



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, 14 November 2022** 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 15 August 2022 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 and receive a verbal update in relation to Operation Moonbeam (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  
Scott Gallacher  
John Glover  
Jean McClung  
Davina McTiernan  
Donald L. Reid  
Angela Stephen  
John Sweeney

Chair:

Apologies:

Attending:



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

**Present**

Donald Reid, Nairn McDonald, John Glover, Jean McClung, Davina McTiernan, Donald L. Reid and John Sweeney.

**Also Present**

Cameron Inglis.

**In Attendance**

R. Lynch, Senior Manager Legal Services, Robin McElhone, Graduate Legal Services, D. McCaw and C. Stewart, Committee Services Officers (Chief Executive's Service).

**Also In Attendance**

Chief Superintendent F. Hussain and Chief Inspector G. Grant (Police Scotland); Area Commander I. McMeekin, Group Commander S. Campbell and Station Commander N. Shearer (Scottish Fire and Rescue Service).

**Chair**

Councillor Donald Reid in the Chair.

**Apologies**

Scott Davidson, Scott Gallacher and Angela Stephen.

**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. 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 2022 – 30 June 2022. Appendix A to the report provided an analysis of the performance across six indicators, using the rolling three-year average as a basis of measuring performance.

The statistical information identified a 10.9% decrease in activity levels across the local authority when compared to the corresponding period in 2021. A further review of the three-year average indicated a 3% decrease in overall operational activity during a similar timeframe. Data on Home Fire Safety Visits, Fire Safety Audits and the retained duty system was also provided within the report and additional context was provided by Area Commander McMeekin to the meeting.

Updates were also provided in relation to the consultation process for the draft SFRS Strategic Plan 2022-25, a Youth Volunteer Scheme at Kilwinning Community Fire Station, participation in Carbon Literacy Training via the North Ayrshire Community Planning Partnership, development of a new approach to help reduce the number of fires occurring within non-domestic premises and participation in a series of 'Courageous Conversations on Race' events.

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

- public reporting methods in terms of anti-social vandalism fires;
- the benefits of multi-agency engagement and diversionary work to assist as vandalism deterrents;
- any access issues encountered by the Fire Service when responding to emergency calls;
- bespoke home safety fire visits tailored to individual needs and used to highlight areas of concern through appropriate referral pathways;
- the differences between full time and retained duty systems operated across North Ayrshire;
- potential changes in operational demand resulting from the impact of climate change in terms of flooding, grass fires etc. and any emerging risk from the cost of living crisis;
- prevention work in schools through community safety teams;
- the development of local priorities and the ongoing consultation in relation to the Strategic Plan;
- partnership working during the height of the Covid-19 pandemic; and
- the linked fire alarm legislation and the importance of early detection.

Noted.

### **3. 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 2022 - 30 June 2022 together with an overview of performance for year end 2021/22. A summary of current local policing plan priorities was also detailed.

The report provided information on North Ayrshire's performance, including a 1.3% decrease in the total number of crimes. The report further outlined progress in the areas of serious crime, safer communities, acquisitive crime, community wellbeing, road safety and public confidence with additional context being provided by Chief Superintendent Hussain to the meeting.

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

- the increase in racial hate crime figures, with 13 directed to members of the public and one to Police Scotland;
- response times in connection with the high number of calls received to the emergency 999 and the 101 contact numbers;

- the feedback from constituents around contacting the Police and resulting response times;
- advice to members of the public to continue with any call to the 101 number until answered by operators, to allow accurate data to be gathered on response times in future;
- the important role played by the Campus Officers and work with education colleagues to raise awareness in terms of anti-social behaviour;
- any impact on the workforce across North Ayrshire as a result of pension changes and service retirals;
- the speeding offence figures and the impact of restrictions during the Covid-19 pandemic;
- the increase in drug driving figures and methods available for detection;
- methods of contact in relation to reporting of scammers and rogue traders;
- monitoring and addressing community concerns and follow up methods for the Police Confidence Survey; and
- whether visits to the Police Scotland and Scottish Fire and Rescue Service HQs would be beneficial to new Members as part of the induction process.

Chief Superintendent Hussain undertook to circulate information in relation to the ‘Shut out Scammers’ campaign which provided details of organisations and resources available to provide advice and help to the public.

Noted.

#### **4. Scottish Fire and Rescue Service Strategic Plan 2022-2025 Consultation**

Submitted report by the Head of Democratic Services on the consultation request and response submitted on the Scottish Fire and Rescue Service Strategic Plan 2022-2025. The response, while welcoming the direction of travel required to provide a modern, comprehensive, proactive and responsive Fire and Rescue Service, made further comments which were detailed at Appendix 1 to the report.

Members commented on the timing of the consultation, noting that the Council had been in summer recess, and asked that partner organisation timescales be taken into consideration in terms of future consultation.

The Committee agreed to (a) note the terms of the consultation request; and (b) approve submission of the draft response detailed at Appendix 1 to the report.

#### **5. Review of Joint Strategic Police Plan 2020-2023**

Submitted report by the Head of Democratic Services on the consultation request and proposed response on the Review of the Joint Strategic Police Plan 2020-2023 and on progress in delivering the five strategic outcomes. The findings on the initial desktop review to assess progress on the future delivery of policing, and on any gaps in provision of service, were detailed in Appendix 1 to the report.

Members commented on the timing of the consultation, noting that the Council had been in summer recess, and asked that partner organisation timescales be taken into consideration in terms of future consultation.

The Committee agreed to (a) note the terms of the consultation request; and (b) instruct and authorise the Head of Democratic Services to submit a response, in consultation with the Chair, on behalf of the Committee.

The meeting ended at 3.55 p.m.



**Police & Fire and Rescue Committee – 14 November 2022**

<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 On the 1st October 2019, the Scottish Fire and Rescue Service (SFRS) laid before the Scottish Parliament its new Strategic Plan for the period 2019-22. As a result of this publication, the Service is legally obliged to review its existing Local Fire and Rescue Plans for all 32 local authorities across Scotland.
- 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 the 2021/22 period, 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 within North Ayrshire for the period 1<sup>st</sup> April to 30<sup>th</sup> September 2022 identified a 7.3% decrease in activity levels across the local authority when compared to the corresponding period in 2020. A further review of the three years average indicated a 0.3% decrease in overall operational activity during a similar timeframe.
- 2.2 In reviewing operational activity on a broader level, false alarms accounted for 56.3% of all demand within North Ayrshire, with fire related and special service activity accounting for 30.5% and 13.2% respectively.
- 2.3 For the period 1<sup>st</sup> April to 30<sup>th</sup> September 2022, overall progress is being monitored across six indicators, utilising the three-year rolling average as basis of measuring performance. Year on year and the rolling three-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 2.3, review of performance against these six indicators identified four indicators are below, one remains constant and one is above

the three-year average. Two indicators have seen a reduction in the three-year average by more than 70% and 33%.

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

### **3. SFRS Updates**

- 3.1 The SFRS has published its Strategic Plan (Appendix B) for the period of 2022/25. This plan has been published after approval by the Scottish Parliament.
- 3.2 Ross Haggart has been appointed as the Interim Chief Officer of the Scottish Fire and Rescue Service. This temporary appointment follows former Chief Officer Martin Blunden's recent departure from the organisation.
- 3.3 The SFRS presented pre budget scrutiny evidence to the Criminal Justice Committee at its meeting on Wednesday 26<sup>th</sup> October 2022. This submission contained an overview of organisation's planning assumptions for the period of 2022/23 – 2026/27. It also provided an overview of the measures already being implemented to meet the agreed Capital Spending Review for the period of 2021/22 -2025/26.

Further information on this submission can be located within the Scottish Parliament's Justice Committee website.

- 3.4 The SFRS's Ayrshire Area has been working closely with an array of partners to deliver programmes and initiatives designed to support the safety of local residents over the period of 4<sup>th</sup> – 6<sup>th</sup> November 2022.

This work included delivering safety presentations to young people across North Ayrshire, identifying and uplifting materials used for unwanted and dangerous bonfires, promotion of organised displays across the region and co-responding measures being adopted by the SFRS and Police Scotland over the course of aforesaid weekend period.

### **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 1<sup>st</sup> April to 30<sup>th</sup> September 2022.
- 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 and the local fire and rescue plan priorities identified within the Local Fire and Rescue Plan forms part of this reporting process.
- 6.2 Members of the Police & Fire and Rescue Committee will be kept up to date as to progress against the Local Fire and Rescue Plan and to any future fire and rescue service updates as they arise.

**Area 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 2022 - 30th September 2022**



**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 & Arran	8	0	5	34	1	43
Dalry & West Kilbride	9	0	1	12	1	40
Irvine East	1	0	2	19	0	5
Irvine South	1	0	6	43	4	58
Irvine West	6	0	4	59	0	77
Kilbirnie & Beith	5	0	3	38	0	14
Kilwinning	3	2	1	44	2	32
North Coast & Cumbraes	10	1	8	5	3	21
Saltcoats	5	0	4	10	1	25
Stevenston	2	0	5	72	2	44
<b>Total Incidents</b>	<b>50</b>	<b>3</b>	<b>39</b>	<b>336</b>	<b>14</b>	<b>359</b>

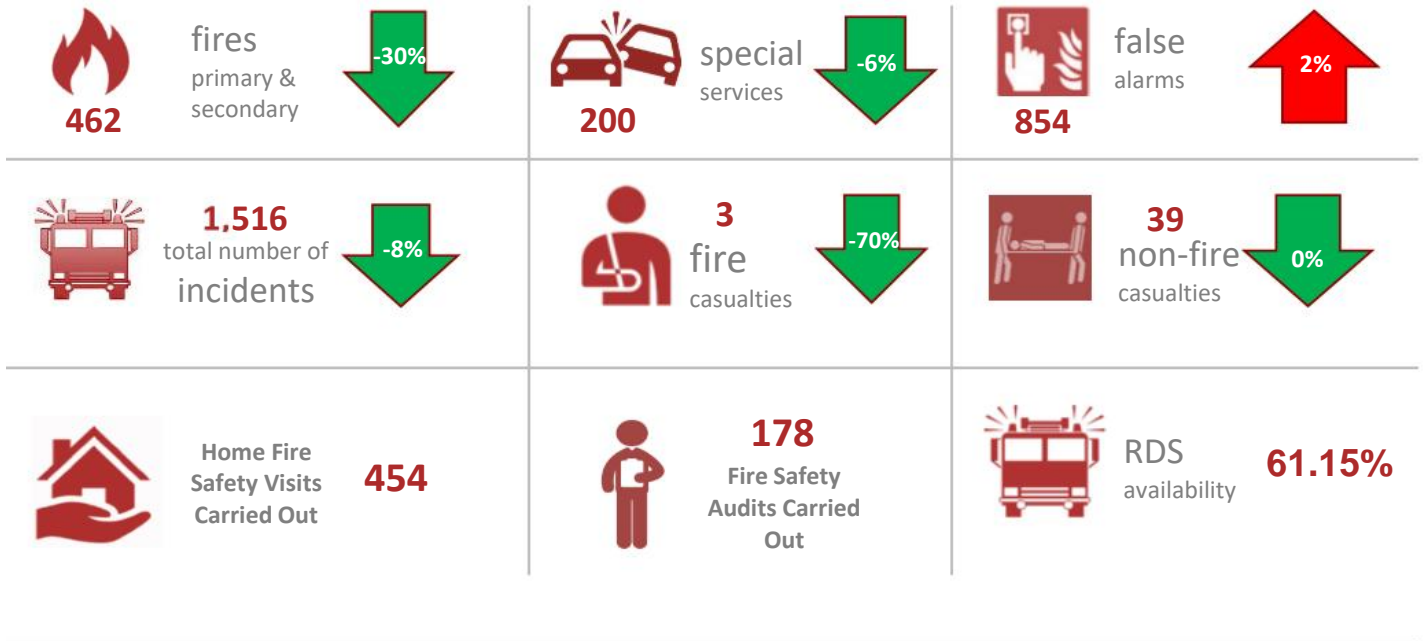
<b>Year on Year Change</b>	-33%	-70%	0%	-15%	-7%	14%
<b>3 Year Average Change</b>	-10%	5%	-2%	-6%	-21%	2%
<b>5 Year Average Change</b>	-7%	-4%	-5%	-3%	-6%	3%

## 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.

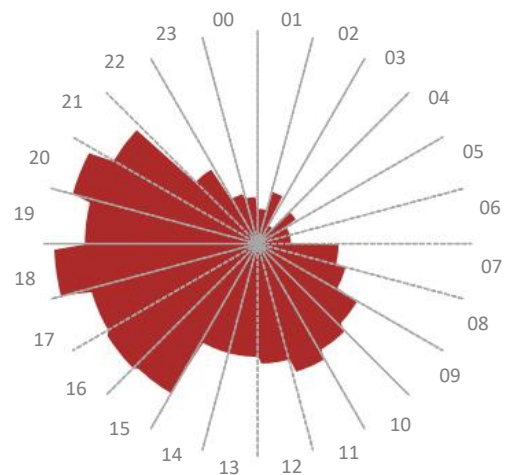
- Activity levels have reduced by more than 5%
- Activity levels have reduced by up to 5%
- Activity levels have increased overall

# North Ayrshire Delivery Activity Summary

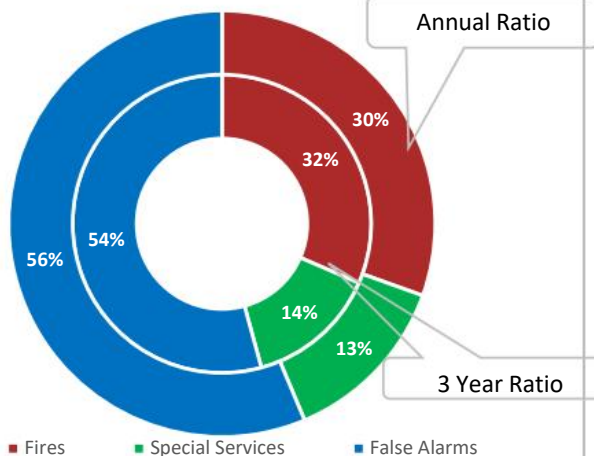


## Activity by Time of Day

Hour (am)	Total	Hour (pm)	Total
Midnight	28	Mid-day	71
1am	21	1pm	67
2am	32	2pm	67
3am	13	3pm	102
4am	27	4pm	104
5am	20	5pm	102
6am	20	6pm	120
7am	48	7pm	102
8am	54	8pm	113
9am	68	9pm	98
10am	73	10pm	52
11am	79	11pm	31



## Incidents by Classification



## Top 15 Incident Types by % of Total Incidents

False Alarm (UFAS)	23.68%
False Alarm (Dwelling)	22.03%
Outdoor Fire	15.90%
False Alarm (Good Intent)	9.23%
Refuse Fire	7.32%
Dwelling Fire	3.76%
Special Service - Effecting...	3.76%
Other Building Fire	1.58%
Special Service - RTC	1.45%
Other Primary Fire	1.39%
Special Service - Flooding	1.32%
Special Service - No action (not...	1.25%
Special Service - Assist other...	1.06%
Special Service - Animal...	0.92%
Special Service - Lift Release	0.79%

