

**SERVING A CHANGING SCOTLAND**

# Shaping our direction and delivery 2019 – engagement report



**POLICE  
SCOTLAND**  
Keeping people safe  
**POILEAS ALBA**

**SCOTTISH POLICE  
AUTHORITY**

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# Introduction

In 2017 we agreed a ten year strategy for how we want to build a sustainable service able to adapt to the needs of a changing Scotland. Since then, we have been planning for and delivering change, whilst continuing to provide the local and specialist services that keep people safe.

Section 35, Police & Fire Reform (Scotland) Act 2012 requires the Chief Constable to prepare an Annual Police Plan (APP) each year which sets out our operational priorities for the year ahead.

This year we enhanced that by bringing together the work we do locally and nationally across all our operational and support functions and with our transformational activity, into one plan. This will show how all the parts of the service come together to make a positive impact for policing and society, and to keep people safe across Scotland against a set of strategic outcomes.

We will continue to focus our resources on the issues that cause the most harm in order to improve outcomes for people and communities. Our planning is informed by our analysis and assessment of the threat and risk posed and what we are told through our Your View Counts survey.

Having developed a draft, the next stage in development of the APP was to engage with the public and partners which was captured through online survey responses using Citizen Space and written feedback. This included consultation with the SPA.

The aim of this report is to provide a summary of the responses to the engagement.

# Our engagement

We looked for opinions from people across Scotland on our proposed outcomes, our approach, and how you want to be involved in working with us to continue to shape future services.

In addition to this, we were also keen to hear the public's views to help shape our future strategies in respect to prevention and public contact and engagement.

Your opinions make sure that our plan fits with expectations and enables continued collaboration, and that we are able to identify any areas of the plan that require to be amended or strengthened.

A three week engagement phase was run from 25 February until 18 March 2019. This built upon internal activity with divisions and departments.

The online survey, run via the Citizen Space platform, asked for feedback on extracts from the draft APP relating to our strategic planning journey to date, our policing priorities and move

towards describing our strategic delivery under outcomes. This enabled respondents to select options to signal their level of support for the approach and comment on the content.

In addition, we also engaged with key stakeholders through existing relationships at national and local level.

In order to ensure that diverse communities were represented, community and third sector partners were included as key stakeholders.

The engagement was also promoted via various social media channels.

Police Scotland's intranet was used to engage with officers and staff, and encouraged them to submit their feedback. Officer and staff representative bodies were also engaged with.

We welcomed alternative methods of submitting feedback, including letter, email and through conversations with officers/staff.

# Analysis of results

The survey attracted responses from a wide range of partner agencies and organisations, as well as individual members of the public. The level of response over the 3 week period compared favourably to other similar surveys or consultations run in recent years in Scotland. There was a **92%** increase of participation on last year's APP engagement.

Survey participants were asked to what extent they agreed or disagreed with the approach set out within the APP. The percentage of respondents who 'agreed' or 'strongly agreed' were:

- Our policing priorities: **87%** (figure 1)
- Outcome 1 – Keeping people safe: **86%** (figure 2)
- Outcome 2 – Communities are at the heart of policing: **82%** (figure 3)
- Outcome 3 – Contacting and talking to us: **79%** (figure 4)
- Outcome 4 – Supporting our people: **81%** (figure 5)
- Outcome 5 – Meeting demand: **74%** (figure 6)

These findings indicate a strong level of support for the approaches set out within the APP. This provides Police Scotland with the assurance that these approaches have support and confidence from the public and partners.

Approximately **70%** of respondents to the survey chose to utilise the 'free text' fields to add additional comments – these comments allowed us to have an in depth understanding of respondents views.

Analysis of these comments has highlighted a particular focus and interest across the following areas:

- **Local and community policing** - a desire to see more police in local communities, building positive relationships with the communities they serve. A focus on low-level crime is needed as this has a more direct impact on day to day life.
- **Partnerships** – a need for police to continue to work closely with partners in order to share more of the responsibility for improving outcomes for communities, with particular focus on those considered vulnerable.

- **Contacting us** – a need for contact and engagement channels to be adaptable and diverse in order to meet the needs of the diverse communities Police Scotland serves.
- **Supporting our people** – a desire for our people to feel supported by providing the resources required to work day to day, as well providing development opportunities to allow those at all levels to meet their potential.

## Survey findings

Over the 3.5 week engagement period we received in a total of **1,995** responses through the Citizen Space online survey (by the deadline of 18 March 2019). Replies received after the deadline will be considered in future strategic work, but are not included in this analysis report.

Respondents were asked to indicate to what extent they agreed with Police Scotland priorities and objectives.

The findings are set out over the following pages.

