

**SCOTTISH BORDERS COUNCIL**  
**POLICE, FIRE & RESCUE AND SAFER COMMUNITIES BOARD**

MINUTE of MEETING of the POLICE, FIRE & RESCUE AND SAFER COMMUNITIES BOARD held in the Council Headquarters, Newtown St. Boswells on Friday, 9 May 2014 at 9.30am.

Present:- Councillors A Nicol (Chairman), S Aitchison, B Herd, G Logan, R Stewart, G Turnbull.  
 Mr J Raine, NHS Borders, Mr G Higgs, Voluntary Sector.

Apologies: Councillor D Moffat. GC J Mallin, Scottish Fire & Rescue Service, Mrs J Mulloy, Scottish Borders Housing Network, Mr R Strachan, Lothian & Borders Community Justice Authority, Mr G Bell, Business Sector.

In Attendance: Chief Superintendent G Imery, Police Scotland, Chief Inspector A Clark, Police Scotland, Chief Inspector K Simpson, Safer Communities Team, LSO P Heath, Scottish Fire & Rescue Service, Mr S Patten, Scottish Fire & Rescue Service Board, Mr P Rooney, Scottish Police Authority, D Scott, Senior Consultant SBC, S Smith, Partnership Manager SBC, P Bolson, Democratic Services Officer.

**WELCOME**

1. In Councillor Moffat's absence, Councillor Nicol chaired the meeting. He extended a welcome to those present and introduced Mr Sid Patten, Board Member, Scottish Fire & Rescue Service to the meeting.

**MINUTE**

2. There had been circulated copies of the Minute of the meeting held on 14 February 2014. With reference to the sederunt, it was noted that Mr P Rooney and Ms E Gaw represented the Scottish Police Authority and in respect of paragraphs 7 and 7(b)(i) of the Minute, it was noted that Crucial Crew should have read Cooldown Crew as had been recorded.

**DECISION**

**APPROVED the Minute, subject to the above amendments.**

**MATTERS ARISING**

3. (a) With reference to paragraph 5 of the Minute of the meeting of 14 February 2014, Members were informed that of the 350 offences involving people taking drugs, 39 (11%) were committed by people over 45 years of age and these were mainly related to the supply of drugs. It was also noted that figures relating to the age category in hate crime had now been removed from the table of reporting. In relation to the new opening hours for Police Counters in the Scottish Borders, Members were informed that Chief Inspector Clark would notify Community Councils of the new opening hours, as follows:-

Hawick	-	07:00 until 00:00	7 days per week;
Galashiels	-	08:00 until 18:00	7 days per week;
Duns	-	09:00 until 17:00	Mon – Fri;
Kelso	-	09:00 until 17:00	Mon – Fri;
Peebles	-	09:00 until 17:00	Mon – Fri;
Jedburgh	-	08:00 until 16:00	Mon – Fri (variance due to court access);
Eymouth	-	08:30 until 16:30	Mon – Wed; and
		08:30 until 16:00	Thurs.

In respect of hate related crime, Chief Inspector Simpson would provide further information to the next meeting on the national campaign to encourage the reporting of hate crime launched in February 2014.

- (b) LSO Heath informed Members that the some preliminary exploratory work in respect of hosting Police Counters within local Fire Stations was underway and that further updates would be presented to the Board in due course.
- (c) With reference to paragraph 7 of the meeting of 14 February 2014, LSO Heath confirmed that further work was progressing in relation to the development of the Cooldown Crew in the Scottish Borders.
- (d) With reference to items 10 and 11 of the meeting of 14 February 2014, the Police Scotland Local Plan and the Scottish Fire and Rescue Service Local Plan were adopted by Council on 27 March 2014.

#### **DECISION**

(a) **NOTED the updates.**

(b) **AGREED:-**

- (i) **that Chief Inspector Clark would notify Community Councils of the new opening hours for Police Counters;**
- (ii) **that Chief Inspector Simpson would provide an update at the next meeting on the national campaign to encourage the reporting of hate crime; and**
- (iii) **that future updates on the feasibility study relating to the hosting of Police Counters within local Fire Stations would be presented to the Board.**