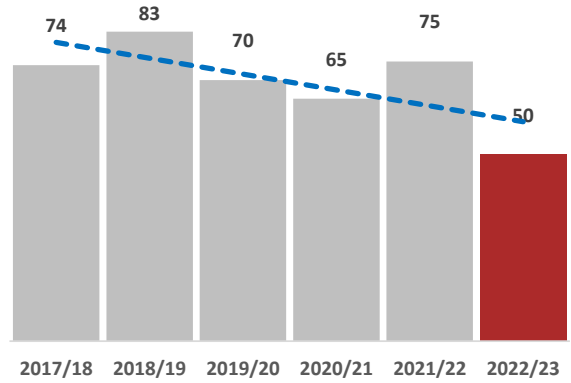
# Domestic Safety - Accidental Dwelling Fires



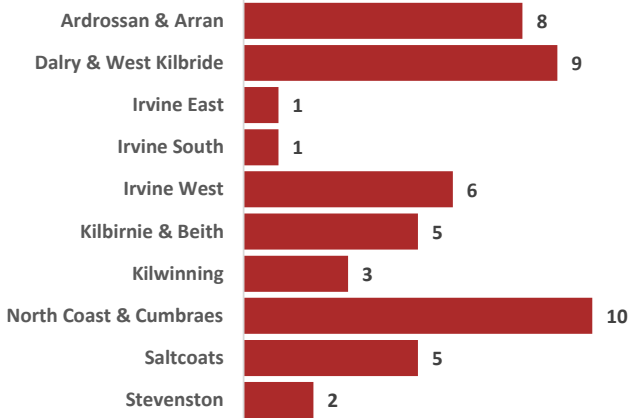
## Performance Summary



## Accidental Dwelling Fires to Date



## Accidental Dwelling Fires by Ward Area



## Severity of Accidental Dwelling Fires



No Firefighting Action

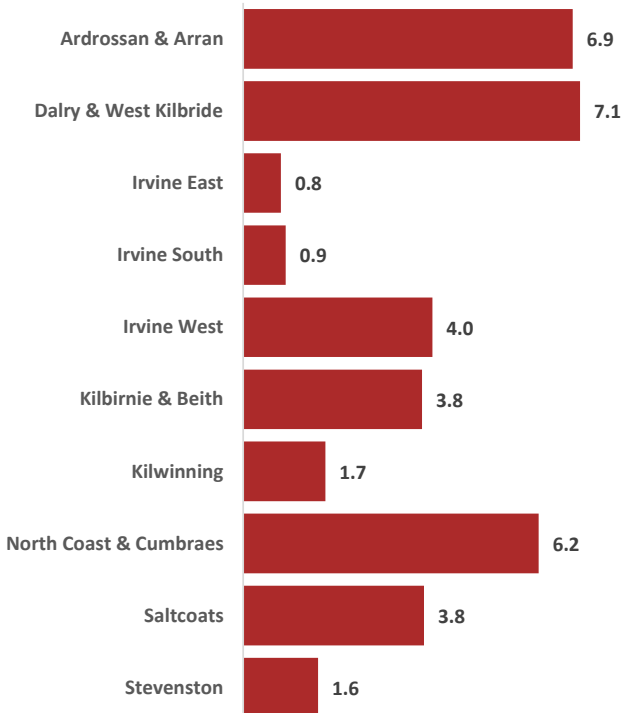
**36%**



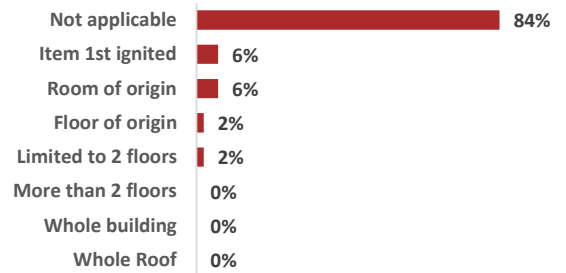
Direct Firefighting

**12%**

## Incidents Per 10,000 Population - North Ayrshire



## Extent of Fire Damage



## Automatic Detection & Actuation



Detection Present

**88%**



Detection Actuated

**91%**



Calls Made via Linked Alarms

**20%**

## Incidents Per 10,000 Population - Ayrshire



## Human Factors



Distraction



Alcohol/Drug Impairment



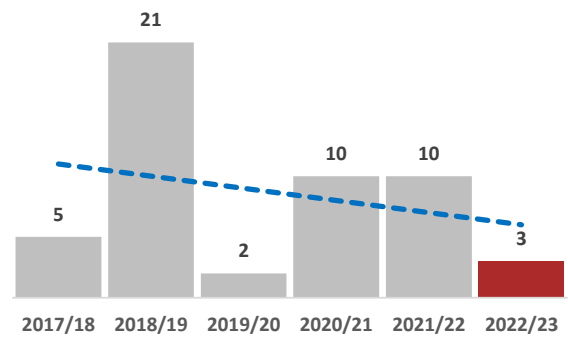
# Domestic Safety - Accidental Dwelling Fire Casualties



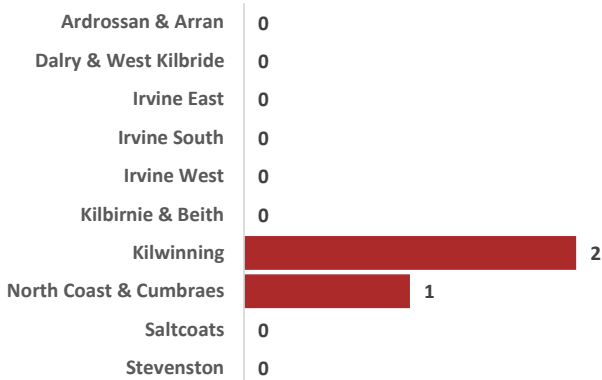
## Performance Summary

Year on Year **-70%**    3 Year Average **5%**    5 Year Average **-4%**

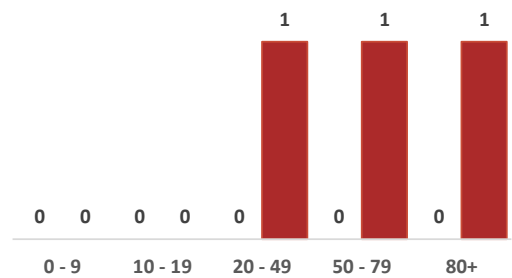
## Accidental Dwelling Fire Casualties Year to Date



## Fire Casualties by Ward Area



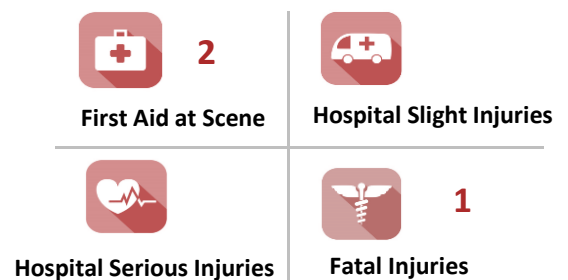
## Age / Gender Profile



## Casualties Per 10,000 Population - North Ayrshire



## Extent of Harm



## Casualties Per 10,000 Population - Ayrshire



# Unintentional Injury or Harm

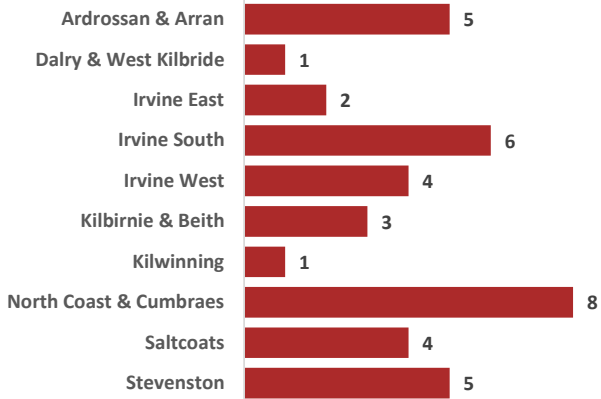


## Performance Summary

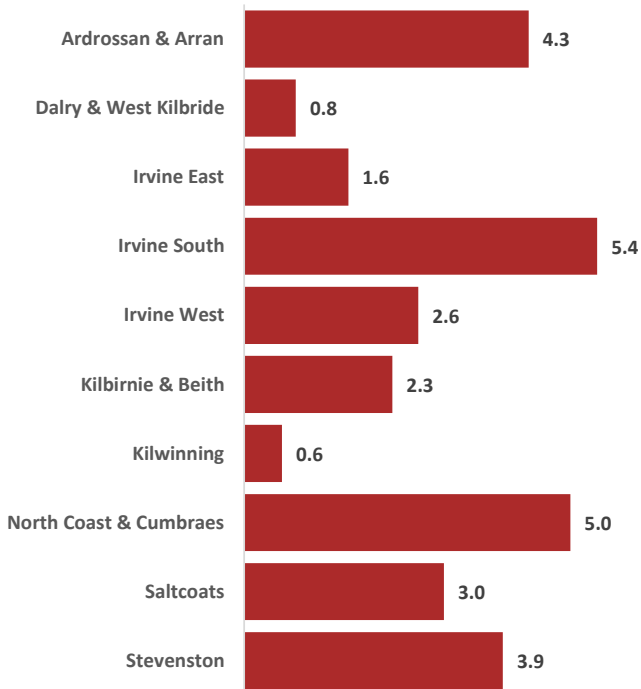
Year on Year    3 Year Average    5 Year Average

▲ 0%    ▲ -2%    ● -5%

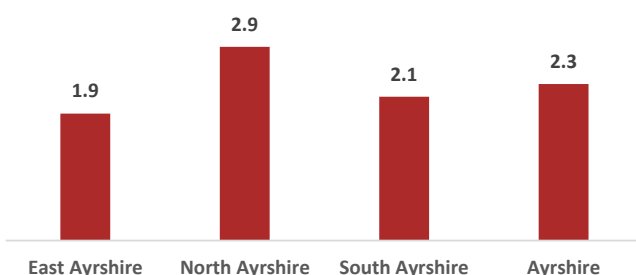
### Non-Fire Casualties by Ward Area



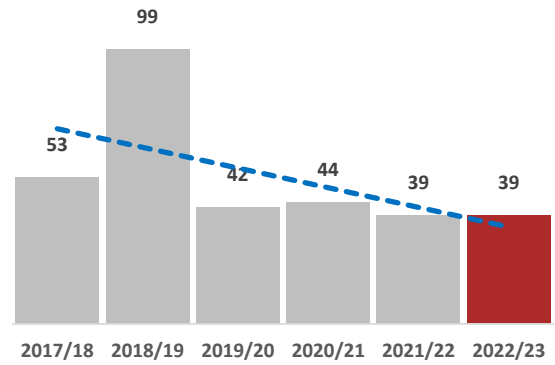
### Casualties Per 10,000 Population - North Ayrshire



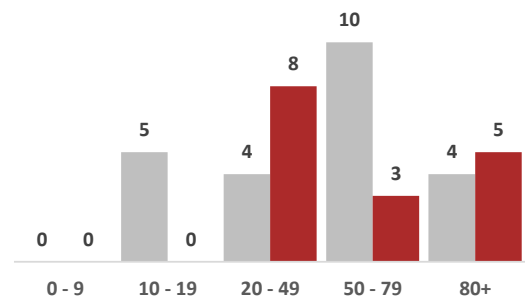
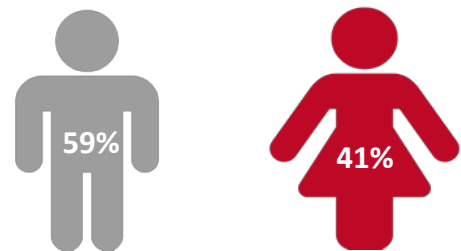
### Non-Casualties Per 10,000 Population - Ayrshire



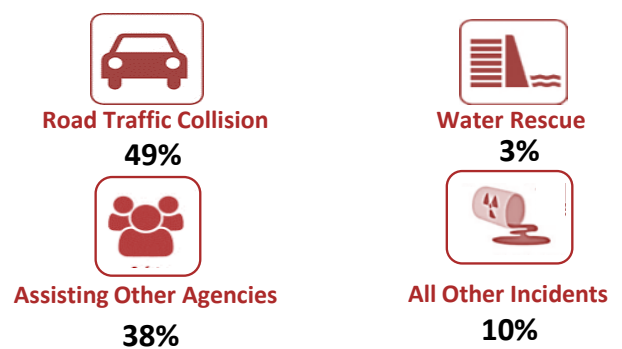
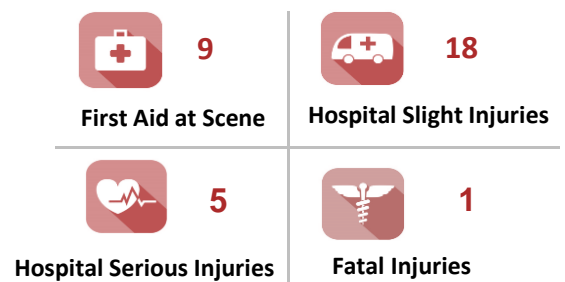
## Special Service Casualties Year to Date



## Age / Gender Profile



## Extent of Harm



# Deliberate Fire Setting

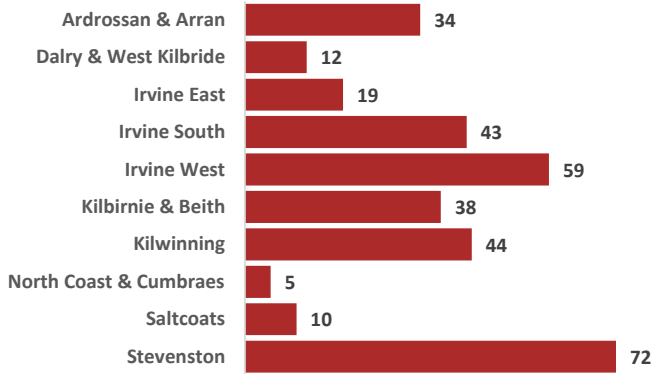


## Performance Summary

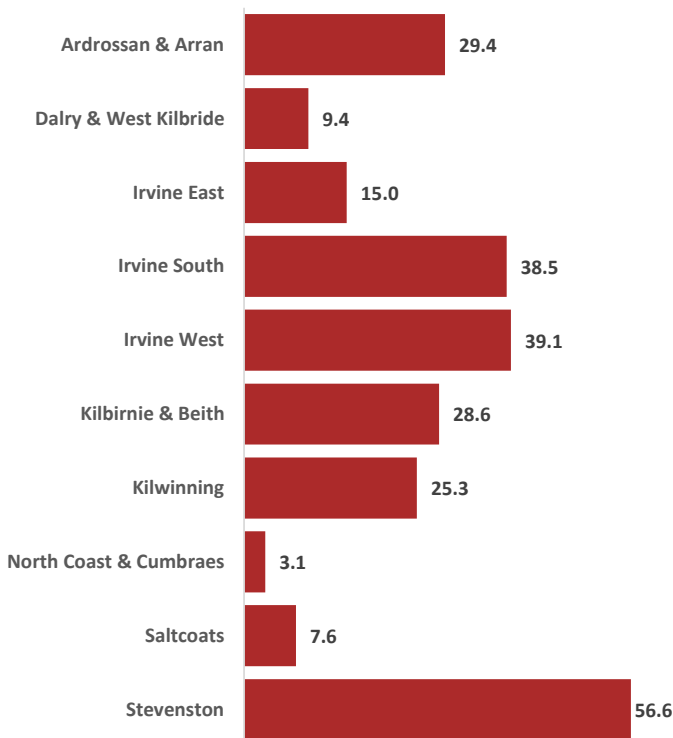
Year on Year    3 Year Average    5 Year Average