## Our policing priorities

**Question 1:** Do these feel like the right themes and priorities to you?

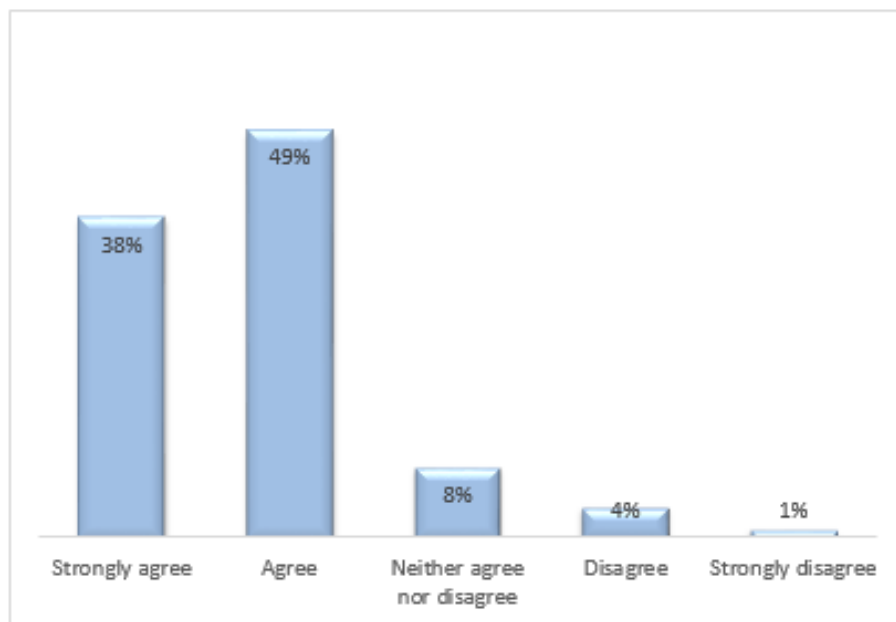


Figure 1

**Keeping people safe - Outcome:** Police Scotland is responsive and resolves threats to public safety and wellbeing.

**Question 2:** Do these objectives meet your expectations?

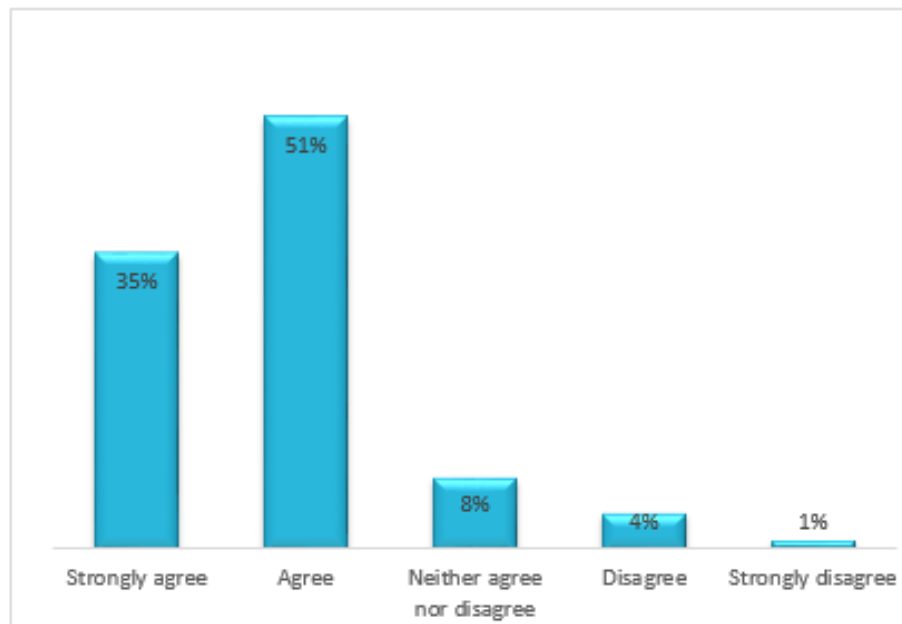


Figure 2

**Communities are at the heart of policing - Outcome:** Police Scotland delivers a service that meets the needs of local communities.