#### **PROGRESS REPORTS**

##### **Police**

4. There had been circulated copies of the Police Progress report covering the period April 2013 to March 2014. The report detailed the figures for the six Priority areas to date and compared them to the figures for the same period in 2012/13. CI Clark highlighted key areas of the report and stated that it was pleasing to report that the detection rate for Groups 1 – 5 crimes had increased by 1.2 percentage points over the last year. He went on to detail the figures in the context of the report and noted that the detection rate for crimes relating to domestic abuse had increased by 7.1%, in part to increased public confidence in reporting this type of crime to the police, and by 12% for sexual offences. The report noted that the number of anti-social behaviour incidents had also reduced by a further 11.7% over the last year, reflecting the continued success of the Safer Communities Team and its close work with partners, particularly those in the Borders Housing Network . It was reported that the detection rate of hate crime during the current year to date had increased by 12% and currently stood at 83.1%. It was noted that there had been 351 stops in relation to stop and searches for offensive weapons and of these, 7.7% had proved positive. Stop and searches for drugs had also increased from 10.8% to 17%. Chief Inspector Clark highlighted that the number of people killed on our roads had decreased by 50% and by 13.2% for serious injuries and that the number of children under the age of 16 who had been killed or seriously injured had also decreased from 6 to five in the current reporting period. He went on to explain that the number of people detected for seat belt offences had risen from 236 to 464, an increase of almost 97%, and for Mobile Phone offences by 49.5% and that the drivers involved in these crimes would also have been routinely breath tested. There had been a 65.5% reduction in the number of people detected for supplying drugs and it was noted that this could be linked, in part, to the impact of Operation Goal in the figures. Members also

noted that over £350,000 had been seized from Serious and Organised Crime Groups in the year to date.

5. Discussion took place and Members raised a number of questions. In relation to hate crime, CI Simpson agreed to provide a supplementary report between meetings of the Board which would include a more detailed breakdown of the figures. In terms of a launch of Clare's Law in the Scottish Borders, CI Simpson was unable to confirm the current position in Scotland as to where pilot areas were to be. Chief Superintendent Imery advised Members that all cash seizures were added to a national "pot" and subsequently redistributed to assist community projects. Mr Rooney added that it could take in the region of eighteen months from seizure to redistribution and that community projects involving policing, eg CCTV might benefit. CI Clark confirmed that Transport Police figures in respect of railway-related crime were not included in this report and added that there had not been an increase in other crimes associated with the railway at this time.

## **DECISION**

**(a) NOTED the report.**

**(b) AGREED that Chief Inspector Clark would provide Members with a supplementary report to provide a detailed breakdown of figures relating to hate crime.**

### **Fire and Rescue Service**

6. There had been circulated copies of the Scottish Fire and Rescue Service Performance Report covering the period January to March 2014. LSO Heath noted that this report for the fourth quarter of the year had shown mixed results, acknowledging that although figures were low in the Scottish Borders, each incident was a personal tragedy for the victims. In summarising the report, LSO Heath advised that with regard to Objective 1: To reduce the occurrence of road traffic collisions resulting in death and injury, it was noted that the Fire and Rescue Service (FRS) had attended sixteen road traffic collisions, a decrease of eleven compared to the same period the previous year. Objective 2 related to the occurrence of special service incidents resulting in death and injury and it was noted that twenty-seven attendances were required, an increase of five compared to the same period in 2012/13. Objective 3 showed a disappointing increase in the occurrence of accidental dwelling fires in the home resulting in deaths and injury from twenty-two to thirty and the report further detailed that within this category, non-fatal casualties had increased from one to eleven, compared to the same quarter of 2012/13. Objective 4 related to other primary fires resulting in death and injury and figures showed an increase of seven for the current reporting period although the figures for the fourth quarter continued to show a downward trend, with a decrease of 35% over the previous two years. Objective 5 related to the occurrence of unwanted fire signals and it was noted that there had been a reduction of thirty, from 213 to 183. LSO Heath confirmed that unwanted fire signals were mainly attributable to equipment failure or lack of management intervention. Only a small number of calls were of a malicious nature and Members noted that there had been one domestic fire which had caused serious and extensive damage and was subject to further investigation. Members were informed that there had been no reported complaints against the Scottish Fire and Rescue Service within the Scottish Borders during quarter four reporting period.
7. Discussion took place and Members raised a number of questions. In response, LSO Heath advised that the leaflet for caravan fire safety had not yet been produced. Following discussion, it was agreed that this leaflet should be produced as soon as possible. LSO Heath also explained that partnership working between the Fire and Rescue Service and the Federation of Small Businesses continued to have a positive impact of the figures relating to unwanted fire signals and Mr Patten advised that the positive statistics in the Scottish Borders were not reflected in some other areas. In response to a question relating to joint Police/Fire and Rescue/Scottish Borders Council visits to licensed premises, LSO Heath

explained that this was not routine at the moment although there was scope for this to happen. He went on to advise that there were very few incidents relating to anti-social behaviour against the Fire and Rescue Service and explained the process followed by the Fire and Rescue Service should an incident occur. In response to a question on general access for wheelchairs, LSO Heath advised that powers were available for reporting incidents to community partner organisations. Alternative options could be suggested with a follow-up visit carried out and finally, if the issue was serious, then a solution could be enforceable by law. LSO Heath confirmed that access for fire appliances to remote areas of the Scottish Borders was identified and addressed via day to day intelligence.

