only provide the best possible service to the community, but are also able to use these skills with colleagues, friends and family, therefore having a wider positive impact in the community.

### Youth Engagement

CWU continue to build their positive relationship with young persons in care settings, with some having shown interest in joining the Police Scotland Youth Volunteers which is being progressed. Through the authentic interest CWU officers have taken in these young people, there has been a 25% reduction in children from care settings being reported missing over the same period last year. CWU have also been involved with several events involving local youths such as the family day in July at Lawthorn Primary School where several young persons from seldom heard communities engaged in meaningful conversation with police. These events, combined with the CWU's engagement aligned with The Promise ensures that a clear and positive alternative to ASB and absconding is available to our young persons in North Ayrshire.

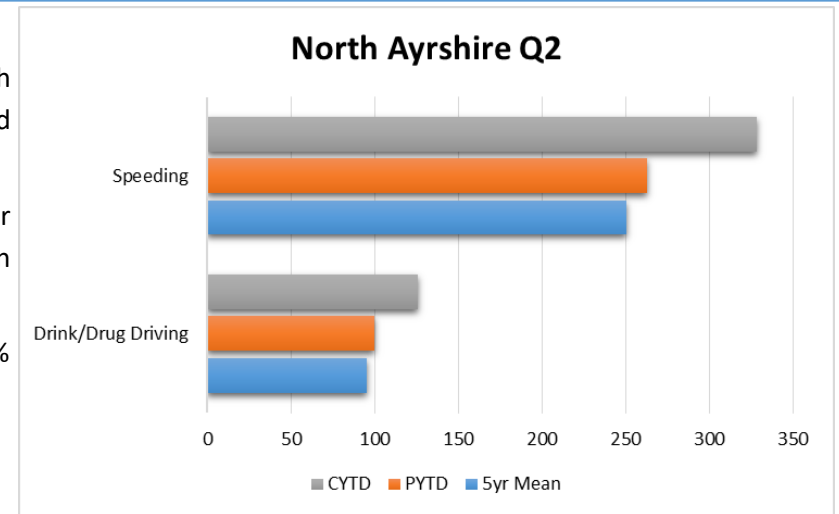
## ROAD SAFETY

### Local Action/Context:

There has been an increase in both Speeding offences and Drink/Drug Offences within North Ayrshire. However, this is likely to be due to increased pro-activity across the area to ensure road users are driving appropriately and safely.

In terms of Serious and Fatal Road Accidents —there have been one Fatal Accident so far this year compared with three last year. However there have been 17 people seriously injured, which is an decrease of 2 compared to last year and includes two children.

Detections for Drink/Drug Driving and Speeding have increased during the reporting period by 32.1% and 30.9% respectively, however this is highly likely due to the continued proactive approach adopted by police in North Ayrshire when targeting road safety.



Source: Taken from Police Scotland Business Intelligence Portal

Road safety continues to be a key priority for both the Police and communities of North Ayrshire. Local officers supported by Ayrshires Road Policing Unit remain committed towards the pro-active targeting of speeders, drink/drug drivers and other road traffic offenders, in the constant pursuance of reducing the number of people killed and seriously injured on Scotland’s Roads.

During the reporting period, a number of locations have been identified within North Ayrshire which continually receive complaints of speeding from members of the public and local elected members, whereby daily speed checks have increased, ultimately resulting in a number of motorists being subject of Conditional Offers of Fixed Penalty, or alternative reports direct to the Procurator Fiscal. Officers take every opportunity to highlight significant detections via social media to ensure wider communities are aware of policing activity towards road safety.

Officers from Ayrshires Road Policing unit have worked in conjunction with local officers and partners such as North Ayrshire Council and Ayrshire Roads Alliance, and the DVSA during the reporting period to positively influence road user behaviour through a number of events and educative inputs such as:

- Fit to ride event (motorcycle safety event).
- Experienced drivers event (held in South Ayrshire but open to North Ayrshire motorists/residents).
- Isle of Arran (experienced driver’s event).
- Ayrshire College (Kilwinning Campus) – New Driver Scheme inputs.
- Commercial Vehicle Safety.

## PUBLIC CONFIDENCE—Survey Information

### User Experience - Current Position

It should also be noted that the ‘Feeling adequately informed’ question has changed in 2022/23 and only applies to those who stated they expected to be kept informed.