**Question 3:** Do these objectives meet your expectations?

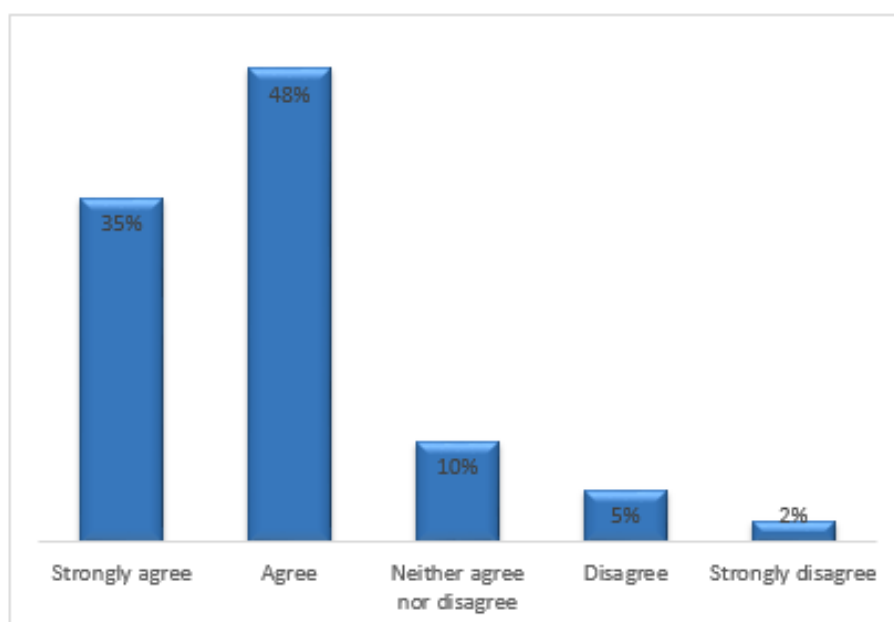


Figure 3

**Contacting and talking to us - Outcome:** Public and communities are engaged, involved and have confidence in policing.

**Question 4:** Do these objectives meet your expectations?

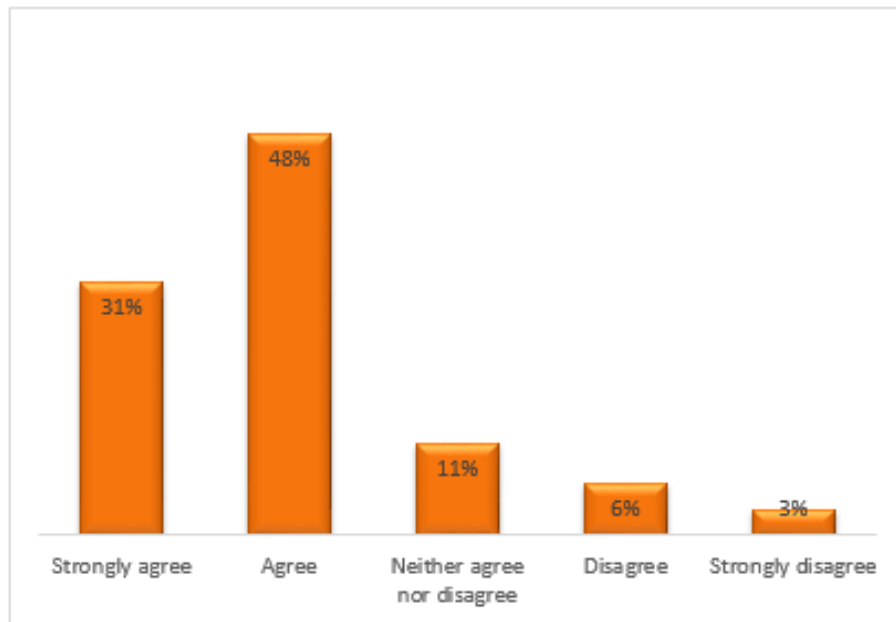


Figure 4

**Supporting our people - Outcome:** Police Scotland is a positive working environment with staff who are enabled and supported to serve the public.