## **DECISION**

**(a) NOTED the report.**

**(b) AGREED that a fire safety leaflet for caravans would be produced by the Fire and Rescue Service as soon as possible.**

## **Safer Communities**

8. There had been circulated copies of the Safer Communities Performance Report covering the period from April 2013 to March 2014. Chief Inspector Simpson highlighted the key points in the report and it was noted that, under Gender Violence Strategic Objective 1, there had been a reduction from thirty-nine to sixteen in the number of children on the Child Protection Register where domestic abuse had been identified as a risk factor. Further positive results were recorded under Strategic Objective 2, with the number of calls by females to the national domestic abuse helpline increasing by fourteen to 205 and by males from zero to five. In relation to anti-social behaviour, it was reported that the number of youth-related incidents was down by 752 to 1,767 (a reduction of almost 30%). The figures under the heading of alcohol and drugs, in the main, showed positive results, with a reduction of 152 in the number of reported incidents of vandalism; 105 less incidents relating to licensed premises; and a reduction from 34 to 29 incidents involving needles/drugs. A slight increase of 1.6% was recorded in relation to anti-social behaviour incidents which were alcohol related. In terms of Injury Prevention, there had been a reduction of 73 in the number of emergency hospital admissions for 75+ where a fall was the main reason and there had been one less emergency hospital admission of a child under five due to a home accident. Chief Inspector Simpson noted that the number of road users killed during the current reporting period had reduced by 50% from eight to four and that the number of road users seriously injured was ten less than the same period in 2012/13. There had also been one less child killed or seriously injured in the current year to date. The number of young drivers aged 17 to 25 killed or seriously injured had reduced by two with further reductions in the number of passengers killed or seriously injured in cars driven by 17 to 25 year old drivers being recorded. There had also been a 30% reduction in the number of motorcyclists killed or seriously injured and Chief Inspector Simpson advised that these related mainly to incidents involving individual motorcyclists. General discussion followed and a number of questions were raised. In terms of training for older drivers, no further information was currently available but Chief Superintendent Imery would follow this up and report back to the Board at a future date and it was noted that the Institute of Advanced Motorists offered training for all ages. With reference to anti-social behaviour reporting by older people, there was discussion around the benefits of Housing Associations holding regular surgeries and it was agreed that Chief Inspector Simpson would take this forward and report to a future meeting of the Board.
9. Concern was raised regarding a specific situation relating to the cost of managing some aspects of a local Common Riding and in particular, the notice given to the Common Riding Management Committee of these costs when the festivities had already begun. Chief Superintendent Imery and Chief Inspector Clark advised that discussions had taken place about 18 months previously when information was given as to the principle of cost recovery for community events however it was acknowledged that the timing of the notification of costs could have been better managed. Chief Inspector Simpson clarified that cost recovery

applied only to “paying/income generating” events and as St Boswells Fair was non-paying, cost recovery would not be relevant. In response to a query regarding littering and fly-tipping, Chief Inspector Simpson confirmed that this would be regarded as anti-social behaviour and that he would provide figures to the next meeting of the Board. Further discussion took place regarding the linking of Ward Policing Plans to the formal reports presented to the Board. Members were informed that Ward statistics and detail were not currently included in the reports they received for the Board but that Community Councils did receive more detailed reports which related to the individual Wards. It was suggested that local trend developments could be included in future reports.