● -15%    ● -6%    ▲ -3%

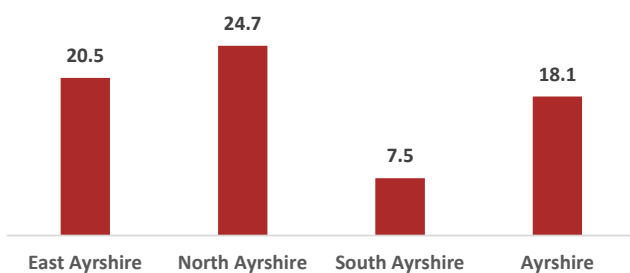
### Deliberate Fires by Ward Area



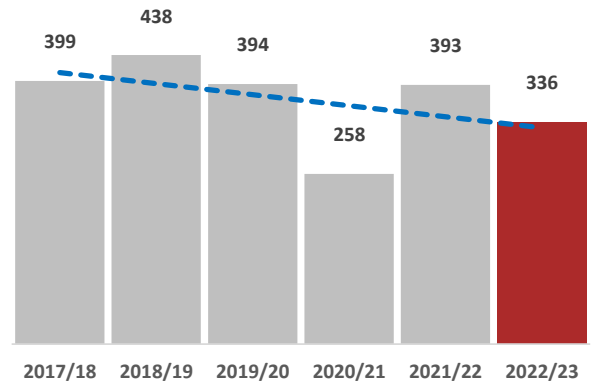
### Incidents Per 10,000 Population - North Ayrshire



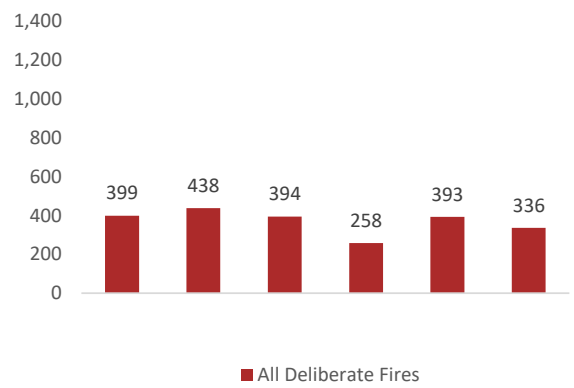
### Incidents Per 10,000 Population - Ayrshire



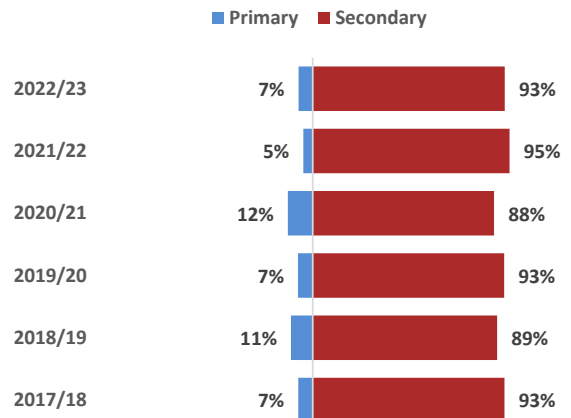
### Deliberate Fires Year to Date



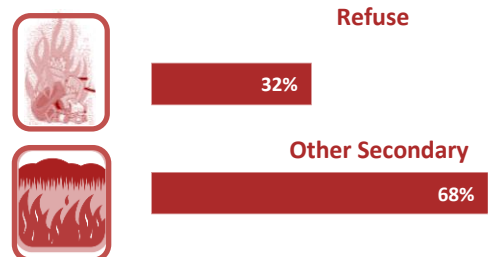
### Deliberate Fires Compared to Operational Activity



### Deliberate Fires by Classification



### Secondary Fire Ratio by Activity Type



# Non-Domestic Fire Safety

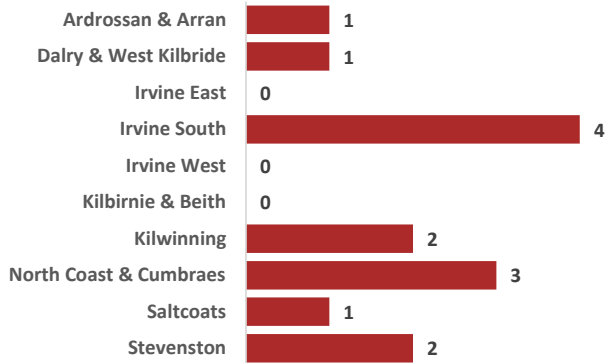


## Performance Summary

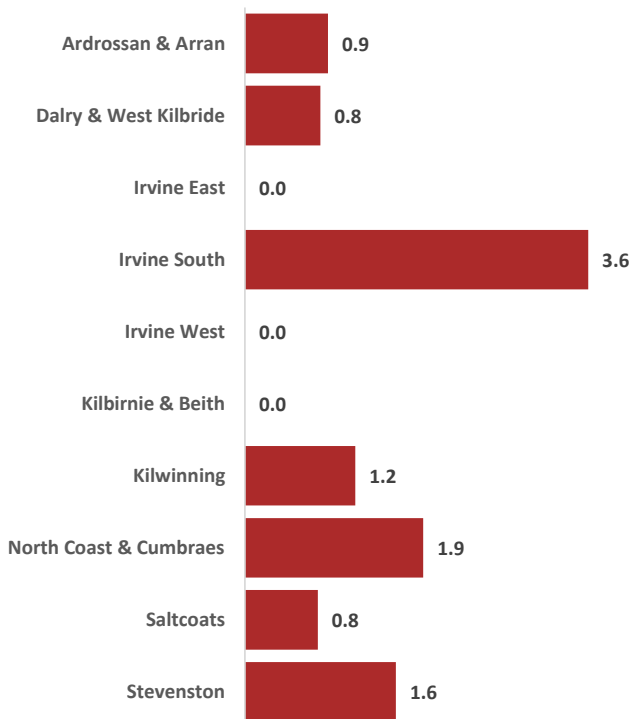
Year on Year    3 Year Average    5 Year Average

● -7%    ● -21%    ● -6%

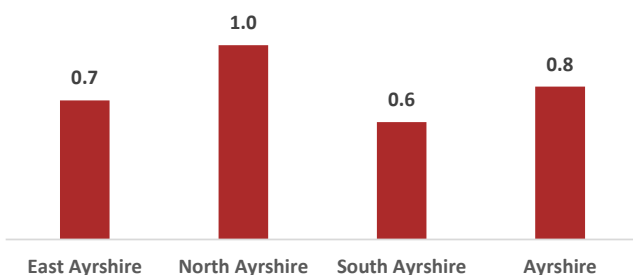
## Non-Domestic Fires by Ward Area



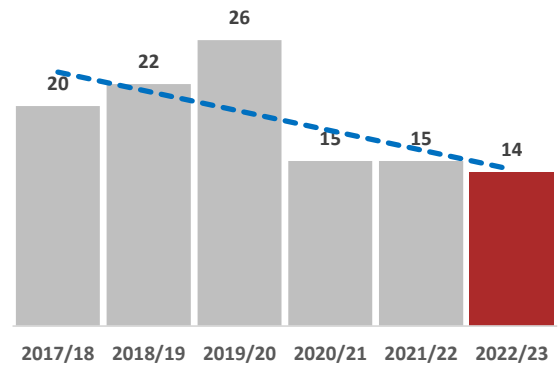
## Incidents Per 10,000 Population - North Ayrshire



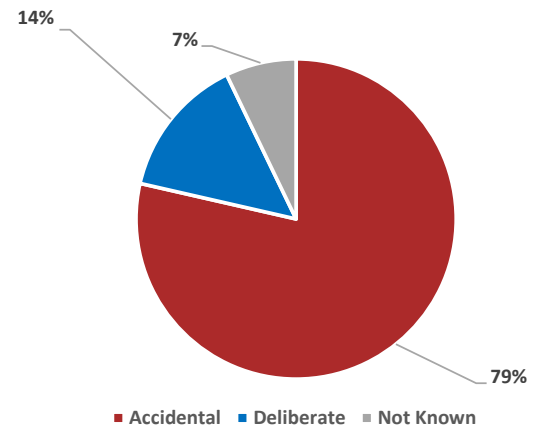
## Incidents Per 10,000 Population - Ayrshire



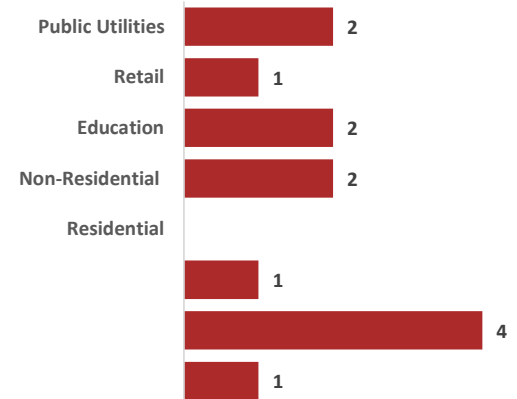
## Non-Domestic Fires Year to Date



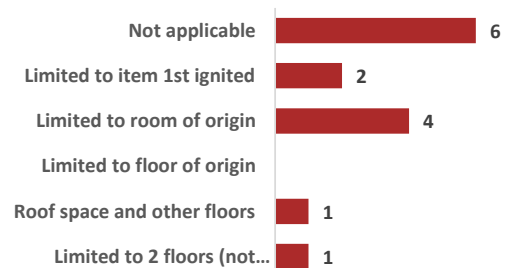
## Non-Domestic Fires by Nature of Origin



## Non-Domestic Fires by Premises Type



## Extent of Fire Damage



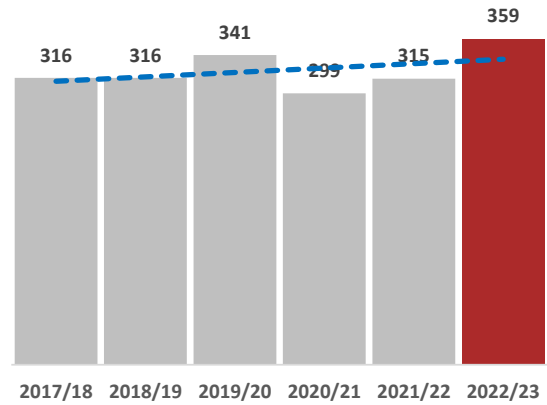
# Unwanted Fire Alarm Signals



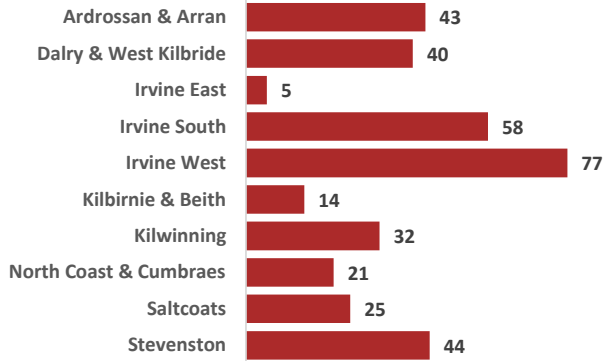
## Performance Summary

Year on Year	3 Year Average	5 Year Average
14%	2%	3%

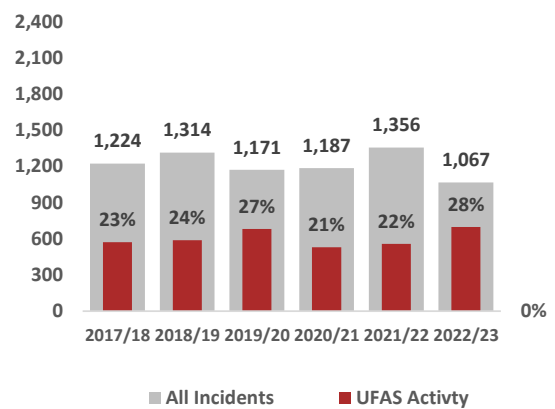
## Unwanted Fire Alarm Signals Year to Date



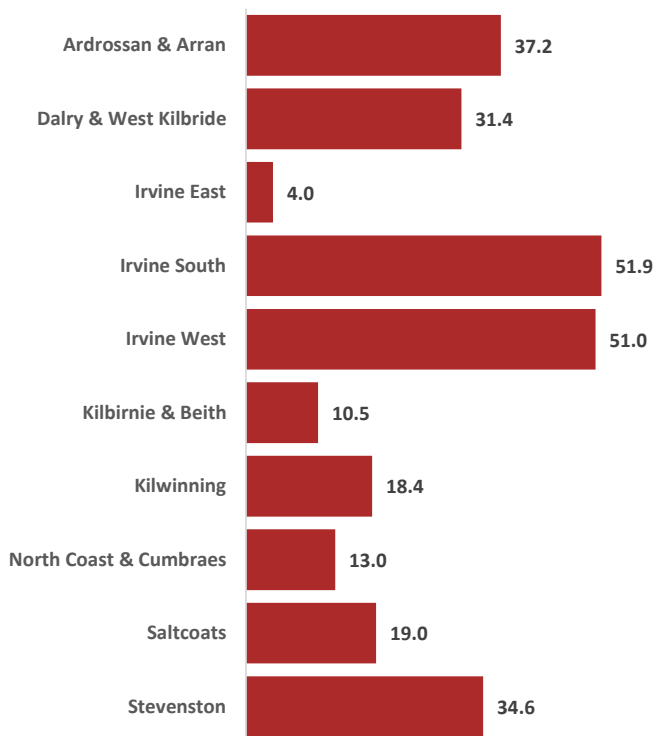
## Unwanted Fire Alarms Signals by Ward Area



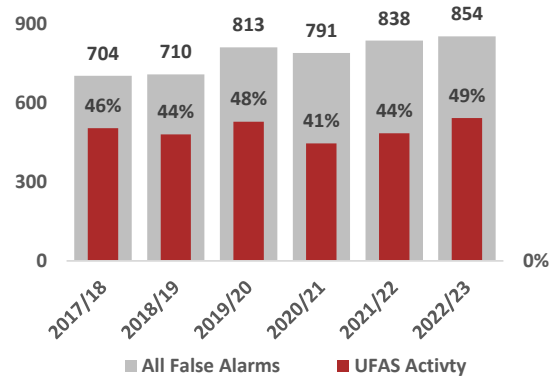
## UFAS Percentage Against all Incidents



## Incidents Per 10,000 Population - North Ayrshire



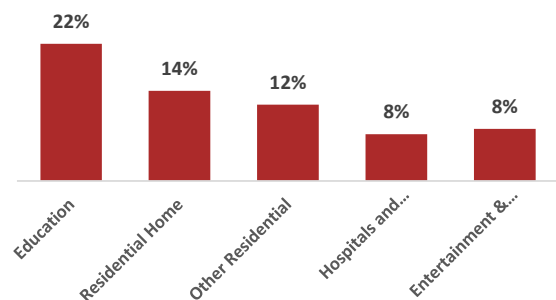
## UFAS Percentage Against all False Alarms