**Question 5:** Do these objectives meet your expectations?

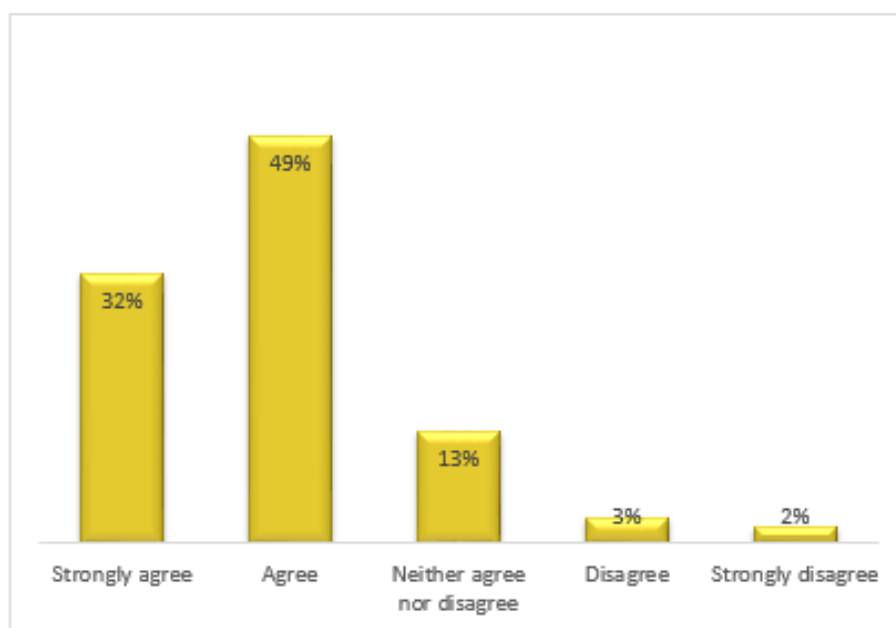


Figure 5



**Meeting demand - Outcome:** Police Scotland is sustainable, adaptable and prepared for future challenges.

**Question 6:** Do these objectives meet your expectations?

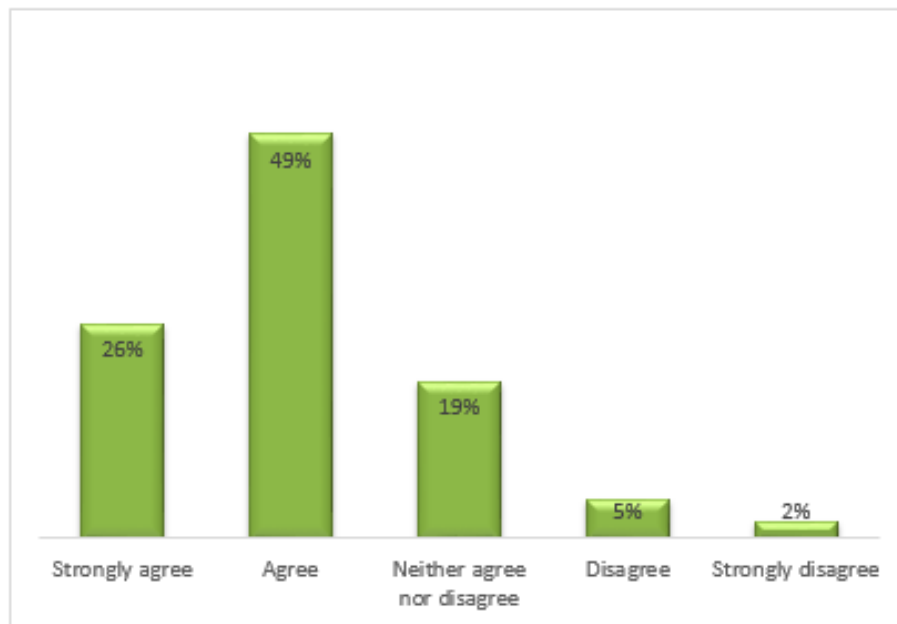


Figure 6

## Contact and engagement preferences

The survey asked for views on how the public can contact and engage with us. This included indicating to what extent the current methods of contact met their expectations, and preferences for contact and engagement.