## **DECISION**

**(a) NOTED the report.**

**(b) AGREED:**

- (i) that further information would be presented to the Board on the provision of specific training for older drivers;**
- (ii) that Chief Inspector Simpson would investigate the introduction of surgeries by Housing Associations to allow tenants to report anti-social behaviour in a safe environment;**
- (iii) that Chief Inspector Simpson would provide further information on the number of littering and fly-tipping incidents in the Scottish Borders; and**
- (iv) future reports would include information on trends which had developed for each Ward whenever relevant.**

## **ADJOURNMENT**

**The meeting was adjourned at 11.30am for coffee and reconvened at 11.40am.**

## **PRESENTATION**

10. The Chairman welcomed Community Firefighter (CFF) David Wilson who was in attendance to make a presentation on the Community Safety Engagement Toolkit (CSET). LSO Heath introduced the presentation and explained that home fire safety was a major priority for the Safer Communities Team and that the Toolkit formed a valuable part of that process. CFF Wilson demonstrated the Toolkit, giving an overview of the way in which it was applied in the field. Members were informed that CSET consisted of four modules, namely Home Fire Safety Visits (HFSV) comprising all completed or declined visits, whilst at the same time, building a history of Scottish Fire and Rescue Service engagement with domestic addresses across the country; Partnerships which included details of all Community Planning and Community Safety partners for each Local Authority; Activities which recorded all Community Safety engagement activity; and Initiatives for supporting Community Planning Partnership objectives including LSO Local Plans. A Case Study Portal provided a database for storing information on fire casualties and other fire safety issues highlighted within domestic premises and assisted in the identification of trends and in taking action with partners as appropriate. CFF Wilson went on to explain each of the different computer screens and their application in terms of referral, auditing performance, generating statistics and providing input to the Community Planning Process. Members were also informed that there was a free phone number available through a contracted call centre and how this operated, emphasising that the centre did not give advice but merely passed the information on to SFRS to be dealt with. Discussion took place regarding the Risk Rating Form used when a home visit was requested. CFF Wilson explained that the questions were designed to enable prioritisation of requests, adding that high risk referrals were contacted within 24 hours with medium and low risk responded to within five days. It was noted that an empty form received into the system would default to high risk and dealt with appropriately. A further risk rating was then carried out once the visit had been made and action taken with

the system also recorded the timescales for contacting the householder for repeat risk rating in the future.

11. Members raised questions relating to the use of CSET and the methods used for the public and community groups to be made aware of its existence. Statistics relating to the percentage of the population using CSET was not available but LSO Heath would look to providing this information to the Board at a future meeting. It was agreed that publications such as SBConnect and Elder Voice should be used to make the information on accessing CSET available to the public and in terms of home safety for garages, this was an area discussed with residents at the time of a visit rather than making the form too onerous to complete. In terms of security of data and email, Mr Patten confirmed that SFRS were currently reviewing their overall ICT strategy. Ms Smith added that there was a requirement to have a secure GSX connection in order that data could be shared. Mr Patten agreed to ensure that Members' comments were fed into the process and report back when the outcome of the review was known. Members raised the question of recruitment within SFRS and were informed that a report would be presented to a future meeting of the Board. The Chairman thanked CFF Wilson for his presentation.

#### **DECISION**

**(a) NOTED the presentation.**

**(b) AGREED:**

- (i) that LSO Heath would provide statistics relating to the percentage use of CSET to a future meeting of the Board;**
- (ii) that publications such as SBConnect and Elder Voice be used to make available to the public information on how to access CSET;**
- (iii) to receive a report by SFRS on the outcome of its review into ICT within the context of sharing data within CSET; and**
- (iv) to receive a report by SFRS on its current recruitment plans.**

#### **UPDATE ON POLICE AND FIRE & RESCUE REFORM**

12. Chief Superintendent Gill Imery took up post on 12 February 2014 and was attending her first meeting of the Board. She gave a summary of her previous roles, explaining that she had had 20 years experience within Lothian and Borders Police with two and a half years as Commander in Edinburgh City and further time spend as Head of CID. She noted that this was now the second year of Police Scotland and gave an update on progress to date. She noted that there had been challenges in developing one Force for the whole country with equity of provision across all services. Chief Superintendent Imery went on to highlight that a number of local priorities had been implemented alongside national priorities during year one and it was hoped that Police Scotland would continue to improve on its strong performance already in place. She explained that local priorities within the Scottish Borders had determined whether changes implemented in other areas were taken forward locally and advised Members that performance in the Scottish Borders was better than in some other areas whilst also noting that improvements could still be made in relation to offences such as break-ins and sexual crime. In her verbal report, Chief Superintendent Imery asked Members to consider that as Police Scotland had now been in existence for some time, the title of this item should be changed from "Update on National Reform" to "Update on Consolidation and Sustainability".
13. Discussion took place relating to national lay advisers and third party training for remote reporting sites. Members were informed that a scheme for national lay advisers led by Safer Communities was now up and running. In response to a query relating to gypsy sites, Chief Inspector Simpson confirmed that there was one site in the Scottish Borders. He was

unable to provide any information relating to the provision of facilities for remote reporting at this site but would take this forward and report to a future meeting of the Board.

