



Shaping our direction and delivery 2019-2022 – survey

Overview

Police Scotland wants to hear from the public and our partners about how we shape the service that we provide.

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.

Each year we are required to publish an Annual Police Plan which sets out our operational priorities for the year ahead. This year we will enhance 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 covering the next three years.

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.

As part of our ongoing engagement, we are looking 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.

We are also keen to hear your views to help shape our future strategies in respect to prevention and public contact and engagement.

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

Our plan will be laid before the Scottish Parliament by the end of March 2019.

How to respond

There are six sections we would like you to consider headed:

- Keeping people safe
- Communities are at the heart of policing
- Contacting and talking to us
- Supporting our people
- Managing demand
- Our policing priorities

Our survey can be completed online at:

<https://consult.scotland.police.uk/consultation/2019shape>

You can also complete this form electronically and email it to:

StrategicPlanningDevelopment@scotland.pnn.police.uk

You can also print this document if you prefer. You can scan and send it back to the email address above. To submit a hard copy by post, please send it to:

Police Scotland Strategy and Planning Team
Tantallon B
Police Scotland College - Tulliallan
Kincardine
Fife
FK10 4BE

You can also hand it in at the front counter of a police station.

The survey may take between 10 and 20 minutes to complete depending on how much input or comments you have.

The survey closes on Monday 18 March 2019.

If you have questions

Should you have any questions, please get in touch.

Telephone: 01786 893 060

Email: StrategicPlanningDevelopment@scotland.pnn.police.uk

Our policing priorities

As part of our planning process, Police Scotland assesses what our priorities should be to address the highest threat and risk of harm from crime to the people and communities of Scotland.

This involves our own analysis, as well as public input through our Your View Counts survey.

We have identified four broad themes:

- protecting vulnerable people
- working with communities
- tackling cyber-related crime
- support for operational policing

Some of the areas we will focus on are: serious violence and murder; sexual crimes including child sexual abuse and exploitation; domestic abuse; human trafficking; counter terrorism and domestic extremism; drugs; crime related to serious organised crime groups involving violence, firearms, feuds and finances; fraud; robbery; hate crime; antisocial behaviour; reducing road casualties; driving under the influence of drink and drugs; and our workforce planning.

Q. Do these feel like the right themes and priorities to you?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
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Please provide further comments in the box below.

Comments

Keeping people safe

Police Scotland is responsive and resolves threats to public safety and wellbeing.

The public should be safer as a result of our work to reduce the harm caused by crime and other incidents. We make communities aware of, and prepared to respond to, current and emerging threats and risks. People considered vulnerable are protected from harm.

We will do this by:

- Using all available information and intelligence to prevent and respond to crime
- Protecting vulnerable people and victims of crime from harm
- Improving our understanding of, and response to, the threat from cybercrime
- Working with the public, communities and partners to reduce re-offending
- Working with communities to ensure they are well equipped and prepared to deal with all threats to public safety
- Effectively tackling current and emerging threats to public and community wellbeing

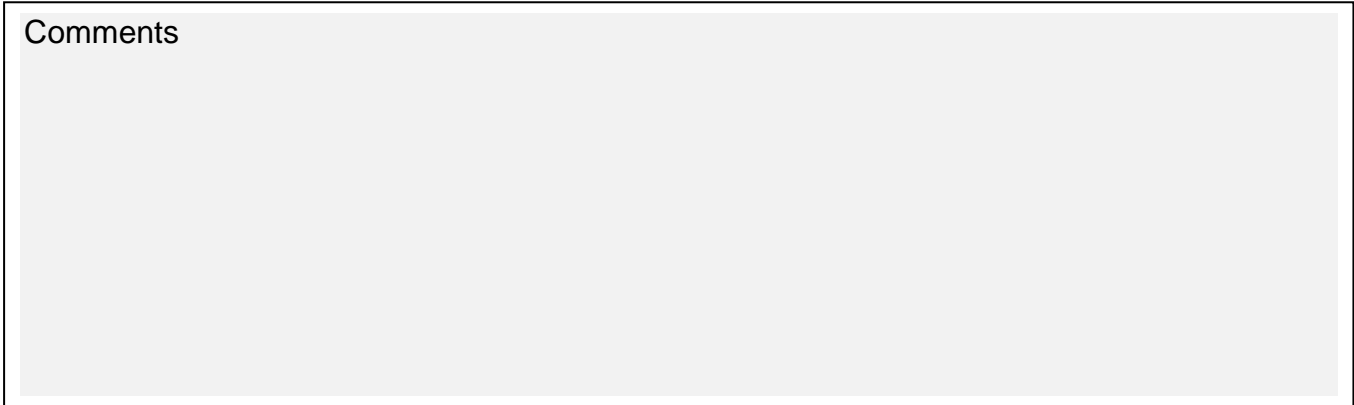
Q. Do these objectives meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
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Please provide further comments in the box below.