**Question:** Do these methods of contact with the police meet your expectations?

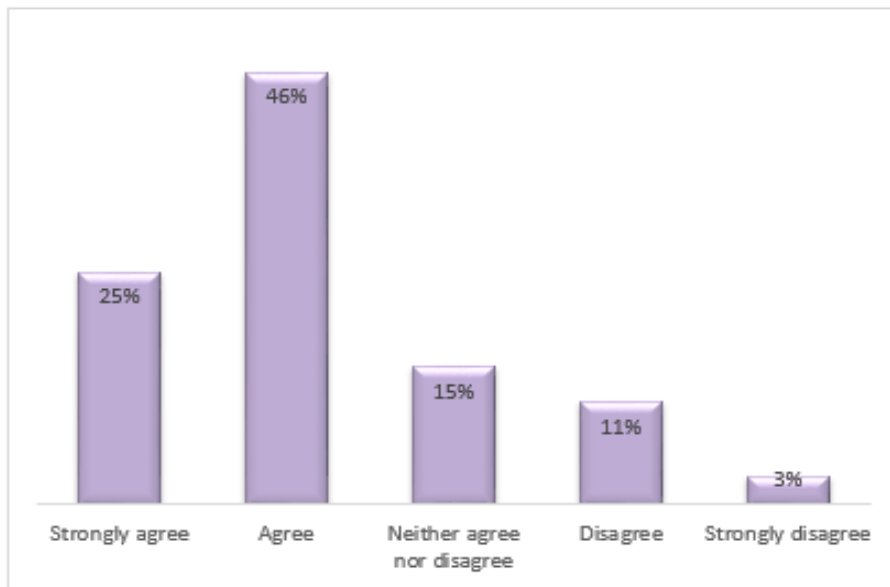


Figure 7

**Question:** What are the best ways to keep people up to date about a crime or incident they have reported?

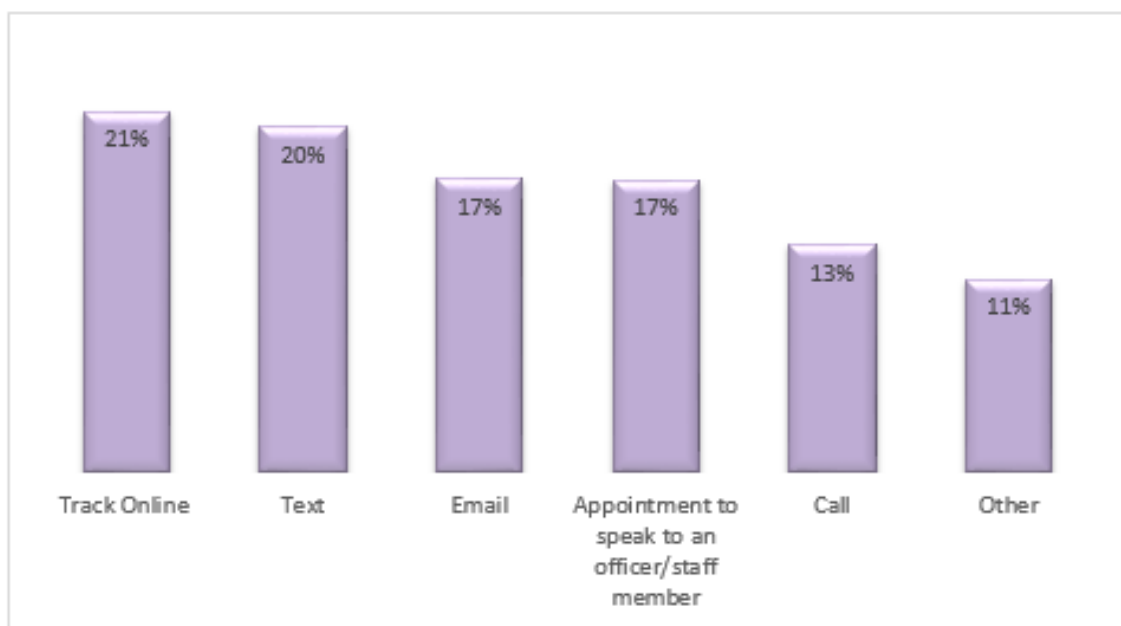


Figure 8

**Question:** What are the best ways for people to give us feedback and how might we more engaging?

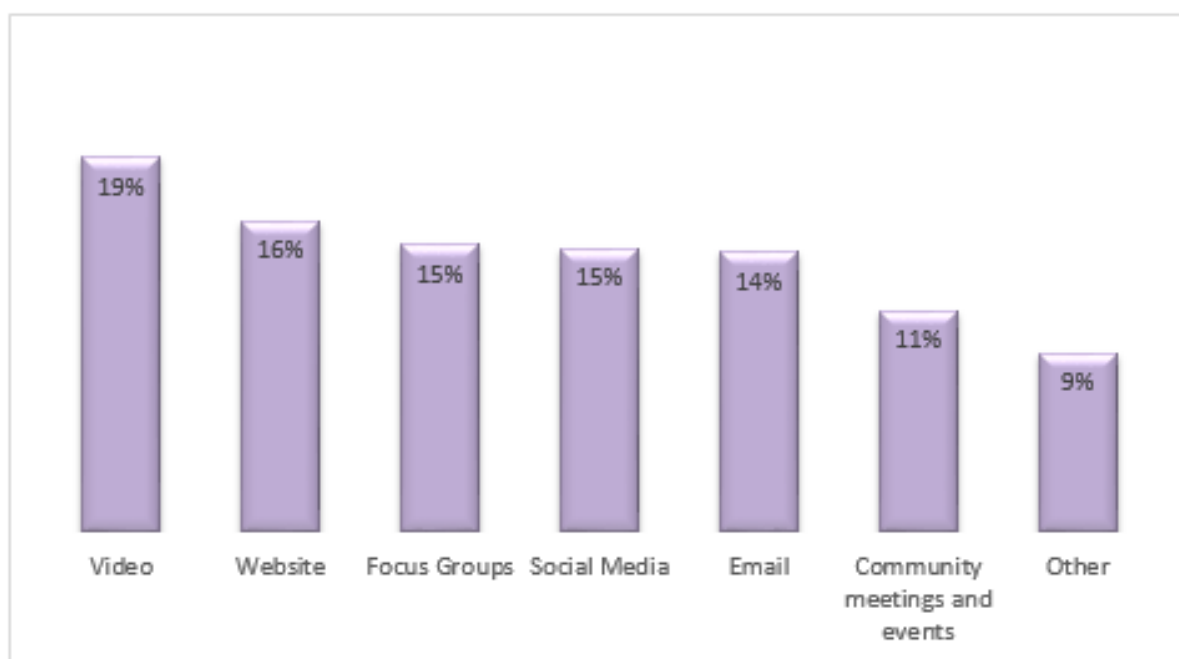


Figure 9

# What happens next?

All responses have been reviewed and considered as the final version of the APP was developed. The detailed responses have also been shared with internal divisions and departments to enable further local engagement and continuous improvement to occur.