14. LSO Heath reported that in year 2 of the establishment of the Scottish Fire and Rescue Service, "reform" had become business as usual. He reflected on some key highlights of the past year, including the commitment to ensure that local communities would not be detrimentally affected by the transfer to one organisation, the increase of fire safety visits and audits, the maximisation of available skills within the Service, development of Local Plans and the internal and external recruitment campaigns. Looking forward, LSO Heath advised that it was the SFRS's goal to continue to operate efficiently without loss of effectiveness and Mr Patten confirmed the importance of stakeholder engagement along with a continued understanding of local issues. He went on to advise that a joint meeting with CoSLA and Police Scotland had enabled Members to meet with other Conveners and Councillors and that such events might become part of the regular cycle of meetings. LSO Heath responded to a query regarding the provision of fire safety leaflets for an event taking place in July at St Boswells and agreed to take this forward.

#### **DECISION**

(a) **NOTED** the reports.

(b) **AGREED:**

- (i) **that the verbal reports from Police Scotland and the Scottish Fire and Rescue Service be renamed Updates on Consolidation and Sustainability;**
- (ii) **to receive a report from Safer Communities on remote reporting relative to the one gypsy site in the Scottish Borders; and**
- (iii) **that LSO Heath would investigate the current position in relation to the provision of fire safety leaflets for caravan users in advance of a event scheduled to take place in July.**

#### **DATES OF FUTURE MEETINGS**

15. Future meetings of the Board were scheduled to take place on:

Friday 29 August 2014;  
Friday 14 November 2014;  
Friday 13 February 2015; and  
Friday 15 May 2015.

#### **DECISION**

**NOTED.**

#### **URGENT BUSINESS**

16. Under Section 50B(4)(b) of the Local Government (Scotland) Act 1973, the Chairman was of the opinion that the item dealt with in the following paragraph should be considered at the meeting as a matter of urgency, in view of the need to keep Members informed.

#### **MEETING OF THE SCOTTISH POLICE AUTHORITY**

17. Mr Rooney advised members that the next meeting of the Scottish Police Authority was scheduled to take place at the Victoria Hall, Selkirk on Wednesday 25 June 2014.

*The meeting concluded at 12.40pm*

# Scottish Borders



**POLICE**  
**SCOTLAND**  
Keeping people safe

REPORTING PERIOD: APRIL 2014 to June 2014



## Scottish Borders Police, Fire and Safer Communities Board

Performance Update 01/04/14 – 30/06/2014					
		YTD 2013/14	YTD 2014/15	Source	% Change
1	Detection Rate: Group 1 – 5	55.6%	52.3%	ScOMIS	-3.3%
<b>Priority 1 – Protecting People</b>					
2	Increase the number of Adult at Risk Referrals made to partner agencies	352	525	ScOMIS	+ 49.1%
3	Ensure 95% of Domestic Abuse initial checks are conducted within 24 hours	97.6%	100%	ScOMIS	+ 2.4%
<b>Priority 2 - Reducing Violence Disorder and Antisocial Behaviour</b>					
4	Reduce the levels of common assaults	246	203	ScOMIS	-17.5%
5	Reduce the number of Antisocial Behaviour incidents	1304	1431	ScOMIS	+ 9.7%
6	Increase the reporting of Hate Crime	19	18	ScOMIS	-5.3%
<b>Priority 3 – Tackling Substance Misuse</b>					
7	Increase the proportion of positive stop and searches for drugs	26.3%	25.4%	ScOMIS	-0.9%
8	Increase the number of licensed premise visits	637	476	Local Licensing	-25.3%
<b>Priority 4 – Making our Roads Safer</b>					
9	Reduce the number of people killed or seriously injured on our roads	20	31	ScOMIS	+55.0%
	People Killed	1	3	ScOMIS	+200%
	People Seriously injured	19	28	ScOMIS	+47.4%
	Children Killed/Seriously Injured	1	0	ScOMIS	-100%
<b>Priority 5 – Tackling Serious and Organised Crime</b>					
10	Increase the number of cash seizures and restraints through POCA				
	Cash Seizures under POCA	£2419.74	£0.00	FIU	-£2419.74
	Assets referred for Restraint	£17,767	£1,252,000	FIU	£1,234,233
11	Increase the number of people detected for drug supply	17	11	ScOMIS	-35.3%
<b>Priority 6 – Tackling Acquisitive Crime</b>					
12	Reduce the number of housebreakings to dwelling houses	28	28	ScOMIS	-
13	Reduce the number of thefts of motor vehicles	23	21	ScOMIS	-8.7%