## Incidents Per 10,000 Population - Ayrshire



## Unwanted Fire Alarm Signals - Top 5 Premises



# Home Fire Safety Visits



**454**  
Home Fire Safety Visits Carried Out

**631**

Smoke Detectors Fitted During Home Fire Safety Visits

Percentage of High Risk Home Fire Safety Visits Carried Out  
**32%**

Percentage of Visits Carried Out Following Attendance at an Incident  
**43%**

# Fire Safety Audits



Fire Safety Audits Carried Out  
**178**



New Audits  
**90%**



Re-Audits  
**2%**



Post Fire Audits  
**7%**



Complaint Audits  
**1%**



Broadly Compliant **4%**



Areas of Improvement **92%**



Notice of Deficiencies **4%**



Enforcement Notice **0%**



Prohibition Notice **1%**

# 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	6.29%	59.99%	47.84%	39.42%
Dreghorn	10.19%	68.20%	58.60%	47.29%
Dalry	5.91%	56.32%	29.63%	31.34%
Beith	69.58%	88.63%	78.84%	79.30%
Kilbirnie	31.44%	33.17%	36.77%	33.99%
Largs	72.46%	75.27%	62.80%	69.80%
Skelmorlie	28.90%	53.33%	31.46%	37.91%
Millport - 1	99.32%	100.00%	97.90%	99.01%
Millport - 2	50.61%	79.26%	23.26%	49.90%
Brodick	91.97%	94.09%	96.10%	94.20%
Lamlash	92.42%	92.31%	87.35%	90.50%
<b>North Ayrshire</b>	<b>50.83%</b>	<b>71.46%</b>	<b>59.14%</b>	<b>61.15%</b>
<b>Ayrshire</b>	<b>70.18%</b>	<b>96.28%</b>	<b>90.41%</b>	<b>86.36%</b>

Total Mobilisations	Total Time Deployed	No. of Personnel	Contracts
87	45:21:06	9	675%
193	102:52:43	12	925%
64	32:06:43	9	625%
143	84:36:37	12	1050%
107	52:20:02	8	675%
156	84:41:37	11	850%
48	22:14:10	6	450%
11	05:45:53	13	1150%
37	24:09:10	8	800%
28	21:37:35	10	950%

# 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



# Strategic Plan 2022-2025





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*Blue Light Services photocall staged by Scotland's Charity Air Ambulance (SCAA) at their Perth Airport base to show the many services and organisations that SCAA works with. Credit Perthshire Picture Agency*

## We are delighted to introduce the Scottish Fire and Rescue Service (SFRS) Strategic Plan 2022-2025.

As SFRS approaches our 10th anniversary in 2023, this is our fourth Strategic Plan and the first one that aligns to our new [Long-Term Vision](#) for the Service which we published in 2021. In our Vision document we set out our ambitions to be a progressive organisation, centred around people's needs, inclusive of all and better connected to our communities. This Plan marks the next steps towards realising that Vision. It also builds on our organisational [Values](#), demonstrates our commitment to continuing to modernise the Service by doing more for our communities and changing how we work. It further strengthens our approach to prevention while maintaining an appropriate emergency response and addressing the repair and replacement challenges within our estate.

This Plan will deliver against the strategic priorities set out for the Service by the Scottish Government in the [Fire and Rescue Framework for Scotland 2022](#). It comes at an important time for Scotland as we recover and learn lessons from COVID-19. In response to the pandemic and to help Scotland recover from its impacts, the Scottish Government has committed to:

- ◆ Developing a progressive, wellbeing economy for Scotland.
- ◆ Building public services on a person-centred basis.
- ◆ Addressing issues of systemic social and economic inequality.
- ◆ Strengthening partnership working across public services.

As a Service committed to the Christie reform principles, we will look to play our part in achieving these wider ambitions for Scotland. In producing this Plan, we have ensured that our actions will support these priorities for Scotland as we work to improve the safety and wellbeing of our communities.

Although we pride ourselves on our ability to plan our services for a future Scotland, the pandemic has shown it is impossible to fully predict the future. As such, we have set out what we want to achieve over the next three years within this Plan, as well as highlighting some of the challenges we are faced with and the barriers we will need to overcome to realise our potential and achieve more for Scotland. We recognise we will be working to deliver this Plan through a period of significant economic and financial challenges. From 2023/24 to 2026/27 the Scottish Government has set an indicative flat cash budget for the Service which, with the impact of inflation, will represent a cut in real terms in our budget over that period. As we drive forward with the ambitions set out in this Plan we recognise that we will do so against this backdrop and as a result some hard choices will need to be made as we prioritise our actions. Equally we must address the problems

of an ageing estate and operating systems that need upgraded. We also need to maintain an extensive fleet of vehicles and equipment that supports what we do, whilst taking steps to reduce our carbon consumption.

The challenges we face are significant and it is clear to us that our capacity to deliver our full potential will be contingent on the availability of funding. We will always strive to do more for the people of Scotland but we must also be realistic in pursuing our ambition based on the resources available to us.

Finally, the commitments within this Plan are only possible because of the excellent work of all our people. They are truly inspirational and we would like to thank them for everything they do for the people of Scotland and for each other. We would also like to thank our partners and communities who we proudly serve and who support us in what we do.



# WHAT IS THE STRATEGIC PLAN 2022-25?

The SFRS was established in April 2013. Since then we have produced strategic plans every three years to detail the activities we undertake to contribute to the safety and wellbeing of Scotland's communities, whilst keeping our firefighters safe.

This Strategic Plan outlines the high-level outcomes through which we will continually work towards our overall purpose, as outlined in the [Fire and Rescue Framework for Scotland 2022](#):

'To work in partnership with communities and with others in the public, private and third sectors on prevention, protection and response to improve the safety and wellbeing of people throughout Scotland.'

The Fire and Rescue Framework for Scotland 2022 also sets for us seven strategic priorities and we have a statutory duty to have regard to these when developing our Strategic Plan:

PREVENTION AND PROTECTION

RESPONSE

INNOVATION AND MODERNISATION

CLIMATE CHANGE

EFFECTIVE GOVERNANCE AND PERFORMANCE

PARTNERSHIP

PEOPLE

## SFRS LONG-TERM VISION

As well as considering the Fire Framework, this Strategic Plan supports the achievement of our [SFRS Long-Term Vision](#). Our Vision is an aspirational document which was shaped by our stakeholders and staff. It sets out our future direction and outlines where we want to be in ten years' time. This Plan outlines the next stage in that journey.

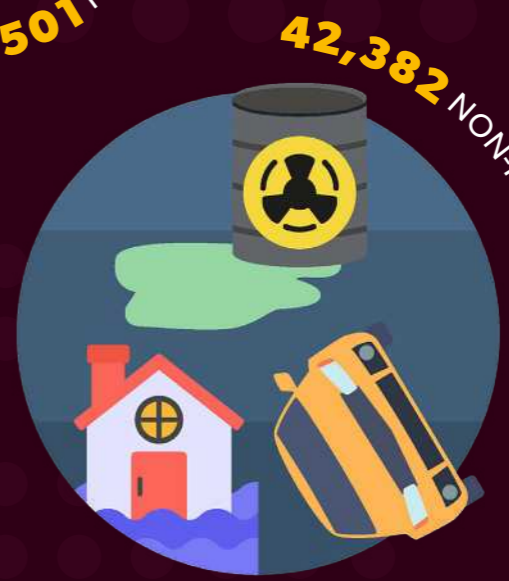
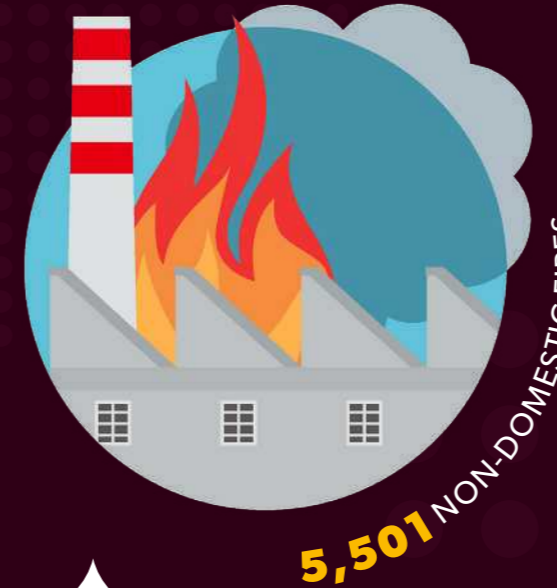
Our Plan has been driven by these important documents and the seven Strategic Outcomes

which follow complement, and are structured against, the seven strategic priorities of the Fire and Rescue Framework for Scotland.

We have developed this Plan in consultation with the people of Scotland, our partners across the country, and our own people. The consultation process revealed strong support for our seven Strategic Outcomes. As such, we're confident that our ambitions for the next three years align with the needs of communities across Scotland.

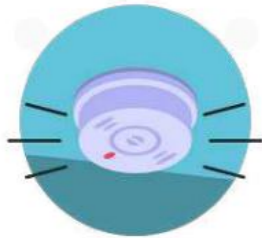


# HOW WE HELPED TO KEEP SCOTLAND SAFE OVER THE LAST THREE YEARS



# OUR SERVICE, OUR AMBITIONS FOR SCOTLAND'S COMMUNITIES

We are the fourth largest fire and rescue service in the world. Our key role will always be to respond to fires and other emergency incidents but we do much more than that. In communities across Scotland, you'll find us:



Promoting fire safety



Dealing with structural collapse of buildings



Enforcing fire legislation



Planning for and responding to chemical, biological and nuclear incidents



Responding to road traffic collisions



Responding to serious flooding



Responding to serious transport incidents



Carrying out rescues at height



Undertaking inland water rescue



Working with key partners to enhance community safety

We aim to be a first-class emergency service responder that is valued by the communities that we serve. However, we firmly believe that the best way to deal with any type of emergency is to try and stop it from happening in the first place. With a key focus on prevention, particularly in support of the most vulnerable members of society, we work with our partners across the country to deliver: crucial fire safety campaigns; prevention interventions; and work on a wide range of public safety initiatives that keep people and businesses safe. Because of this and because our firefighters, both Wholetime and On Call, are valued within their communities, we have an ambition to develop our contribution to Scotland. As we develop our services we want to ensure that the facilities and equipment we use are of the highest standard. We want them to be modern, purpose designed for the 21st century and safe for our people. Better buildings and equipment will help us retain those who currently work for us while attracting new people to help us become a more diverse organisation.

We will keep improving people's lives and the safety and wellbeing of the communities we serve by reducing the risk from harm and working in collaboration with our partners and communities.

# OUR OPERATING ENVIRONMENT FOR THE NEXT THREE YEARS

The delivery of this Plan will be influenced by the following aspects of our operating environment and how we will work to ensure their impacts on us are appropriately managed.

## RECOVERING AND LEARNING FROM COVID-19

Throughout the pandemic we adapted swiftly alongside our partners to provide life-saving and innovative services for our communities. It is imperative that we continue to put key lessons we have learned from the pandemic into place to help us, and Scotland, fully recover.



## BUDGETING RESPONSIBLY

Over the next three years we will face significant budgetary pressures in both



our resource and capital budgets, with a flat cash settlement being indicated in the Scottish Government Resource Spending Review (2022). While our actual budget will not be known each year until the December prior to the new financial year beginning in April, we will have to proceed and plan for savings to meet these budget challenges. During this same period, inflation will lead to high price increases for the goods and services we need to deliver our services. We are likely to see challenges emerging for our people around the increased cost of living and the pressures this places on them and their households. We also face a significant and growing investment need in our estate with many of our buildings requiring substantial upgrading and decarbonisation. Failure to invest in our estate will add further pressure to our resource budget as we increasingly spend more money on repair costs that come from ageing buildings. We will always strive to balance our budget; however, the pressures we

are facing will lead to an unavoidable increase in costs. As a result, we will need to make hard choices as we work to modernise the Service whilst maintaining financial sustainability and budgetary control.

## FLEXIBILITY

Being a more flexible organisation was key to how we responded to the COVID-19 pandemic. We will maintain our agile and flexible approach to deliver what is required of us by our communities. This means avoiding a “one size fits all” mentality and approach so that we can respond to differing community needs appropriately.



## SERVICE MODERNISATION

We aim to develop our offer to communities as an emergency service based on a better understanding of changing risk. We will then reshape the use of our resources and service activities based on that risk and the resources we have available.



## CLIMATE EMERGENCY

The impacts of climate change will increase over time. We will have to respond to more weather-related incidents which will increase in intensity, impact and frequency and continue to ensure our firefighters are properly trained, equipped and supported in this.



## DEMOGRAPHIC AND COMMUNITY CHANGE

People are living longer with care increasingly shifting from institutional settings towards home-based care. This will generate new demands as Scotland seeks to support our population to age well in safe and resilient communities. Communities and households will also feel the impacts of the Cost of Living pressures and we know that when this occurs public expectation on frontline public services such as ours increases to help those most disadvantaged in our communities. Such pressures mean targeted prevention and early intervention work within communities will be of even greater



importance. We will continue this crucial work with communities and our partners to prevent unintentional harm from happening and continue to support vulnerable members of Scotland's communities.

### PLACE

We are a national service, delivered locally. We are committed to understanding the changing risks across the country and meeting community needs. We will support the wider public service reform agenda of adopting a place-based approach to how public services are designed and delivered. This will shape how we work to ensure that our communities are safer, stronger and more resilient.



### RESILIENCE

We play an important role in helping communities become more resilient. Whether in safeguarding people and communities against the impacts of a pandemic, the effects of adverse weather events, dealing with the threat of terrorism, and much



more. There remains a vital need for us to work with our communities and emergency service partners to prepare better to meet these threats as they evolve over time.

### PEOPLE

Ensuring the wellbeing of communities and the safety of our firefighters has always been at the heart of how we operate. This approach of putting people first remains at our core. We will continue to place a strong focus on meeting people's needs as we change how we work. This includes ensuring that our people continue to receive the appropriate equipment and the training they need to carry out their crucial role.



### ENGAGEMENT AND EMPOWERMENT

Engaging people in the decision-making process and empowering them to make appropriate choices for themselves is critical to making good decisions. We are committed to working this way, both with our communities and our own people. This will help



us arrive at better decisions which will make us a stronger and more successful organisation.

### MANAGING CHANGE

We have and will continue to run large change projects across the Service. Projects can range from introducing new technology systems, undertaking large scale building projects, working with suppliers to develop new types of emergency response vehicles, to changing the ways we work. Throughout the duration of this Plan we will further improve how we manage projects to ensure their effective and efficient delivery.



As we proceed over the next three years we will continually revisit our assumptions about our operating environment and how any changes impact on the way we work. The detail in the following sections outlines what we aim to achieve over the lifetime of this Plan. How we will do so will be set out, scrutinised and monitored through our Annual Operating Plan by our Board.



# OUR OUTCOMES: OUTCOME ONE

Community safety and wellbeing improves as we deploy targeted initiatives to prevent emergencies and harm.