Comments



Communities are at the heart of policing

Police Scotland delivers a service that meets the needs of local communities.

We are aiming for a tailored local policing delivery that meets the needs and expectations of Scotland’s diverse communities, whether defined by place, identity or virtual connection. Support is provided by national resources, delivered locally.

We will do this by:

- Ensuring our resources deliver services that meet the needs of local communities
- Working collaboratively with our partners on our shared priorities, including public health and vulnerability
- Designing, developing and supporting local preventative approaches to reduce harm and demand
- Building, developing and maintaining effective local partnerships
- Improving our support services to enable the delivery of effective local policing

Q. Do these objectives meet your expectations?

(Please add 'X' next to your selection)

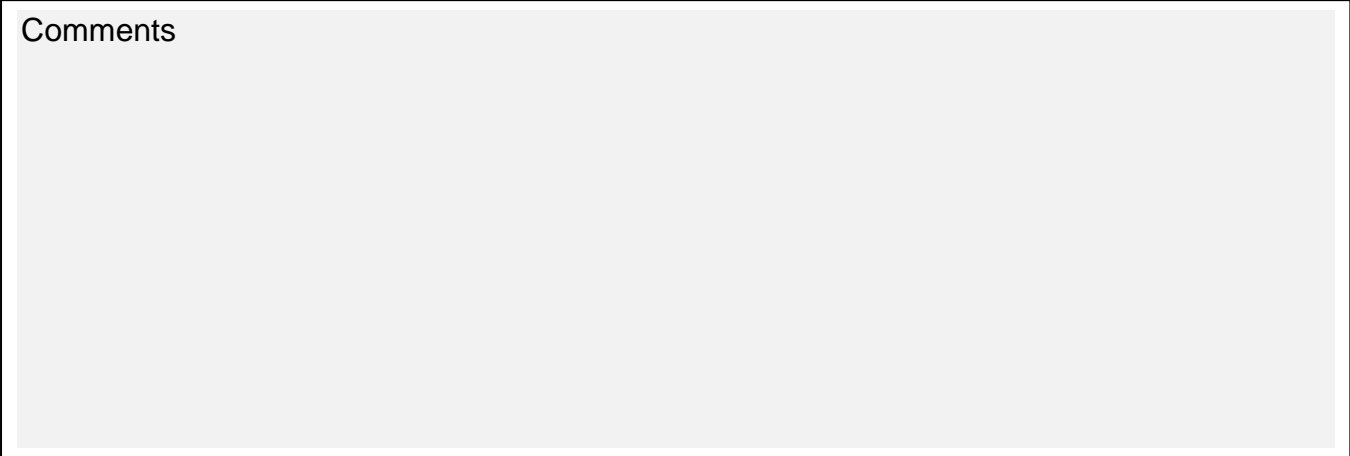
Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
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Please provide further comments in the box below.

Comments

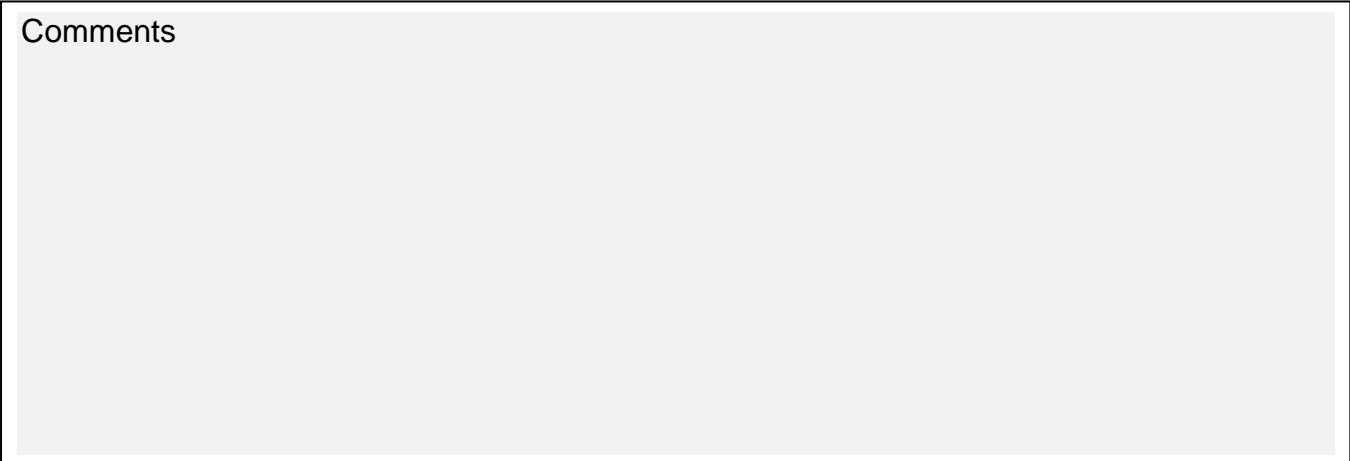
Do you have any views on how we could improve the way we serve different people and communities?