In listening to the feedback and developing the final version of the APP, Police Scotland gave particular focus to responses from key stakeholders, including the SPA and partners.

Development of the APP has addressed specific and relevant issues raised, including:

- the addition of new information directly linked to survey feedback;
- rewording or expanding certain sections to improve public understanding;
- ensuring clearer alignment to the strategic objectives set out within the Policing 2026 strategy; and
- the addition of performance information linked to Police Scotland's Performance Framework.

The final version of the APP was presented at the SPA Public Board on 28 March 2019 and also laid before the Scottish Parliament on the 29 March 2019. The APP can be viewed at: <http://www.scotland.police.uk/about-us/police-scotland/strategic-planning>

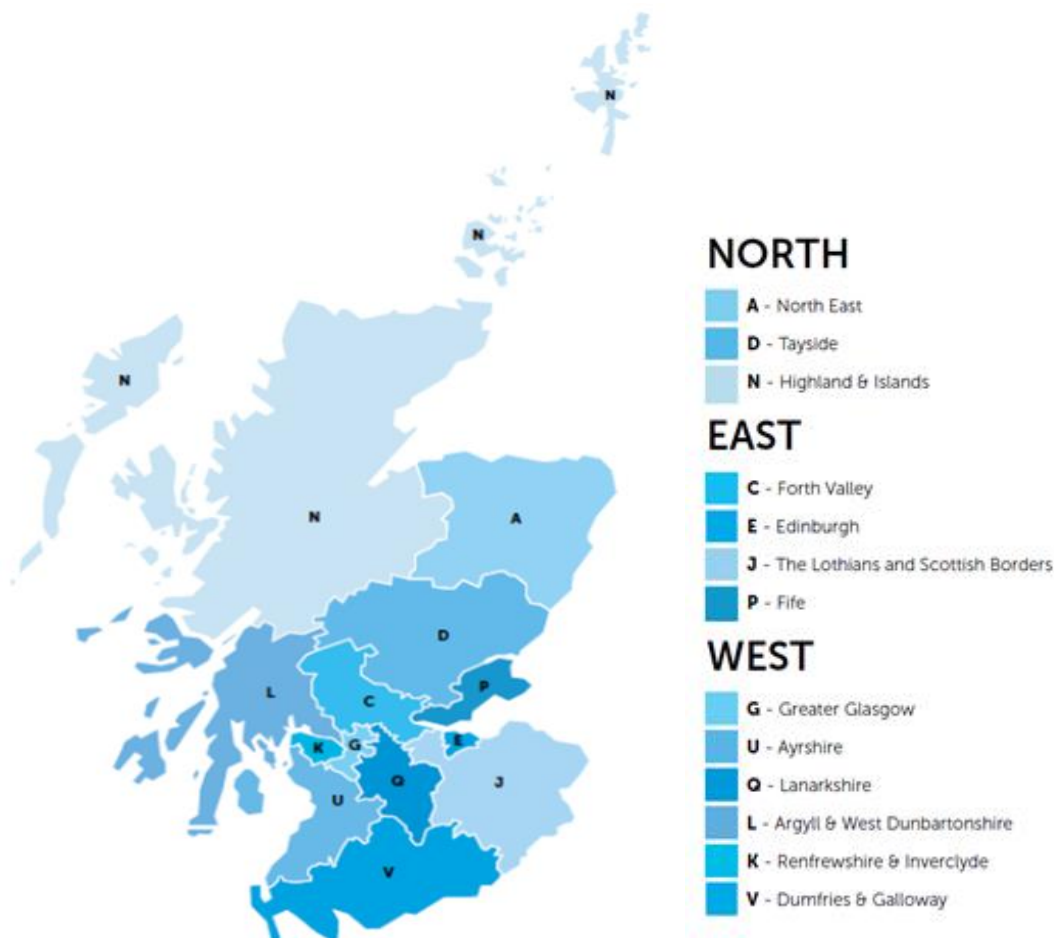
# Demographic information

The purpose of collating this data is to allow meaningful comparisons to be made between responses to the APP engagement and the breakdown of Scotland's diverse communities.

The online survey was designed to be anonymous with respondents given the opportunity to provide some non-compulsory information regarding their demographics.

Obtaining the respondents postcode allowed a geographical analysis to be made, to confirm that responses came from across the country were aware of the APP and the concerns of different localities were considered.