## Scottish Borders Police, Fire and Safer Communities Board

Performance Update 01/04/14 – 30/06/2014 Context Report																									
1	It is disappointing to note a drop in the detection rate, however we are confident that this will improve as the year progresses. What is pleasing to note is that we have 55 fewer crimes this year to date (2013/14 – 808 Crimes, 2014/2015 – 753 crimes) and we will continue to work hard on preventing crime throughout the year to ensure this trend continues.																								
2	A new Vulnerable Persons Database was implemented on the 26 <sup>th</sup> of March 2014 and this will have played a significant part in the increase seen over this period. This was introduced to ensure all vulnerabilities are identified and addressed at the earliest opportunity, thereby providing those most at risk with adequate support.																								
3	Extremely pleasing to note that all checks have been complied with.																								
4	A very positive picture and pleasing to note that serious violent crime is also down on the same period last year.																								
5	Figure is up 127 incidents on the same period last year. The main factors behind this increase relate to social media/communication disputes (up 27%), drinking in public (up 22%) and general noise (up 26%). There is little doubt that the prolonged spell of good weather has had an effect on these figures, and this coupled with a continued drop in ASB over a five year period play a part in the percentage rise being recorded.																								
6	<p>It is pleasing to note we have fewer recorded victims of hate crime, however we will continue to increase the confidence in reporting this type of crime with our minority groups throughout the Scottish Borders.</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Prejudice type</th> <th style="text-align: center;">13/14</th> <th style="text-align: center;">14/15</th> <th style="text-align: center;">+/-</th> </tr> </thead> <tbody> <tr> <td><b>Race</b></td> <td style="text-align: center;">15</td> <td style="text-align: center;">11</td> <td style="text-align: center;">- 4</td> </tr> <tr> <td><b>Homophobic</b></td> <td style="text-align: center;">2</td> <td style="text-align: center;">4</td> <td style="text-align: center;">+ 2</td> </tr> <tr> <td><b>Transgender</b></td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> <td style="text-align: center;">- 1</td> </tr> <tr> <td><b>Disability</b></td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: center;">-</td> </tr> <tr> <td><b>Religious Hatred</b></td> <td style="text-align: center;">0</td> <td style="text-align: center;">2</td> <td style="text-align: center;">+ 2</td> </tr> </tbody> </table> <p>Race – Pleasing to note the drop in reported crimes. There was one repeat victim (previous years incident). No incidents are connected and no patterns or areas of concern emerging.</p> <p>Religious Hatred – Both low level incidents (unlinked) involving sectarian comments.</p> <p>Homophobic – 2 Incidents relate to a juvenile making derogatory homophobic remarks towards a youth. Other incidents isolated and unrelated.</p> <p>Disability – Isolated incident involving verbal abuse towards an adult male with learning difficulties and registered disabled.</p> <p>In addition, we have four reports (two via remote reporting) of hate incidents. These are incidents that the complainer perceives to have a hate element attached to them but are not crimes. Two of these were transgender related (same complainer) and one homophobic and disability related incident.</p>	Prejudice type	13/14	14/15	+/-	<b>Race</b>	15	11	- 4	<b>Homophobic</b>	2	4	+ 2	<b>Transgender</b>	1	0	- 1	<b>Disability</b>	1	1	-	<b>Religious Hatred</b>	0	2	+ 2
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<b>Religious Hatred</b>	0	2	+ 2																						