Questions	YTD	Force YTD	Female	Male	Blank/Other
<b>Number of Respondents</b>	<b>194</b>	<b>7711</b>	<b>90</b>	<b>37</b>	<b>67</b>
Ease of Contact? (% Easy and Very Easy)	<b>71%</b>	<b>69%</b>	74%	76%	64%
Being provided with the appropriate response? (% Yes)	<b>69%</b>	<b>62%</b>	75%	72%	59%
Feeling adequately informed about progress made with your report (% Yes)	<b>53%</b>	<b>48%</b>	58%	40%	54%
Overall Satisfaction? (% Satisfied or Very Satisfied)	<b>72%</b>	<b>67%</b>	79%	70%	64%

### Your Survey

How safe do you feel in your local area?				Male		Female		Total Respondents
	Very Safe	Fairly Safe	Total	Very Safe	Fairly Safe	Very Safe	Fairly Safe	
North	21.10%	55.96%	<b>77.06%</b>	19.05%	54.76%	23.81%	57.14%	109

Concern about Crime				Male		Female		Total Respondents
	Increased a Lot	Increased a Little	Total	Increased a Lot	Increased a Little	Increased a Lot	Increased a Little	
North	26.69%	26.61%	<b>53.3%</b>	30.95%	21.43%	22.22%	30.16%	109

### Local Action/Context:

Your Police Survey remains open for all police and members of the public to provide their views on Policing in the local community.

Local officers continue to promote engagement with Your Police Survey at all events and community engagements with regular broadcasts on media and social media platforms.

## PUBLIC CONFIDENCE—Complaints Against the Police

**NOTE:** The information in these tables covers the period 1 April 2023 to 31 August 2023.

### Complaint Cases & Allegations Received

	TOTAL COMPLAINT CASES RECEIVED			TOTAL NUMBER OF ALLEGATIONS RECEIVED		
	YTD	LYTD	% CHANGE	YTD	LYTD	% CHANGE
<b>U DIVISION</b>	142	157	-9.6%	198	251	-21.1%
North Ayrshire	34	59	-42.4%	44	95	-53.7%

### Breakdown of Case Categories

	FLR (Early)	FLR PSD	FLR (Spec)	Criminal	Non Criminal	Abandoned	Withdrawn	Ongoing	Not Relevant
<b>U DIVISION</b>	0	61	7	7	41	16	8	2	0
North Ayrshire	0	15	2	1	10	4	2	0	0

### Breakdown of Allegations

	Assault	Corrupt Practice	Discriminatory Behaviour	Excessive Force	Incivility	Irregularity in Procedure	Neglect of Duty	Oppressive Conduct/ Harassment	Other - Criminal	Other - Non Criminal	Traffic Irregularity / Offence	Unlawful/ Unnecessary Arrest or Detention
<b>U DIVISION</b>	8	0	3	12	23	62	2	4	0	0	4	3
North Ayrshire	1	0	0	1	2	16	0	1	0	0	0	1

### Breakdown of Quality of Service Allegation Types

	Policy/Procedure	Service Delivery	Service Outcome
<b>U DIVISION</b>	22	16	39
North Ayrshire	6	5	11

## GLOSSARY OF TERMS

Acronym	Details
ASB	Anti-Social Behaviour
ASBIT	Anti-Social Behaviour Investigation Team
CWU	Community Wellbeing Unit
CYTD	Current Year to Date
DAIU	Domestic Abuse Investigation Unit
DAST	Domestic Abuse Safeguarding Team
DRD	Drug Related Deaths
DSDAS	Disclosure Scheme for Domestic Abuse Scotland
NAC	North Ayrshire Council
FLR	Front Line Resolution
GIRFEC	Getting It Right For Every Child
HMP	Her Majesty's Prison
LPP	Local Policing Plan
LPT	Local Policing Team
LYTD	Last Year to Date
MARAC	Multi Agency Risk Assessment Conference
NCARU	National Complaints and Resolution Unit
Non-Rec	Non Recent (over one year from incident occurring)
PACT	Pro-Active Crime Team
PSOS	Police Service of Scotland
PYTD	Previous Year to Date
QoS	Quality of Service (relates to complaints)
RADAR	Rapid Access to Drug and Alcohol Recovery
SARC	Sexual Assault Referral Centre
ScOMIS	Scottish Operational and Management Information System
SFRS	Scottish Fire and Rescue Service
SWD	Social Work Department
VAWG	Violence Against Women and Girls
YTD	Year to Date