## WHAT WE WILL DO

We firmly believe that preventing problems from arising is better than dealing with them when they occur. Our approach to prevention helps people, communities and the economy stay safe and enables us to support work addressing wider inequalities. We will continue to share data appropriately with our partners to protect the vulnerable in our communities. To support Scotland's economy, we will continue to enforce and provide advice around fire safety legislation to business owners in shops, offices, workshops and factories. We will further expand our prevention work to Scottish households and develop our prevention approaches to influence people's behaviours to help keep themselves safe and improve their wider wellbeing. We will build on the work with our partners to target education and safety initiatives to those who need it most, including the young and the vulnerable. We will develop our home fire safety visit programme to incorporate wider health and social care considerations and develop a coordinated approach to reducing unintentional harm, including falls, burns and scalds, and drowning, throughout Scotland.

## WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS

By 2025 our prevention work will help individuals, communities, organisations and businesses feel more confident regarding safety within their homes, premises and localities. We will achieve this by:

- ◆ Refocusing our preventative activities to address issues of social, economic and health inequalities.
- ◆ Leading initiatives with our partners to appropriately share data and information.
- ◆ Leading initiatives to reduce unintentional harm in our communities.
- ◆ Working with communities, partners and stakeholders to produce and disseminate safety advice and information effectively.
- ◆ Improving community safety and wellbeing by working to encourage sustained behavioural change within households.
- ◆ Supporting business owners to protect Scotland's non-domestic buildings and premises.





## OUTCOME TWO

Communities are safer and more resilient as we respond effectively to changing risks.



### WHAT WE WILL DO

We will apply the lessons learned from the COVID-19 pandemic to how we operate. We will continue our work to understand the changing risks within our communities and strategically decide how best to locate our operational resources based on where the greatest risks lie. We will aim to deliver on the commitments made in our Operational Strategy which places operational response at the forefront as we work with partners to deliver long term benefits to Scotland's communities. We will ensure we have the right resources in the right places at the right times and further improve our On Call service. We will have appropriate systems to direct our firefighting activities effectively and continue to ensure all our people have the right skills, training and equipment. We will continue to plan and respond with other emergency services to improve public and firefighter safety.

### WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS

By 2025 our effective emergency response will contribute to ensuring communities remain safe. We will achieve this by:

- ♦ Building upon our knowledge of our communities and using a place based approach to responding to the changing risks and inequalities they face.
- ♦ Applying the lessons we have learned from COVID-19 to drive sustainable improvement in how we work.
- ♦ Training effectively and efficiently as a Service and with our partners to improve community safety.
- ♦ Providing the right technology and equipment to keep firefighters safe.
- ♦ Improving how we manage calls from the public and deploy our resources to emergency incidents.
- ♦ More efficiently responding to false fire alarm calls and improving road safety by reducing the number of blue light journeys we make to them.



## OUTCOME THREE

We value and demonstrate innovation across all areas of our work.

### WHAT WE WILL DO

Innovation is about new processes and new ways of doing things. It allows us to look at the equipment we use or the services we provide and renew or update them by applying new processes, techniques or implementing new ideas that lead to improvement. Over the next three years, innovation will be crucial in helping us to continue to deliver and develop our services as we face budgetary pressures. We will continue to embed innovation into how we work and operate. We will work with others to seek innovative opportunities to drive change and improvement. We will continue to use our talent, partnerships and resources to develop and improve our systems, processes and performance. We will develop our first corporate wide Innovation and Improvement Strategy which will set out how, as one of the largest fire and rescue services in the world, we will encourage and drive innovation across all areas of our work and help us make the best use of our resources, adapt to changing risks and drive good practice.

### WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS

By 2025 we will embrace innovative approaches to how we operate. We will achieve this by:

- ◆ Promoting and embedding a culture of innovation in the Service that encourages staff involvement to develop new ways of thinking and working.
- ◆ Delivering new opportunities, partnerships and collaborations to improve public and employee safety and wellbeing.
- ◆ Deploying new digital and other technologies to change how we work and to keep firefighters safe.
- ◆ Improving inter-departmental working and knowledge sharing across the Service.
- ◆ Implementing a new approach to undertaking research and development.
- ◆ Developing further innovative approaches to modernising our estate.

## OUTCOME FOUR

We respond to the impacts of climate change in Scotland and reduce our carbon emissions.

### WHAT WE WILL DO

We will continue to develop the resources needed to tackle the impacts of climate change and we will ensure that these are strategically located across the country. Our firefighters will remain fully trained and equipped to support communities in meeting extreme weather events. We will also make use of other local resources that are available to bolster our response during prolonged or widespread incidents. We will continue to work to reduce our own organisational impact on the environment by changing how we work, how we consume and manage energy, and how we behave as we adapt to climate change. Reducing our carbon emissions is the first step in this journey. By 2045 we aim to become a carbon neutral organisation.

### WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS

By 2025 we will reduce our carbon emissions and continue to support our communities to tackle climate change. We will achieve this by:

- ◆ Ensuring our people continue to plan, are trained for and equipped to respond to climate change incidents.
- ◆ Working with partners to prevent fires, thereby reducing carbon released into the atmosphere.
- ◆ Strategically placing specialist resources in areas where there is a greater risk of flooding.
- ◆ Reducing our carbon consumption by aiming to invest in renewable technologies and reducing energy waste across the Service.
- ◆ Investing further in the greening of our fleet by acquiring zero emission vehicles where appropriate.
- ◆ Supporting staff to adopt changes and behaviour to support more environmentally friendly working practices.

## OUTCOME FIVE

We are a progressive organisation, use our resources responsibly and provide best value for money to the public.



### WHAT WE WILL DO

As a progressive organisation our Board will continue to provide robust scrutiny whilst governing responsibly and transparently. We will continue to collect and publish the right data to show how well we are performing, making this information available to the public in ways that are accessible and easy to understand. We will continue to manage our finances, physical and digital infrastructure, vehicles, equipment and supporting infrastructure responsibly and maintain them to the best of our ability with the resources available to us. In addition, as an emergency service that is always looking to improve, we will continue to focus on the effective management of risk, and the health, safety and wellbeing of the public and our staff.

### WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS

By 2025 we will continue to demonstrate how effective we are at managing and sharing our resources, and performing against our objectives and obligations. We will achieve this by:

- ◆ Remaining open and transparent in how we make decisions.
- ◆ Improving levels of Service performance whilst providing value for money to the public.
- ◆ Improving the use of data and business intelligence to support decision making.
- ◆ Proactively engaging with and providing more accessible information on what we do for the public and our stakeholders.
- ◆ Managing and maintaining our buildings, vehicles and wider infrastructure as well as we can.
- ◆ Managing major change projects and organisational risks effectively and efficiently.



## OUTCOME SIX

The experience of those who work for SFRS improves as we are the best employer we can be.

### WHAT WE WILL DO

We will be the best employer we can be and will put the physical and mental health of our people at the forefront. As an aspirational employer, we will aim to attract and retain the best people to deliver our services to the public. Throughout the COVID-19 pandemic we had to work in more flexible and agile ways. Over the next three years we will continue to embed those changes in how we work and use technology to make day to day tasks easier for our people. We will continue to improve our training to enable our people to develop and maintain their competencies and skills. We will continue to improve our recruitment processes and make our roles more attractive to all members of our communities and develop our approach to youth engagement and employment. We will nurture an inclusive culture that values and welcomes everybody to be themselves at work. We will continue to provide our people with the dignified work facilities that they deserve, but this requires substantial investment. We will work with our representative bodies to champion fairness, equality, partnership, engagement, empowerment and respect for all. We will continue to be a Fair Work Employer, never paying less than the Living Wage to our staff.

### WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS

By 2025 we will be an employer that demonstrates our commitment to our people. We will achieve this by:

- ◆ Continuing to work in partnership with our representative bodies to ensure the safety and wellbeing of the public and our people.
- ◆ Developing and deploying new and more agile ways of working to protect the safety, wellbeing, physical and mental health of our people.
- ◆ Continuing to provide training and development opportunities for all our people to ensure they have the right mix of knowledge and skills.
- ◆ Expanding our youth engagement and employment activity.
- ◆ Further promoting diversity and working with our partners to improve recruitment outcomes for minority ethnic people.
- ◆ Continuing to make working for SFRS fulfilling and ensuring all our people can have their say regarding how we work.
- ◆ Promoting a culture that values inclusion, promotes fairness, equality and respect for all while working to provide dignified work facilities for our people.

Bottom photo: Pride Glasgow 2022 © Kiera Burns Photography



# OUTCOME SEVEN

Community safety and wellbeing improves as we work effectively with our partners.

## WHAT WE WILL DO

Partnership working is at our core. We will continue to work closely with our partners, including other fire and rescue services throughout the UK and internationally, to improve the wellbeing of communities and the safety of our firefighters. We will remain fully committed to Community Planning, and work with partners including Police Scotland, the Scottish Ambulance Service, Local Authorities, Health Boards, the Third Sector and Community Groups throughout Scotland. Partnership working is vital to ensure we perform at our best in all that we do, particularly in these financially challenging times. We will work closely with our communities to understand their changing needs and include them in the design, development and prioritisation of our services.

## WHAT SUCCESS WILL LOOK LIKE IN THREE YEARS

By 2025 we will be recognised as a reliable and valued partner, delivering an effective emergency service and a wide range of place based initiatives with partners across Scotland and further afield. We will achieve this by:

- ◆ Continuing our commitment to Community Planning and partnership working across all localities in Scotland.
- ◆ Working with our partners to further safeguard the young and our vulnerable adults.
- ◆ Working with our partners to address common service demand challenges.
- ◆ Sharing more of our premises with partners and seeking efficiencies where we can through collaborative working.
- ◆ Engaging more with communities and partners when designing, developing and delivering services.
- ◆ Being positively valued by our partners and communities in all that we do.

# STRATEGY ON A PAGE

## OUR PURPOSE

To work in partnership with communities and with others in the public, private and third sectors on prevention, protection and response to improve the safety and wellbeing of people throughout Scotland.

## OUR VALUES



## OUTCOME ONE

Community safety and wellbeing improves as we deploy targeted initiatives to prevent emergencies and harm.

## OUTCOME TWO

Communities are safer and more resilient as we respond effectively to changing risks.

## OUTCOME THREE

We value and demonstrate innovation across all areas of our work.

## OUTCOME FOUR

We respond to the impacts of climate change in Scotland and reduce our carbon emissions.

## OUTCOME FIVE

We are a progressive organisation, use our resources responsibly and provide best value for money to the public.

## OUTCOME SIX

The experience of those who work for SFRS improves as we are the best employer we can be.

## OUTCOME SEVEN

Community safety and wellbeing improves as we work effectively with our partners.



[www.firescotland.gov.uk](http://www.firescotland.gov.uk)

# North Ayrshire Performance Summary Report - Q2 2022/23

Reporting Period: 01/04/2022 - 30/09/2022



**POLICE  
SCOTLAND**  
Keeping people safe

**Total Crime**



**-0.5%**



**5,822 Crimes**

Incidents  
Recorded

Violence/Homicide

Drug Supply

Sexual Crime

Hate Crime

ASB

**-16.7%\***

**-3.6%**

**-20.8%**

**-0.4%**

**-19.1%**

**-25.6%\***



18,635

795

29

154

56

4,004

Domestic Abuse

Housebreaking

Robbery

Fraud

Speeding

Drink/Drug Driving

**-16.8%\***

**-43.2%**

**-23.8%**

**47.5%**

**1.4%**

**25.5%**



450

82

16

149

263

115

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

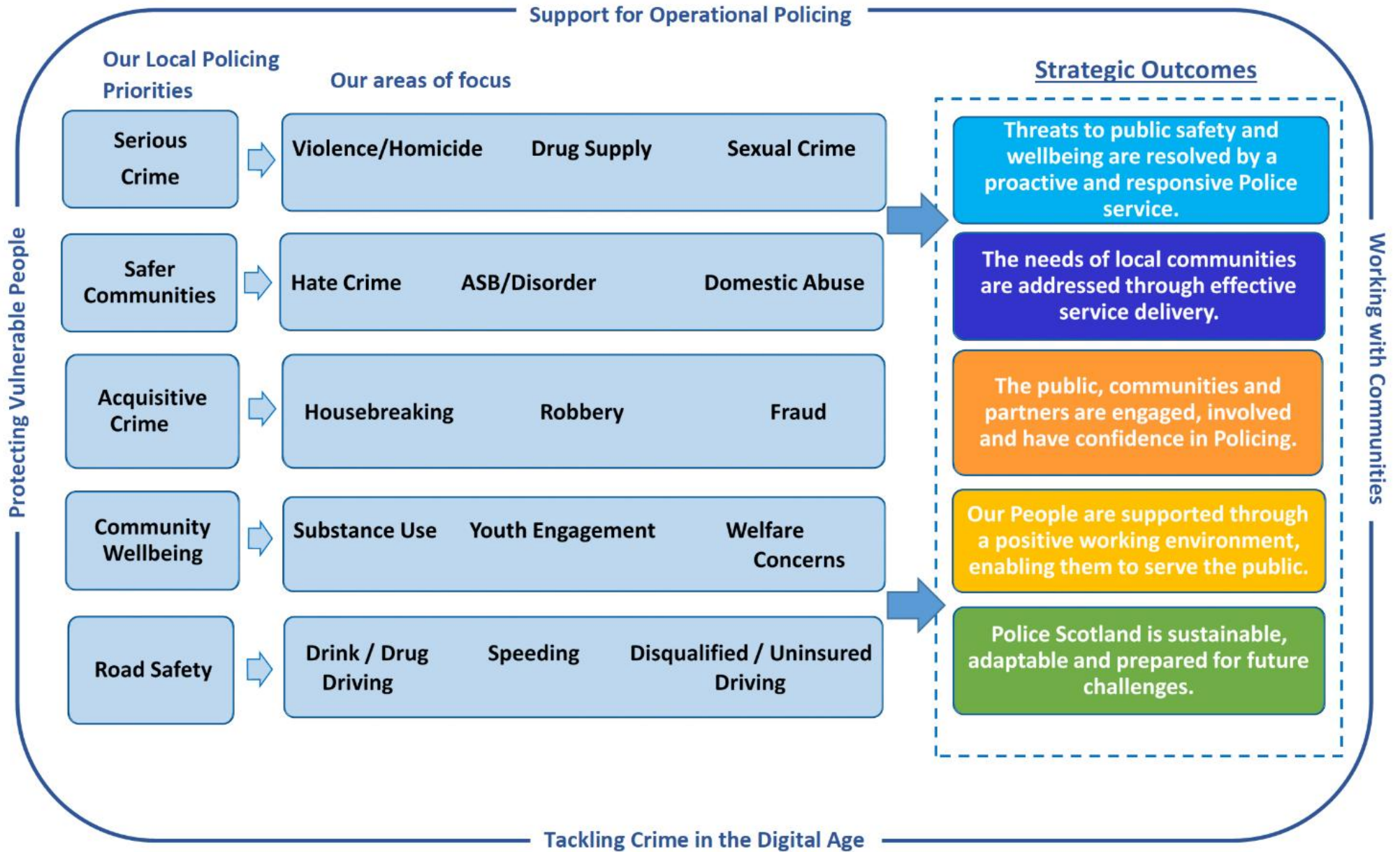
## Introduction

This document has been compiled to look at the quarterly data available for North Ayrshire. The report will be 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.