Comments



How would you like us to share information with people and communities on how to keep safe?

Comments



Contacting and talking to us

Public and communities are engaged, involved and have confidence in policing.

We want to ensure the public feel that their input is genuinely valued, listened to and is having an impact on our policing approach. We want people to feel that Police Scotland delivers a service that makes them confident in policing.

We will do this by:

- Enhancing public contact and ensuring our services are available by a range of accessible channels
- Maintaining and enhancing public and community (user) satisfaction and developing our approach to understanding and improving public confidence
- Improving the reach of our public and community engagement initiatives
- Using insights and feedback to shape and improve our services

The public rightly expects to be able to contact the police 24 hours a day, 7 days a week, using modern methods of communications. This could be to report an emergency, seek advice, offer information or express an opinion.

Police Scotland has a responsibility to ensure that everyone is able to access our services in a way meets their needs. Wherever possible this should also exceed accessibility standards.

Our research shows us that the way that people would like to communicate with us varies for a range of reasons across different communities. This could include the reason why they are getting in touch, as well as where they live.

The public can currently contact us in the following ways:

- **Emergencies** - Telephone 999 and SMS text service or 18000 dial using Textphone (text speech) for people with hearing, speech or language impairment

- **Non-emergencies** - Telephone 101, text service 1 800 1 101 for people with hearing, speech or language impairment, video relay services, email, online forms on our website, by post, in person
- **Advice and information** about crime in your local area, advice on a criminal or legal matter, or learn more about Police Scotland and its role – website, social media (Facebook and Twitter), police stations, Ask the Police website and app, community meetings and events
- **Giving feedback** or expressing an opinion about policing and our services – online via our website and social media, email, post, police stations, and community meetings and events

Q. Do these objectives meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
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Please provide further comments in the box below.

Comments

Q. Do these methods of contact with the police meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
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Please provide further comments in the box below.

Comments

Q. What are the best ways to keep people up to date about a crime or incident they have reported?

From public feedback we know that it is important for the police to provide updates to those who contact us, both during the initial contact and afterwards as the situation develops.

Some possible ways of being kept up to date are listed below.

(Please rate these in the boxes below with 1 as most preferred, and 6 as least preferred.)

Appointment to speak to an officer/staff member <input type="checkbox"/>	Call <input type="checkbox"/>	Email <input type="checkbox"/>	Text <input type="checkbox"/>	Track online <input type="checkbox"/>	Other, please state below <input type="checkbox"/>
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Please add any comments below, including suggestions for other contact methods you would find helpful.

Comments

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

The way we listen to the public is important to our understanding of what matters most to people.

This helps us to consider how best to tackle local problems and prevent harm to communities from crime.

Some possible ways of providing feedback are listed below.

(Please rate these in the boxes below with 1 as most preferred, and 7 as least preferred.)

Community meetings and events	<input type="checkbox"/>	Email	<input type="checkbox"/>	Focus groups	<input type="checkbox"/>	Other, please state below	<input type="checkbox"/>
Social media	<input type="checkbox"/>	Video	<input type="checkbox"/>	Website	<input type="checkbox"/>		

Please add any comments below, including suggestions for other feedback methods you would find helpful.

Comments



Supporting our people

Police Scotland is a positive working environment with staff who are enabled and supported to serve the public.

We want to ensure our officers and staff have the necessary skills, resources and technology available to them. We also want to promote an inclusive and supportive culture, where our people have a voice, feel listened to, and are involved in shaping our services.