## Scottish Borders Police, Fire and Safer Communities Board

<b>7</b>	<p>Figures very comparable with last year and continues to show that we are adopting an intelligence led approach.</p>
<b>8</b>	<p>While the figures show a significant decrease in the number of visits this year to date, this is largely due to the real drive and focus of this activity last year. What is pleasing to note is the fact that the Borders have very rarely had a licensed premise that has been deemed problematic and this is down to the excellent working relationships that have been forged over the last year and the diligent management of premises by licensees and their staff.</p>
<b>9</b>	<p>Following a very successful year in 2013/14, it has been a particularly challenging and disappointing start to the current year. There has been a rise of 11 KSI's with one accident alone accounting for five of these.</p> <p>Analytical work is carried out to establish any trends or "hot spots" with the only trend identified being the high volume of motorcyclists (14) that are involved in these figures. Again the prolonged period of good weather and attractive Borders roads has seen a large increase in both motor and pedal cyclists this year. The Borders benefits from additional motorcyclist support to patrol popular routes over the summer months and a targeted patrol matrix is in place for Road Policing officers on identified routes in an effort to reduce the number of accidents.</p>
<b>10</b>	<p>It is very pleasing to note the value of assets referred for restraint. This is a very complex and time consuming process, however it is extremely gratifying when positive results are achieved.</p>
<b>11</b>	<p>Whilst the number of people detected has dropped, there have been a several good detections regarding cannabis cultivations in the area.</p> <p>Work is ongoing to raise awareness within our communities on the dangers of New Psychoactive Substances (Legal Highs) and intelligence led enforcement activity will continue to take place over the coming months to disrupt the supply of drugs within our communities.</p>
<b>12</b>	<p>There is a lot of work ongoing both locally and nationally through our dedicated team of officers under the banner of Op RAC.</p> <p>This Operation has received a lot of media attention and it is hoped that members of the community will be vigilant and report suspicious activity or come forward with information relating to such crimes.</p>
<b>13</b>	<p>A pleasing first quarter that saw the arrests of an Organised Crime Group (OCG) from the West Coast who actively targeted rural farm locations for 4 x 4's and quad bikes.</p> <p>We have developed a strong working relationship with the NFU in order to pass on information and crime prevention advice on such matters.</p>



*Report to:*  
**Scottish Borders Council  
Police, Fire and Rescue &  
Safer Communities Board**

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**SUBJECT: QUARTER 1 - 2014-15 PERFORMANCE REPORT**

**1. INTRODUCTION**

- 1.1 The attached report provides an update on performance against the Local Fire and Rescue Plan for The Scottish Borders 2014-17.

**2. QUARTER 4 OUTPUTS**

- 2.1 The following identifies the headline outputs from Quarter 1, 2014-15:

**Dwelling Fires**

The Fire and Rescue Service attended twenty-four accidental dwelling fires during this reporting period. This was a slight increase compared to the corresponding period last year. Fifteen of these fires were very small and were extinguished on the arrival of the Fire and Rescue Service.

Seventy-five percent of these fires started in the kitchen and only one fire caused any significant damage, this started in the living room of the house and was caused by a candle.

Two fires of this type were started deliberately, one in a dwelling and one in a cupboard forming part of a common staircase.

**Fire Casualties/Fatalities**

During this reporting period, there were no fire fatalities but five people received injuries due to accidental dwelling fires. This was a significant increase compared to the same reporting period the previous year but the same as the corresponding period of 2012-13. All five of the casualties suffered only slight smoke inhalation, none of whom required hospital treatment.

**Road Traffic Collisions**

During this reporting period, the Fire and Rescue Service attended twenty-four Road Traffic Collisions. This is an increase of ten incidents compared with the same period during 2013-14. This increase is mainly due to the significant rise in activity across the Tweeddale area. However, of the twelve road traffic collisions attended by the Fire and Rescue Service in the two Tweeddale wards only three required our intervention to release injured casualties.

### **Deliberate Fire Setting (not including dwellings).**

This priority was included in the recent Fire and Rescue Service Local Plan for 2014-2014 due to evidence indicating an increase of this type of activity across the Scottish Borders.

During this reporting period, the Fire and Rescue Service attended twenty-nine incidents of deliberate fire setting, however, this figure does not include two incidents of fire-raising in domestic property. This is an increase of eight incidents compared to the previous year.

The Fire and Rescue Service will continue to work with the Police, Safer Communities, other partners and community groups to reduce fire vandalism and other deliberate fire setting across the Scottish Borders.

### **Unwanted Fire Signals**

There were two hundred and nine unwanted fire signals during this reporting period, a decrease of six compared to the same period during 2013-14.

<b>Priority</b>	<b>Q1 2013/14</b>	<b>Q1 2014/15</b>	<b>+/-</b>
Reduction of Dwelling Fires	23	24	+1
Reduction in Fire Fatalities and Casualties	1	5	+4
Reduction of Deliberate Fire Setting	21	29	+8
Reduction in Road Traffic Collisions	14	24	+10
Reduction of Unwanted Fire Alarm Signals	215	209	-6

<b>Priority</b>	<b>YTD 2013/14</b>	<b>YTD 2014/15</b>	<b>+/-</b>
Reduction of Dwelling Fires	23	24	+1
Reduction in Fire Fatalities and Casualties	1	5	+4
Reduction of Deliberate Fire Setting	21	29	+8
Reduction in Road Traffic Collisions	14	24	+10
Reduction of Unwanted Fire Alarm Signals	215	209	-6

### **3. RECOMMENDATION**

- 3.1 The Scottish Borders Police, Fire and Rescue and Safer Communities Board is invited to consider and otherwise to note the contents of the performance report.