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

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## SERIOUS CRIME—Violence/Homicide

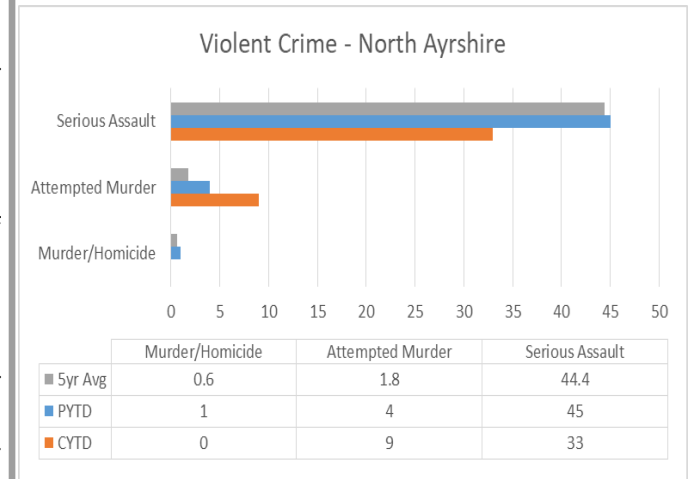
### Analytical Context:

Violent crime is currently down 3.6% on the 5-year average.

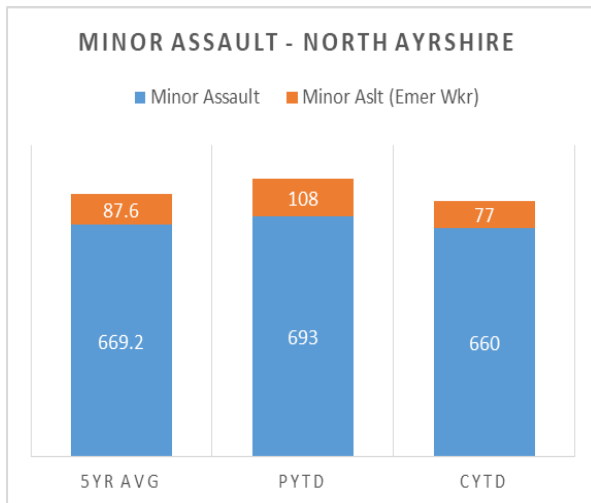
Serious assaults have reduced, with 33 crimes recorded at the end of Q2 compared with 45 last year and a 5-year average of 44.4. Detection rates have significantly improved and are currently up at 81.8% compared to 62.2% last year. Ten of these crimes have taken place within the home with three being domestic related. 16 of the crimes have noted alcohol consumption as a potential factor. Six of the victims were female.

There have been no Murders in the reporting period, however there have been nine Attempted Murders, all of which have been detected. Four involved weapons (3 bladed weapons, 1 broken bottle), three involved attempting to set a house on fire (domestic, 3 victims within the property), one involved a vehicle driven at the victim and one involved choking the victim (domestic).

Minor Assaults on members of the public are recording lower numbers, compared with last year and the 5-year average (see chart below). Notably, 22 assaults on retail workers have been recorded by the end of Q2. The current detection rate is 62.0% which is above the figure last year (53.5%) but slightly lower than the 5-year average (62.7%). Minor Assaults on Emergency Workers are currently below the 5-year average.



Source: Taken from Police Scotland Business Intelligence Portal



Source: Taken from Police Scotland Business Intelligence Portal

**Local Action/Context:** Staff continue to proactively deploy to any repeat victims, offenders and locations to prevent escalations and this is reflected in the marked reduction in serious assaults. Deployment of specialist resources to investigate violent crimes continues to support the rise in the detection rate on the same period last year. The Community Wellbeing Unit (CWU) continue to work with identified offenders to deter them from future involvement in criminality.

A number of successful action plans across North Ayrshire have been undertaken by officers and this has resulted in the recovery of bladed items, baseball bats, screwdrivers and scissors. These action plans will continue moving towards the Festive period.

Officers continue to engage with licensed premises and during this reporting period there have been 493 inspections compared to only 65 reported incidents.

All common assault reports continue to be subject of daily management review. Local officers continue to be supported in this review by Priority Policing Teams who are deployed to identify and quickly apprehend offenders.

There continues to be proactive engagement with retailers in terms of safety advice. The assaults on retail workers are often committed during the commission of thefts and work is ongoing with a number of retailers to increase safety measures within their premises. Leaflets continue to be distributed highlighting the seriousness of offending against those in the retail sector.

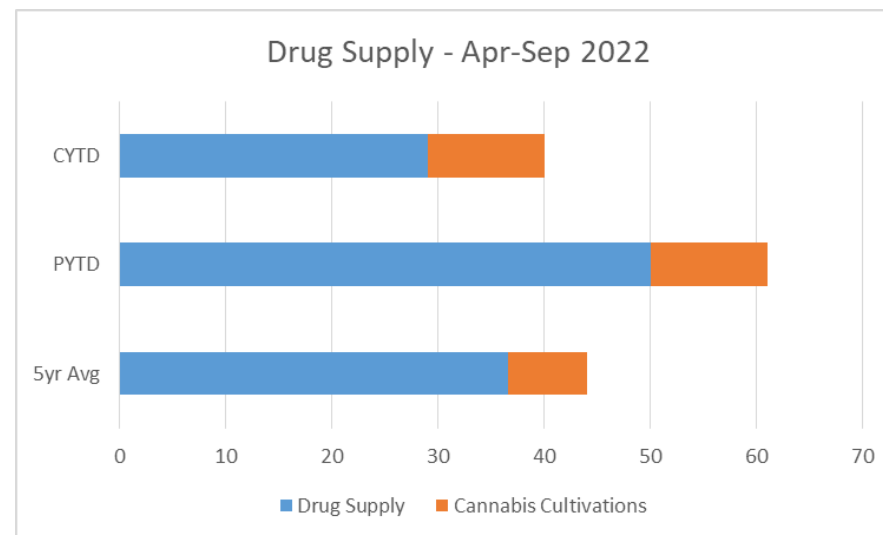
## SERIOUS CRIME—Drug Supply

### Analytical Context:

Drug supply charges are currently down 20.8% on the 5-year average.

There has been a reduction (n= 29) in the number of charges being brought compared with both last year (n=50) and the 5-year average (n=36.6). Cannabis cultivations are at the same level as last year with 11 identified.

Proactivity remains the main focus and means by which these charges are obtained, however identifying any real patterns to where these crimes are taking place is often difficult. Identifying potential suppliers is more likely to be the result of combined work with local officers and Divisional staff, building on the Community Intelligence provided by North Ayrshire residents, community groups or via Crimestoppers.



Source: Taken from Police Scotland Business Intelligence Portal

### Local Action/Context:

The dedicated Ayrshire Proactive Crime Team (PACT) continue to work closely with local policing and specialist national resources in order to exploit all available tactics to disrupt those involved in serious crime and criminality. During the reporting period controlled drugs worth an estimated street value of over £1,175,000 have been seized from properties within North Ayrshire and over £25,000 of cash has been seized from those involved in Serious and Organised Crime. During the reporting period:

- £680,000 of Class B recovered in Dalry
- £270,000 of Class B recovered in Saltcoats
- £4,500 of Class A and £2,500 of Class B recovered in Irvine
- £4000 Class A and £24,000 in cash recovered in Kilwinning
- £64,000 of Class B recovered in Saltcoats and Dalry

Upon completion of forensic analysis the amount of supply charges is expected to rise .

North Ayrshire continue to utilise Serious Crime Prevention Orders (SCPO) to restrict and impact those who seek to target our communities most vulnerable.

## SERIOUS CRIME—Sexual Crime

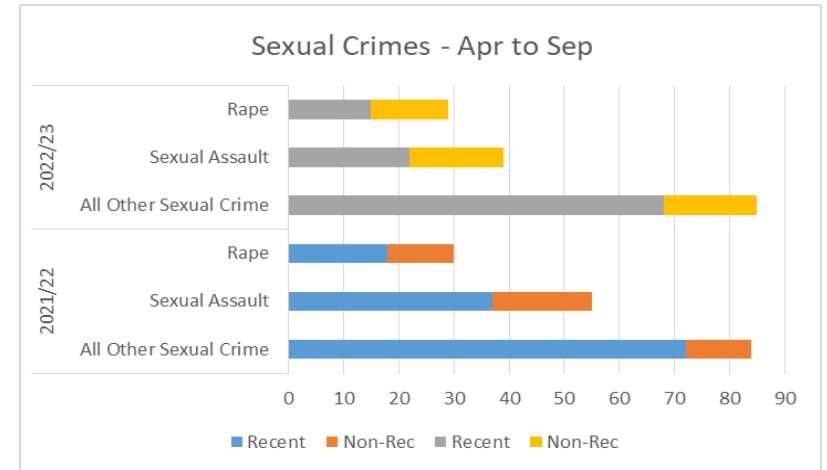
### Analytical Context:

Sexual crime is currently down 0.4% on the 5-year average. Sexual Assaults and crimes of Rape are both currently recording decreases.

Non-recent crimes have increased slightly on those being reported last year. In total there have been 154 Sexual crimes reported so far this year of which 48 are non-recent, this compares with 169 crimes in the same period last year of which 42 were non-recent.

Detection rates currently sit at 64.3%, significantly above last year (40.8%) and the 5-year average (51.9%). Rape detections are currently at 58.6% while Sexual Assault detections are at 51.3%.

Police Scotland has made a concerted effort to raise awareness and encourage survivors of sexual abuse to report incidents regardless of when they occurred. Every report is investigated thoroughly, albeit there can be challenges with tracing witnesses or securing forensic opportunities for non-recent offences.



Source: Taken from Crime Management through ScOMIS

**Local Action/Context:** North Ayrshire Police remains committed to education, working with partners and challenging behaviours in relation to any form of sexual abuse and violence and this is evidenced through the increased confidence of victims to report and the rise in detection rates.

Our Campus officers continue to proactively work with Education to equip young persons to identify danger signs in terms of sexual harm and provide them with the confidence to report any inappropriate behaviour.

Police Scotland's new "That Guy" campaign urges men to be the solution to preventing sexual offending and encouraging them to have those difficult conversations with their friends who may have crossed the line. Locality and Campus officers have been briefed around this important message and are delivering this both in schools and also at events they are attending.

Ayrshires Public Protection Unit have been successful in securing an additional Detective Inspector who will be dedicated to leading the investigations into sexual crimes and this commitment by the Divisional Commander simply reinforces the importance of this crime to our officers, partners and communities. A Senior Investigating Officer (SIO) continues to drive investigations into all reports of rape and specialist officers are deployed to proactively progress all lines of enquiry and this bespoke approach is reflected in the continuing rise in detection rates.

North Ayrshire continue to work closely Rape Crisis, Woman's Aid and ASSIST to promote their support and counselling services for those who have been impacted by sexual crime.

Feedback from partners continues to highlight the overwhelmingly positive work of our specialist officers who are committed to provide the best levels of service for our victims and who work tirelessly to gather evidence to bring perpetrators into the criminal justice system. North Ayrshire police and partners continue to work together to raise awareness of reporting mechanisms, support measures and to encourage survivors of abuse to come forward and engage with services.

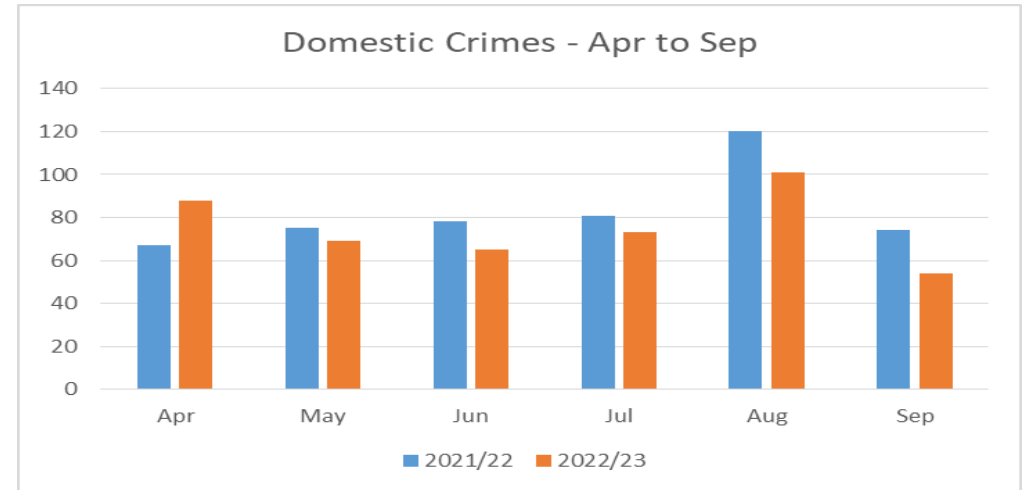
## SAFER COMMUNITIES—Domestic Abuse

### Analytical Context:

Domestic Abuse crimes are currently down 16.8% on the 5-year average.

Crimes are currently down compared to last year (450 this year compared with 495 last year). In 2021/22 crimes peaked significantly in August and a similar spike was recorded again this year as shown in the chart opposite.

Examination of the types of domestic abuse committed during these first six months indicates that the majority of crimes continue to be minor assaults however there has been two Attempt Murders, three Serious Assaults, 17 Rapes and 22 Domestic Abuse Act crimes (examples include Stalking and/or Coercive behaviour).



Source: Data taken from iVPD through ScOMIS

### Local Action/Context:

During COVID restrictions there was a recorded increase in domestic crimes and incidents and decreases can be seen with the easing of restrictions allowing people out of their own homes and into public spaces.

The new Multi Agency Risk Assessment Conference (MARAC) held its first meeting in August 2022 bringing together police, statutory partners and voluntary agencies on a monthly basis to deliver additional safeguarding to those at the highest risk of domestic violence. MARACs are scheduled to take place on a monthly basis and will allow a proactive, innovative and joined up approach to deliver safety measures, reassurance and safeguarding to the most vulnerable victims of domestic abuse.

Demonstrating our commitment to domestic abuse, Ayrshire Division has dedicated a Detective Inspector to this important role, who will have responsibility and oversight on the delivery of the highest levels of service to victims. July 2022 saw the delivery of the new and innovative Domestic Abuse Safeguarding Team (DAST) who will provide a victim centred approach to creating better outcomes for those affected by domestic violence as well as focusing on prevention through the DSDAS process.

North Ayrshire continues to benefit from the now well established Woman's Aid premises in Saltcoats and September 2022 saw North Ayrshire Police provide additional support and funding to them for alarms to help reassure and protect victims of domestic abuse.

The highly successful Ask for Angela campaign continues to be supported by Police Scotland in licensed premises across North Ayrshire.

The 16 days Violence against Woman Campaign continues to be successful and promoted by North Ayrshire Police and will run from 25 November 2022 - 10 December 2022.