We will do this by:

- Implementing an integrated strategic workforce plan to build a diverse workforce that has the right size, shape and capability
- Creating a positive environment for our people to achieve their potential
- Promoting the health and safety of our people
- Ensuring our people are confident to lead and equipped to face current and new challenges
- Developing and maintaining the right crime and specialist support services for policing in Scotland

Q. Do these objectives meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
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Please provide further comments in the box below.

Comments



Meeting demand

Police Scotland is sustainable, adaptable and prepared for future challenges.

Sustainability is a long-term goal for Police Scotland, so that policing is able to meet future demand and ensure the public and communities are given the appropriate response to meet their needs.

Only one fifth of the calls to which officers are deployed result in a crime being recorded and much of the remaining demand sees officers assisting vulnerable people in a variety of situations, including those related to mental health.

Our aim is to make sure that our service will meet the growing and changing demands on policing, by investing in the right parts of the service. To do this we need to think about things like the impact of budget constraints, advances in technology, and demographic changes. This will mean that we can be flexible and adaptable in the future.

We will do this by:

- Ensuring Police Scotland is meeting and adapting to growing and changing demands on policing
- Developing and promoting best practice in the advancement of our Equality Outcomes
- Transforming and developing lean and agile corporate support services for policing
- Building and maintaining a sustainable financial direction for policing in Scotland and evidence best value
- Investing in our use of information and technology in accordance with our digital, data and ICT strategy
- Developing and supporting an innovative culture

Q. Do these objectives meet your expectations?

(Please add 'X' next to your selection)

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
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Please provide further comments in the box below.

Comments

About you

We ask these questions so that we can understand how representative the respondents are of the general population.

Q. What age are you?

16-25 <input type="checkbox"/>	26-40 <input type="checkbox"/>	41-55 <input type="checkbox"/>	56-70 <input type="checkbox"/>	70+ <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
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Q. Do you consider yourself to have a disability?

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
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Q. Which of the following describes your gender identity?

Female <input type="checkbox"/>	In another way <input type="checkbox"/>	Male <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
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If you have chosen in another way, please state below

Q. Please choose one option that best describes your ethnic group and background.

(Please add 'X' next to your selection)

White British	<input type="checkbox"/>	Indian, Indian Scottish, Indian British	<input type="checkbox"/>
White English	<input type="checkbox"/>	Mixed or Multiple Ethnic Group - please state below	<input type="checkbox"/>
White Gypsy/Traveller	<input type="checkbox"/>	Pakistani, Pakistani Scottish, Pakistani British	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Other Asian group - please state below	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>	African, African Scottish, African British	<input type="checkbox"/>
White Polish	<input type="checkbox"/>	Black, Black Scottish, Black British	<input type="checkbox"/>
White Scottish	<input type="checkbox"/>	Caribbean, Caribbean Scottish, Caribbean British	<input type="checkbox"/>
White Welsh	<input type="checkbox"/>	Other African group - please state below	<input type="checkbox"/>
Other White British - please state below	<input type="checkbox"/>	Other Black group - please state below	<input type="checkbox"/>
Other white ethnic group - please state below	<input type="checkbox"/>	Other Caribbean group - please state below	<input type="checkbox"/>
Bangladeshi, Bangladeshi Scottish, Bangladeshi British	<input type="checkbox"/>	Arab, Arab Scottish, Arab British	<input type="checkbox"/>
Chinese, Chinese Scottish, Chinese British	<input type="checkbox"/>	Other - please state below	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>		

Q. What is your postcode?

Please enter the first part of your postcode below.

Q. Are you responding as an individual or an organisation?

I am answering as an individual <input type="checkbox"/>	I am answering on behalf of an organisation <input type="checkbox"/>
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Organisation name

Q. (Optional) Please provide your contact details below.

Your name

Your telephone number

Your email address

If you would prefer to be contacted in another way, please tell us below.

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Q. Would you like to be contacted by Police Scotland in the future about opportunities to participate in developing our approaches to policing?

If so, please choose your preferred methods below.

(Please note this is only to let us know that you might be interested and you are not committing to taking part.)

By email <input type="checkbox"/>	By phone <input type="checkbox"/>	Other method provided above <input type="checkbox"/>
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Thank you very much for taking part. Details of how to submit your response can be found on page 2.

This survey closes at 23:59 on Monday 18 March 2019.