**Geographical breakdown** - Police Scotland is divided into thirteen geographical local policing divisions, each ensures that local policing in that area is responsive, accountable and tailored to meet local needs. The following map illustrates these divisions:



The chart below illustrates the spread of responses across Police Scotland's policing divisions. Survey responses were received from all divisions, with roughly 1/3 from each region.

### Divisional area



Figure 10

### Region

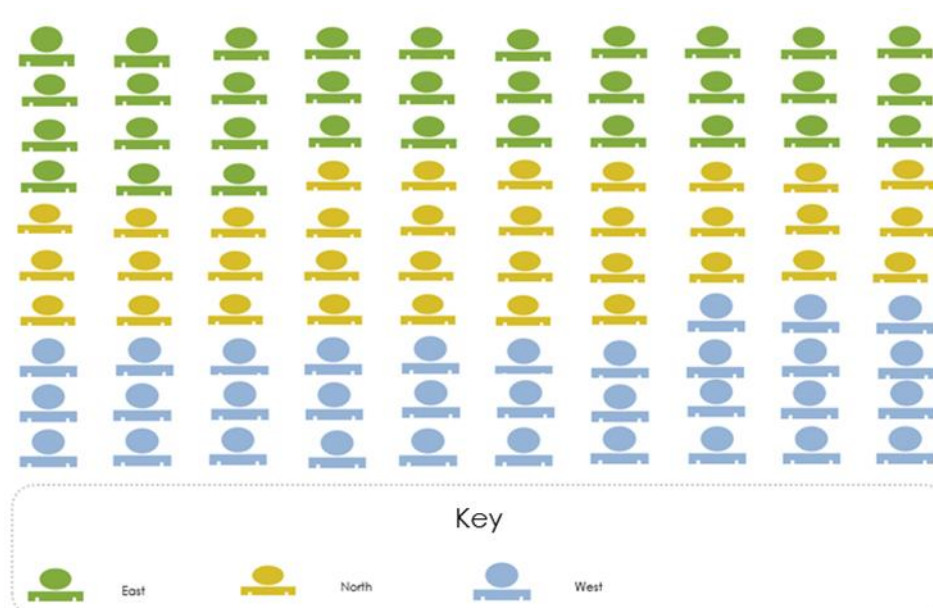


Figure 11

**Individual / organisational responses** - The survey was open to individual members of the public as well as partner organisations. The chart below illustrates the breakdown of individuals compared to organisations responses. Most responses to the survey were from individuals.

### Individual vs. organisation

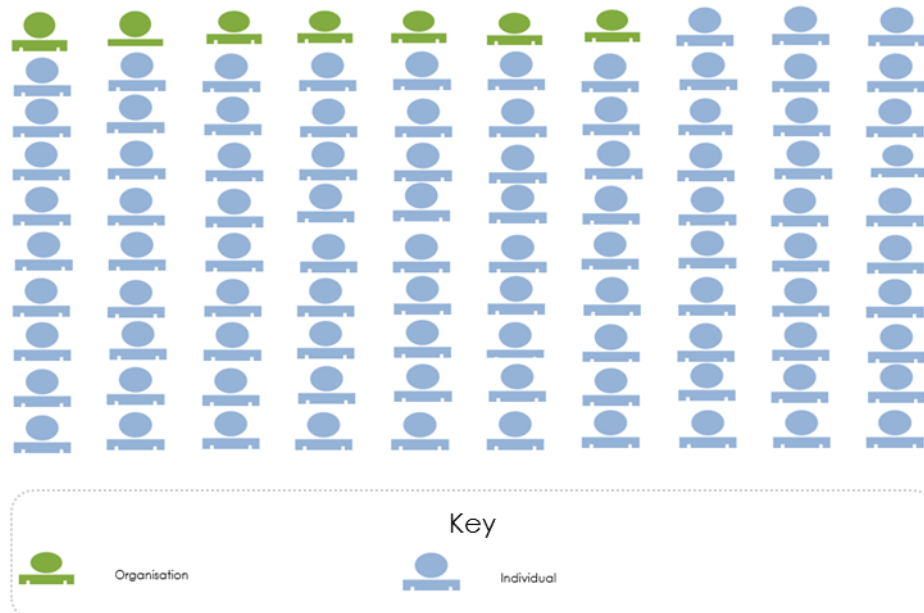


Figure 12

**Age** - The survey collected the age of respondents. The purpose of analysing age data is to examine the spread across all age groups and establish whether there is a trend in relation to how each question was answered. Although there was a good spread of age groups within the responses, when compared with the 2011 Scottish Census data, it can be seen that the age of respondents to the survey was higher than the national average. The respondents of this survey mostly fell between the ages of 41 and 70 years.