## SAFER COMMUNITIES—Hate Crime

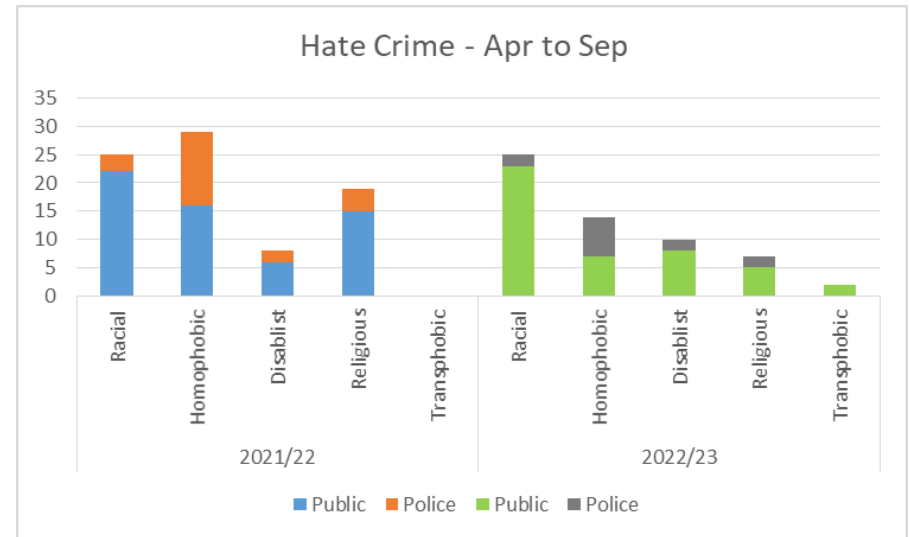
### Analytical Context:

Hate crimes is currently 19.1% below the 5-year average.

There has been a significant decrease noted when compared to last year (56 this year down from 77). Note that a single crime can have more than one hate crime type, for example one incident could feature homophobic and sectarian language.

The chart opposite provides a breakdown of the different types of hate related crimes and highlights slight increases in Disablist and Transphobic crimes while racial crimes have remained at the same level. Notably homophobic crimes have significantly decreased.

At the end of this reporting period two repeat victims have been identified. One is a shop worker in Irvine who has been the victim of racial abuse on two occasions and one victim in Kilwinning has been subjected to disablist abuse on two occasions.



Source: Taken from the iVPD database through ScOMIS

### Local Action/Context:

The North Ayrshire Preventions and Interventions Officers is now a fully trained Hate Crime Champion and will be refreshing training for all staff across the sub division.

#KeepSafeScotland have provided additional hate crime educational material which will be rolled out to all Campus Officers for delivery to staff and pupils.

A Hate Crime input was delivered in September 2022 to Police and Scotland Youth Volunteers which was positively received from the attendees who accepted the importance of being a positive bystander. Discussions are ongoing to hold a similar event for Scottish Fire and Rescue Youth Volunteers.

In response to the reported tensions in Leicester between groups of the Muslim and Hindu community, our officers engaged with AMINA Muslim Women’s Resource Centre, Ayrshire Muslim Education Centre and the Scottish Refugee Council. These visits were positively received and to date there are no similar tensions being reported within North Ayrshire.

Campus officers reported concerns around internet bullying at Hayocks Primary School and hate crimes inputs were delivered which showed the impact of such language. No further incidents have occurred and similar inputs are being arranged for schools throughout North Ayrshire.

Several social media campaigns utilising the #DontTolerateHate hashtag continue to be utilised, encouraging victims to come forward.

## SAFER COMMUNITIES—Antisocial Behaviour

### Analytical Context:

ASB Incidents are currently down 25.6% on the 5-year average.

All six months of this year so far are recording much lower figures compared with last year and the 5-year average as detailed in the second chart below. Around 21.8% of incidents this quarter have resulted in a crime report being raised. It is assessed that approximately 12% of ASB incidents are youth related.

There has also been a decrease in the number of ASB fixed penalty tickets issued so far this year (n=45) compared with last year (n=77). However the reason for tickets being issued remains the same with the majority being issued for Breach of the Peace. (NOTE: there is currently a delay in the recording of ASB tickets so the figures quoted for this year are likely to change).

### Local Action/Context:

A number of Safer Shores initiatives have been held at Irvine Beach where officers from local and specialist departments as well as partners from a range of agencies have worked together to promote public safety on North Ayrshire beaches. Working closely with partners we continue to plan and refresh for next year.

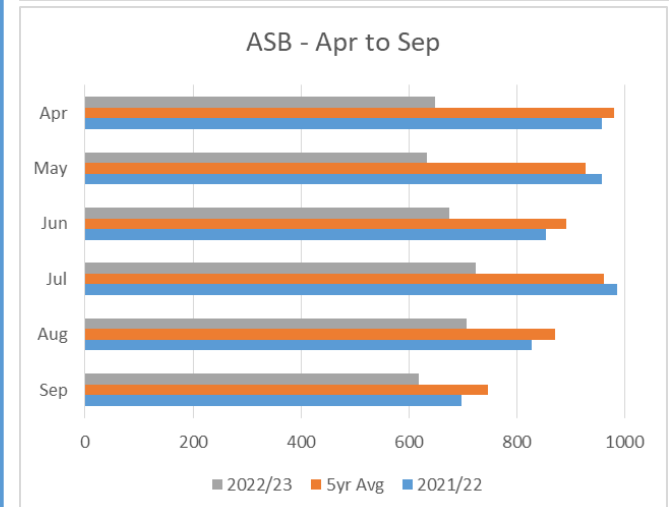
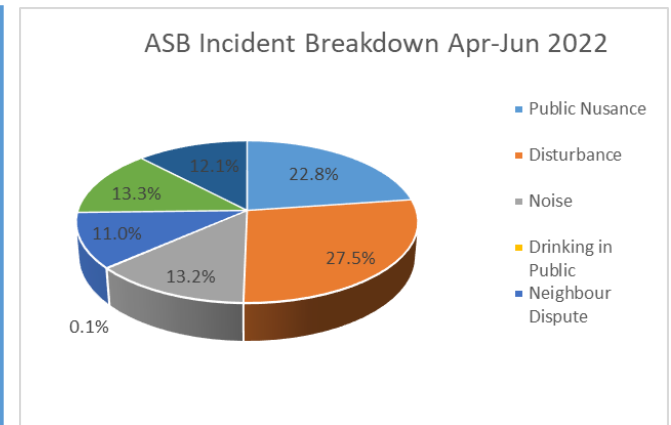
Work continues around the successful regeneration of Bourtreehill Park, Irvine and positive feedback continues to be received from residents in terms of the police response to this. The number of calls in respect of anti social behaviour has significantly reduced. Officers continue to patrol the park at peak times to identify youths drinking alcohol and provide a visible and supportive presence.

Three Towns officers have been working closely with business premises at Ardeer Industrial Estate, Stevenston in response to concerns around youths setting fires and engaging in anti social behaviour. Working in collaboration with North Ayrshire Council, Scottish Fire and Rescue Service and business owners there has been a number of youths charged with wilful fire raisings and referred to the SFRS diversionary programmes. Work remains ongoing in terms of enforcement activities and proactive police patrols in the area.

Local Irvine and Kilwinning officers continue to work closely with Eglington Park and engage in proactive patrols in response to concerns of antic social behaviour.

Officers continue to work closely with North Ayrshire Council and Scottish Fire and Rescue Service in relation to concerns around disused buildings, including Arran Brewery in Dreghorn and North Ayrshire Central Hospital in Irvine.

Work remains ongoing with Historic Environment Scotland and North Ayrshire Council to identify and proactively tackle ASB issues at known historical buildings and monuments.



Source: Taken from STORM data extracted through ScOMIS

## SPOTLIGHT—Operation Moonbeam

### Local Action/Context:

#### Operation Moonbeam

Operation Moonbeam is Police Scotland's national response to a variety of offences and incidents relating to crimes being committed prior to and on the evening of 05 November 2022. This well-established plan utilises conventional policing resources who are supported by a range of nationally deployable specialist resources.

Ayrshire Divisions response to Operation Moonbeam is being led by Superintendent Rhona Fraser and the Divisional operations planning team.

A team of dedicated resources will be deployed on both Friday 4 November 2022 and Saturday 5 November 2022 to support organised events across the division, proactively tackle anti-social behaviour and ensure that people remain safe.

North Ayrshire staff will proactively deploy with colleagues from Scottish Fire and Rescue Service (SFRS) on both evenings to provide an effective collaborative response to anyone who maybe engaged in illegal activity associated with fires or fireworks.

Our local Preventions and Interventions Officer, working closely with Trading Standards, has visited all premises licensed that sell fireworks to provide support, advice and guidance in terms of the sale of fireworks.

Our Local Policing Team colleagues have engaged with organisers of arranged bonfires and will deploy to provide support across the 04 and 05 November 2022.

All North Ayrshire Campus Officers have provided dedicated inputs around Bonfire night and fire safety advice.

#### Ardeer Industrial Estate – Wilful Fireraising's

Identifying that this area was being targeted by local youths who were utilising furniture from premises to build illegal bonfires and attending here to set fires in waste bins, a dedicated partnership approach was instigated.

Working closely with colleagues in North Ayrshire Council, including anti social behaviour and Street Scene staff, as well as SFRS colleagues, dedicated action plans were put in place. Joint visits were undertaken at premises to encourage owners to safely dispose of waste and where appropriate enforcement activity was undertaken.

Local and National Police officers deployed to this area and provided a visible presence to provide support to owners and robustly enforce any illegal activities.

North Ayrshire Police continue to work closely with SFRS and youths who are engaged in dangerous fire activities are referred to SFRSs diversionary and education programmes.

#### Abandoned buildings

Proactive patrols continue at local abandoned buildings which attract youths who often set fires at these premises. A number of successful partnerships meetings have been held in relation to these properties with a view to ensuring no access / successful demolition.



## ACQUISITIVE CRIME—Housebreaking / Fraud

### Analytical Context:

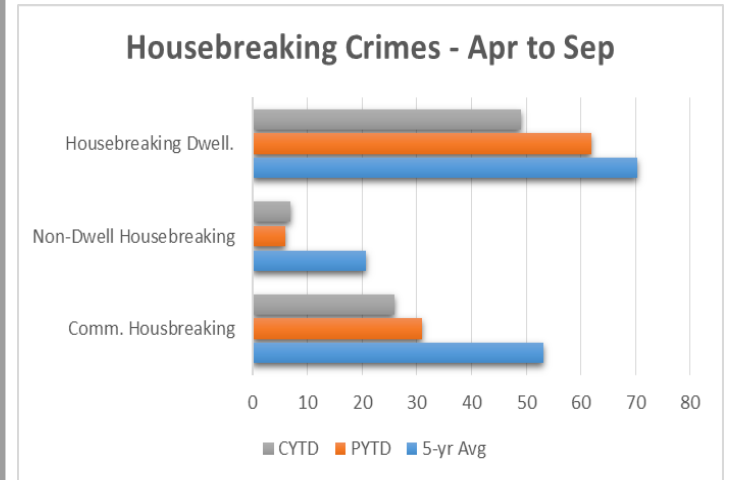
Housebreakings are currently down 43.2% on the 5-year average.

The picture this year shows decreases in crimes targeting domestic properties and commercial premises compared to last year, while crimes at non-dwelling properties recorded an increase of one crime. The detection rate is currently 20.7% which is slightly above last year (20.2%) but below the 5-year average (24.8%).

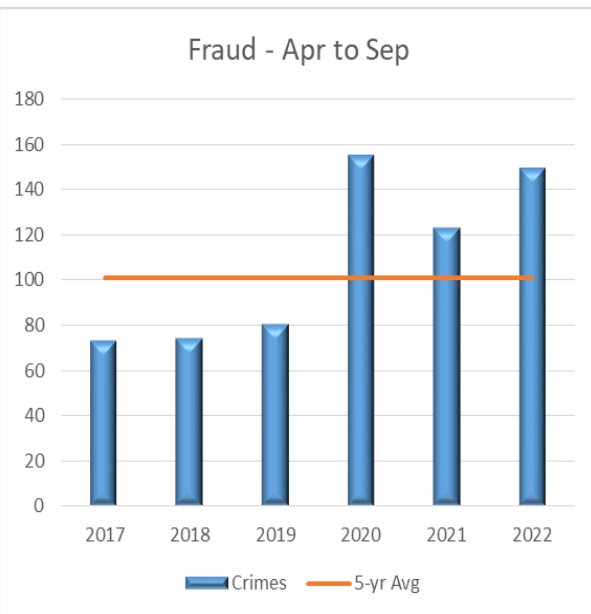
Examination of the commercial housebreakings shows no repeat locations so far, however two schools have been targeted and one pharmacy.

Frauds are currently up 47.5% on the 5-year average.

The upward trend of Frauds is continuing with crimes showing an increase of 21.1% on the figure from last year. However as can be seen from the chart below, the first 6 months in 2021 was significantly lower compared to 2020. The current detection rate is 17.4% which is below both last year (19.5%) and the 5-year average (32.1%).



Source: Taken from Police Scotland Business Intelligence Portal



Source: Taken from Police Scotland Business Intelligence Portal

**Local Action/Context:** All housebreaking crime reports are subject to rigorous review and scrutiny to identify all evidential opportunities. This enhanced scrutiny is reflected in the rising detection rate which is up 3% on the last quarter. In addition it is anticipated that when forensic updates are received a number of other opportunities to apprehend offenders will be available. This continues to be supported by analytical work to identify any patterns or opportunities.

All victims in North Ayrshire are contacted by the Preventions and Interventions Officer to provide safety advice and support to protect their properties. A funding bid has been submitted to the Senior Leadership Team (SLT) for ring door bells to assist in protecting North Ayrshires most vulnerable. Fraud crimes continue to evolve with perpetrators continuing to utilise social media, mobile telephones and internet applications to try and gain victims trust and defraud them. Local North Ayrshire officers continue to work closely with Trading Standards to attend at local events to provide practical safety advice.

Planning is underway for a North Ayrshire fraud roadshow bringing together partners at events throughout the sub division. Work remains ongoing with retailers, banks, pharmacies and doctors surgeries to disseminate the anti fraud message and social media continues to reflect the importance of security messaging and preventative advice.

Bespoke Police Scotland anti fraud leaflets have been secured and distributed around banks, building societies, retail premises and medical establishments. In addition regular social media updates are provided around frauds and preventative measures can be taken.

## ACQUISITIVE CRIME—Robberies

### Analytical Context:

Robberies are currently down 23.8% on the 5-year average.

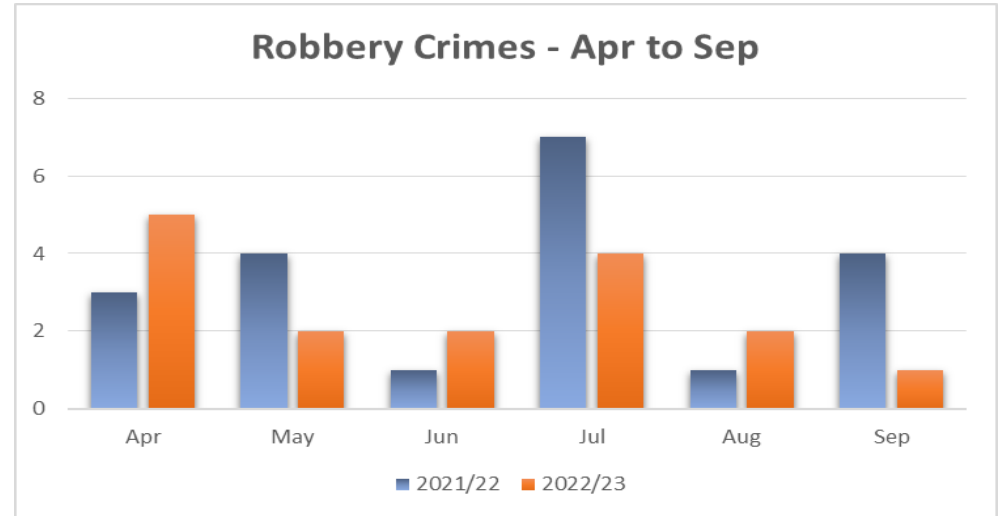
The picture this year shows a decrease in robberies compared to last year (16 compared with 20 last year).

The current detection rate is 75.0% which is slightly above the 5-year average (74.3%).

At this stage it is noted that over half of the crimes have taken place within the home, three in a shop and the remainder in an outdoor public location. Five have involved the use/threat of a knife or bladed weapon.

There are no repeat victims or offenders at this stage.

The items most commonly being taken are mobile phones and cash.



Source: Taken from Police Scotland Business Intelligence Portal

### Local Action/Context:

Robberies remain a key priority and daily focus for North Ayrshire and enhanced governance and scrutiny demonstrate that all crimes are thoroughly investigated and any offenders are identified and apprehended at the earliest opportunity.

In the vast majority of reported crimes YTD the perpetrator and victim/witnesses are assessed to know each other, however in most instances those involved are largely uncooperative or actively hostile with investigations. Suspects are being sought for three of the undetected robberies which occurred in North Ayrshire with forensic examination awaited for submitted evidential items.

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

CCTV liaison is ongoing regarding upgrading of CCTV cameras and locations and our Local Authority Liaison Officer is proactively engaging with the Local Authority.

Preventative measures continue, including those known offenders subject to bail conditions are subject to routine checks to ensure they are complying with their conditions, any issues identified during these checks can be escalated to the relevant agency.

We remain committed to tackling the factors that could lead to offenders committing such crimes, and continue to work closely with partners to ensure appropriate support is in place reducing the likelihood of offending.

## COMMUNITY WELLBEING

### Local Action/Context:

#### Substance Misuse

Work has begun with partners to explore the development of Information Sharing Agreement between, NHS, Local Authority and Police Scotland to allow details of those in the community who have suffered a Near Fatal Drugs Overdose to be passed to be shared so that they can be supported by the right agency at the right time.

#### Youth Engagement

Ongoing engagement with looked after and accommodated children in care settings across North Ayrshire continues and this has seen a marked reduction in missing person reports and children placing themselves in dangerous situations. A young person from Stevenson was a repeat absconder, however after engagement with CWU officers she is no longer going missing, has returned to school and her parents report her behaviour has significantly improved within the household setting.

#### Welfare Concerns

During the reporting period our Community Wellbeing Unit (CWU) officers have engaged with 68 individuals who came to police attention in relation to concerns for mental health, addiction issues, domestic violence, financial harm or exploitation.

As a direct consequence of the initial engagement process, CWU have conducted 164 follow up visits to carry out diversion/prevention and intervention work with a view to addressing identified issues, signpost to appropriate partner agencies and minimise the need for repeat call demand to our own and other services.

#### Partners

Positive engagement continues with statutory partners, groups and services to create strong working relationships and joint working opportunities to deliver positive outcomes for our communities. Included in this engagement to date have been:

- North Ayrshire Woman's Aid, Saltcoats
- Woman's Support Group , Fullerton Hub, Irvine
- Criminal Justice Support Group for Offenders, Fullerton Hub, Irvine
- Vineburgh Centre Woman's Group
- Mental Health Support Group, Irvine
- Vineburgh Recovery Group
- Men's Support Group, Fullerton Hub, Irvine
- Café Solace, Irvine
- Redburn Community Centre
- Caley Court Resource Centre, Stevenston

## ROAD SAFETY—Drink/Drug Driving

### Analytical Context:

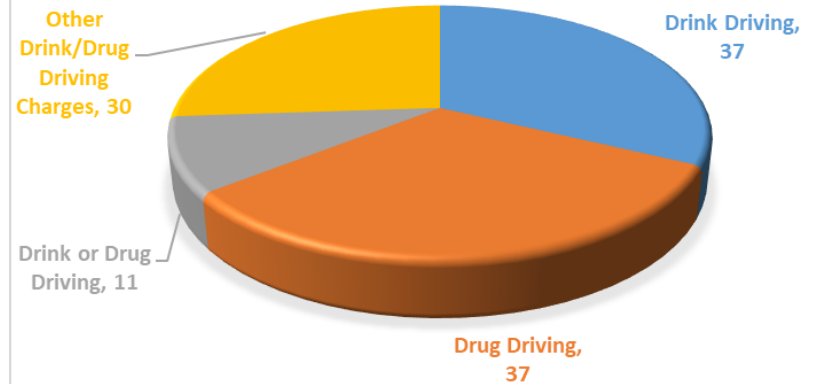
Drink/Drug driving offences are currently up 25.5% on the 5-year average. It should be noted that new legislation around drug driving came into effect in October 2019.

So far this year there have been a total of 115 offences recorded which is an increase on last year (n=110).

Solely Drink Driving and solely Drug Driving continue to be the most perpetrated offences, notably drug driving crimes are up on last year while drink driving is currently recording slightly lower numbers than those reported last year.

Source: Taken from Police Scotland Business Intelligence Portal

### DRINK/DRUG DRIVING APR-SEP 2022



### Local Action/Context:

Ayrshire's Road Policing Unit along with divisional resources continue their strong focus towards the key priority of Road Safety within North Ayrshire, working towards the outcomes set in the Scottish Government's Road Safety Framework to 2030.

Officers in North Ayrshire continue to carry out high visibility and unmarked patrols of the road network, in an effort to deter and detect motorists who place both themselves and other road users in danger, by choosing to drive under the influence of alcohol/drugs. In addition to this, a number of target packages have been created to pro-actively target repeat offenders within North Ayrshire. Local officers remain vigilant and regularly seek assistance from Road policing trained Medacx Drug Wipe officers, whenever they suspect a motorist has been driving under the influence of drugs.

In terms of Drink Driving, officers regularly patrol priority routes and those areas identified via analytical products where there is more likelihood for offences to be detected. The National Calendar of Road Safety Activity identifies specific periods to target these priorities, such as the Summer Drink/Drug Driving campaign in July and Drug Driving week in August.

Officers in North Ayrshire strongly support these campaigns, conducting a number of static road checks at key areas throughout the sub division. Social media and localised messaging in conjunction with partners is utilised to highlight detections and relevant activity.

In terms of the reporting period, detections for drug driving are higher than previous which highlights the continued proactive approach towards this priority.

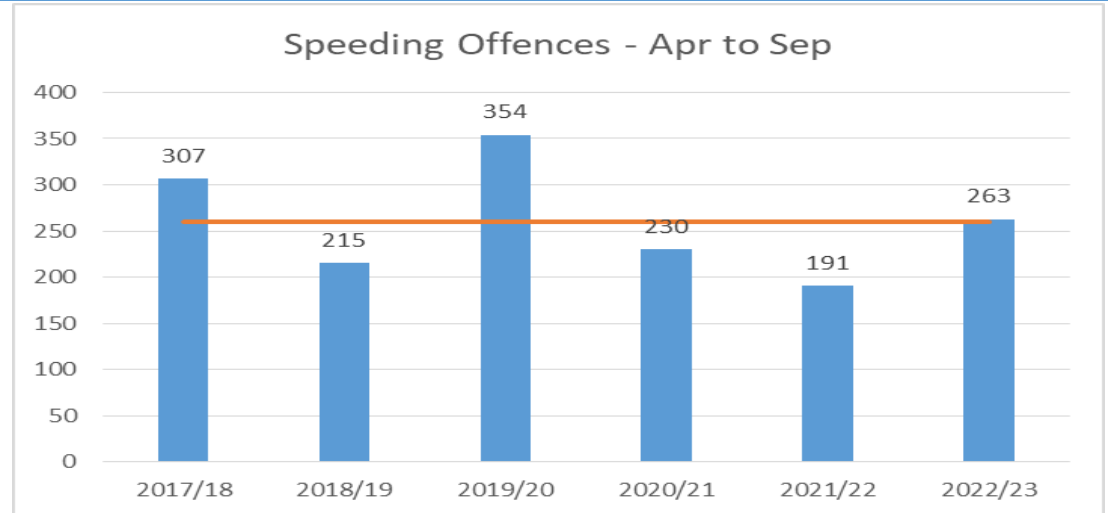
## ROAD SAFETY—Speeding

### Analytical Context:

Speeding offences are currently up 1.4% on the 5-year average.

The start of this year has noted a significant increase on the figures recorded last year (see chart opposite).

The Road Policing Unit continue to carry out initiatives in specific areas based on information from local communities and Elected Members, which may influence where offences occur and are detected.



Source: Taken from Crime Management through ScOMIS

### Local Action/Context:

Divisional officers in North Ayrshire, supported by colleagues from Road policing continue to focus on the key priority of speeding, working towards the outcomes set in the Scottish Governments Road Safety Framework to 2030.

Motorists that speed and drive inappropriately for the road conditions are often the subject of complaints from members of the public via local elected members within North Ayrshire. A number of identified static speed checks sites have been selected based on community complaints and concerns. Officers deploy to these sites routinely to conduct targeted enforcement which provides reassurance to our communities that the subject of speeding is taken seriously.

Road policing supported by local officers have deployed to areas area's such as the A736 Burnhouse, A737 Beith and latterly to the A78 Shore Road, Ardrossan extending towards Skelmorlie. A number of motorists were reported to the Procurator Fiscal for exceeding the speed limit as a result.

More recently, a successful application was made to the West Safety Camera Unit for flexible deployments on the A78 Shore Road. It is anticipated these deployments will commence in the very near future which will provide further reassurance to our local elected members and communities.

Other areas within the sub-division with historical speeding complaints such as Ardrossan, Saltcoats and Irvine have been the subject of routine high visibility and unmarked patrols for additional enforcement.

The increase in speeding detections during the reporting period is a clear indication that Road policing and Divisional officers remain dedicated towards this key priority.

## PUBLIC CONFIDENCE—Survey Information

### User Experience - Current Position

The information on the table below is from data gathered in the April to September 2022 period for the whole of Ayrshire and is not specific to North Ayrshire. It should also be noted that the 'Feeling adequately informed' question has changed this year 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>524</b>	<b>7535</b>	<b>210</b>	<b>145</b>	<b>169</b>
Ease of Contact? (% Easy and Very Easy)	68%	70%	75%	71%	57%
Being provided with the appropriate response? (% Yes)	60%	61%	71%	61%	48%
Satisfaction with Attending Officers (% Satisfied or Very Satisfied)	83%	80%	87%	84%	77%
Feeling adequately informed about progress made with your report (% Yes)	51%	47%	55%	53%	46%
Overall Satisfaction? (% Satisfied or Very Satisfied)	67%	66%	75%	72%	53%

### Your Survey

The following information is based on data from April to September 2022.

How Safe do you feel in your local area?				Male		Female		Total Respondents
	Very Safe	Safe	Total	Very Safe	Safe	Very Safe	Safe	
North	12.40%	54.65%	<b>67.05%</b>	12.24%	46.94%	13.33%	59.33%	258

Concern About Crime				Male		Female		Total Respondents
	Inc. a Little	Inc. a Lot	Total	Inc. a Little	Inc. a Lot	Inc. a Little	Inc. a Lot	
North	31.13%	32.30%	<b>63.43%</b>	31.96%	29.90%	30.67%	32.67%	258

### Local Action/Context:

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

Figures up to the 25 September 2022 reported a total of 258 respondents from North Ayrshire, a clear rise in respondent and the feedback is relatively positive.

Local officers continue to promote engagement with Your Police Survey at all events and community engagements and details of the survey has been shared with local elected members, PFRC members and broadcast on media and social media channels.

## PUBLIC CONFIDENCE—Complaints Against the Police

### Complaints

	TOTAL COMPLAINT CASES RECEIVED			TOTAL NUMBER OF ALLEGATIONS RECEIVED		
	YTD	LYTD	% CHANGE	YTD	LYTD	% CHANGE
<b>TOTAL</b>	<b>171</b>	<b>182</b>	<b>-6.00%</b>	<b>233</b>	<b>356</b>	<b>-34.40%</b>
North Ayrshire	65	73	-11.00%	94	125	-24.80%

### Breakdown of Case Categories

	FLR (Early Resolution)	FLR PSD (NCARU)	FLR (Spec or PSD)	Criminal Complaint	Non Crim (not FLR)	Abandoned	Withdrawn	Ongoing (NCARU)	Not Relevant Complaint
<b>U DIVISION</b>	<b>1</b>	<b>67</b>	<b>11</b>	<b>13</b>	<b>40</b>	<b>14</b>	<b>10</b>	<b>15</b>	<b>0</b>
North Ayrshire Council	1	21	5	3	22	3	4	6	0

### Breakdown of Allegations

Breakdown of Allegations	Assault	Corrupt Practice	Discriminatory Behaviour	Excess Force	Incivility	Irregularity in Procedure	Neglect of Duty	Oppressive Conduct/Harassment	Other - Criminal	Non-Crim	Traffic Irregularity/Offence	Unlawful Arrest or Detention
<b>U DIVISION</b>	<b>16</b>	<b>0</b>	<b>2</b>	<b>12</b>	<b>35</b>	<b>69</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>
North Ayrshire	5	0	2	6	13	28	2	3	1	0	0	1

### Breakdown of Quality of Service Allegation Types

Quality of Service	Policy/Procedure	Service Delivery	Service Outcome
<b>U DIVISION TOTAL</b>	<b>20</b>	<b>29</b>	<b>35</b>
North Ayrshire	10	12	11

## GLOSSARY OF TERMS

<b>Acronym</b>	<b>Details</b>
ASB	Anti-Social Behaviour
CWU	Community Wellbeing Unit
CYTD	Current Year to Date
DAST	Domestic Abuse Safeguarding Team
DSDAS	Disclosure Scheme for Domestic Abuse Scotland
FLR	Front Line Resolution
iVPD	Vulnerable Persons Database
LYTD	Last Year to Date
MAPPA	Multi-Agency Public Protection Arrangements
MARAC	Multi-Agency Risk Assessment Conference
MATAC	Multi-Agency Tasking and Coordination
NCARU	National Complaints and Resolution Unit
Non-Rec	Non-Recent (over one year from incident occurring)
PACT	Pro-Active Crime Team
PSD	Professional Standards
PSYV	Police Scotland Youth Volunteers
PYTD	Previous Year to Date
ScOMIS	Scottish Operational and Management Information System
SFRS	Scottish Fire and Rescue Service
SOSA	Sexual Offences (Scotland) Act
VAWG	Violence Against Women and Girls
YTD	Year to Date