## Respondents by age

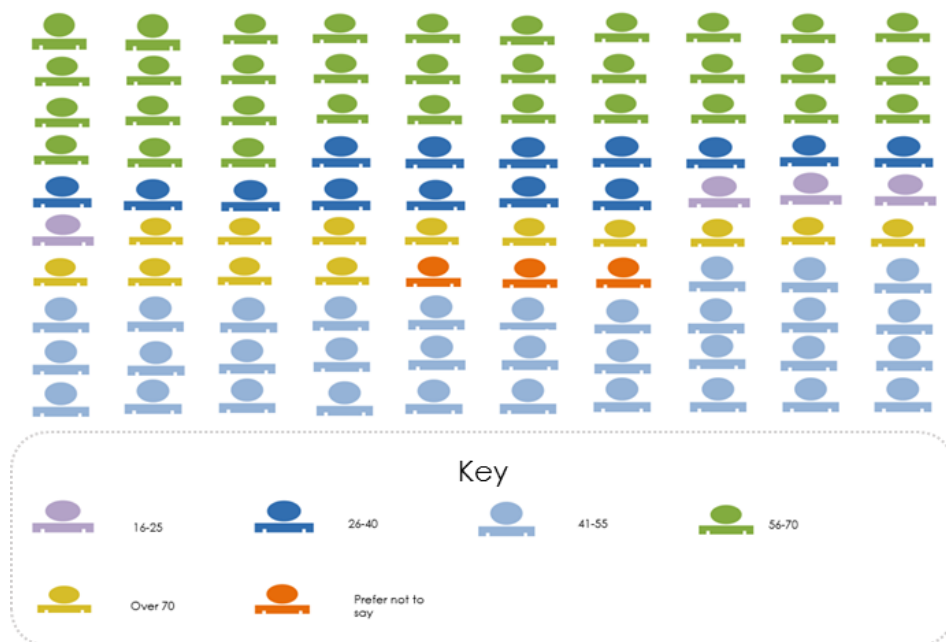


Figure 13

**Gender identity** - The survey asked respondents about their gender identity. 48% of respondents identified themselves as female. This is a change from previous Police Scotland engagements where more respondents identified as male than female. The 2011 Census recorded that the Scottish population is 48% male and 51% female.

## Respondents by gender identity



Figure 14



**Ethnicity** - The survey asked respondents to indicate what ethnicity they identify with. The chart below illustrates the spread of ethnicity across respondents. The majority of respondents identified as white.

### Respondents by ethnicity

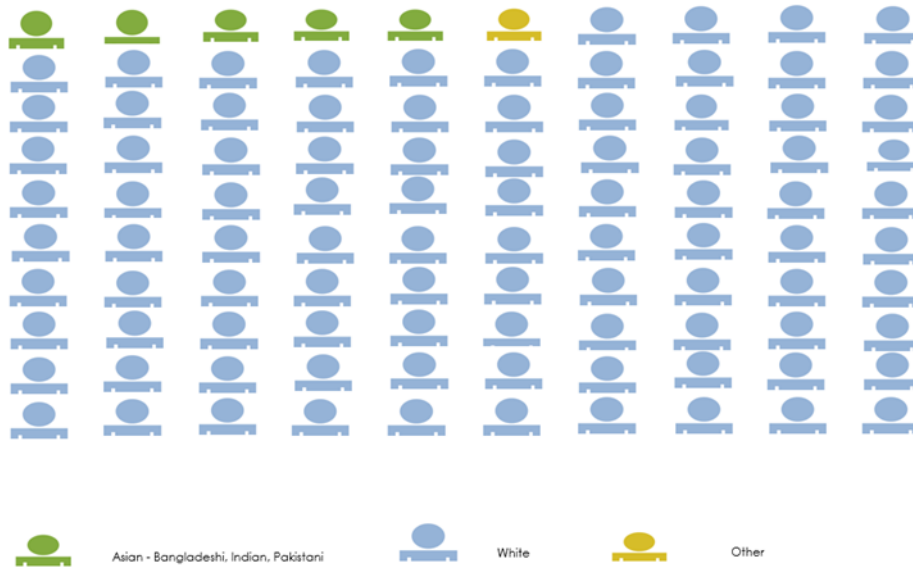


Figure 15

**Disability** - The survey asked respondents if they consider themselves to have a disability. 13% of respondents identified that they did with, a further 4% preferring not to say.

### Respondents by disability



Figure 16

# Contact us

Police Scotland would like to thank everyone who provided feedback during the engagement phase for your contribution to the development of our priorities, outcomes and objectives for the Annual Police Plan, and future strategic development.

For further information on this, or other surveys or consultations run by Police Scotland, please visit: <https://consult.scotland.police.uk/>.