**JOHN DICKIE**  
**Local Senior Officer**  
**Scottish Borders**

**29<sup>th</sup> August 2014**



# Quarterly Performance Report

Quarter 1 2014/15 (1<sup>st</sup> April – 30<sup>th</sup> June 2014)

**Scottish Borders Council**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## INTRODUCTION

This performance report provides information on our prevention, protection and operational response activities within the Scottish Borders over the first quarter of 2014/15.

The aims of the Fire & Rescue Service in the Scottish Borders are to reduce fire deaths throughout the Scottish Borders area and to reduce injuries from fire and other emergencies in the community. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are required, based on evidence.

Within the Local Fire and Rescue Plan 2014-17 five priorities for the local Fire and Rescue Service to work towards have been identified for 2014/15.

- Priority 1: Reduction of Dwelling Fires.
- Priority 2: Reduction in Fire Fatalities and Casualties.
- Priority 3: Reduction of Deliberate Fire Setting (not including dwellings).
- Priority 4: Reduction in Road Traffic Collisions.
- Priority 5: Reduction of Unwanted Fire Alarm Signals.

## Summary

### **Priority 1:** Reduction of Dwelling Fires.

Dwelling fires across Scotland have steadily been declining over recent years. They are however still 30-35% higher in incidence than the remainder of the UK. Across the Scottish Borders, the number of fires in dwellings equates to 88 fires per 100,000 of population, which is 12% below the Scottish average.

*This does not include hotels, hostels or residential institutions, but does include any non-permanent structure used solely as a dwelling, such as a caravan or houseboats. An accidental dwelling fire where the cause is not known or unspecified is also included.*

### **Priority 2:** Reduction in Fire Fatalities and Casualties.

Fire related deaths and casualties in Scotland have shown a significant reduction over the previous twenty years. Trends in fire casualties have shown that those at most risk include people living alone, with smoking and alcohol/drug consumption being contributory factors. Within the Scottish Borders, there was a significant increase in the number of fire related casualties in 2013. The Scottish Fire and Rescue Service will develop closer working relationships with key partners such as health and social care to ensure we develop a targeted approach to reduce fire related injuries and deaths within the Scottish Borders.

### **Priority 3:** Reduction of Deliberate Fire Setting (not including dwellings).

Deliberate fire setting is a problem for our communities. In the Scottish Borders, the number of deliberately set fires is well below the Scottish average. Although deliberately set fires accounts for an average of 4% of all vandalism crimes in the Scottish Borders deliberate fire setting still remains an issue that we will work to continue to reduce in the Scottish Borders. There is a link between deliberately set secondary fires and other forms of anti-social behaviour and thus makes it an important priority for action.

**Priority 4:** Reduction in Road Traffic Collisions.

Road casualty figures in Scotland have reduced significantly over the previous twenty years, however, we cannot lose sight of the work that remains to be done to make our roads safer. Evidence shows that young drivers and rural road driving are areas of specific risk within the Scottish Borders.

The Fire and Rescue Service usually only attend the more serious road traffic collisions, usually where a person or persons are trapped within the vehicle due to their injuries or the damage to the vehicle preventing their escape. This is only a fraction of those Road Traffic Collisions that actually occur in the Scottish Borders. In order to avoid repetition or confusion, the number and severity of injuries due to road traffic collisions will be reported by our colleagues in Police Scotland.

**Priority 5:** Reduction of Unwanted Fire Alarm Signals.

Unwanted Fire Alarm Signals (UFAS) are those occasions when there is no fire but an automated fire alarm system activates and Fire and Rescue Service resources are mobilised. Throughout Scotland, the number of UFAS calls remains stubbornly high. In the Scottish Borders the Fire and Rescue Service attend over 900 UFAS calls each year. This figure has remained at an unacceptable high level for several years and accounts for over 65% of our emergency response activity across the Scottish Borders.



## **CONTENTS**

- 1. Priority 1 - Dwelling Fires**
- 2. Priority 2 - Fire Fatalities and Casualties**
- 3. Priority 3 - Deliberate Fire Setting (not including dwellings)**
- 4. Priority 4 - Road Traffic Collisions**
- 5. Priority 5 - Unwanted Fire Alarm Signals**
- 6. Complaints**

John Mallin  
Group Commander  
Scottish Borders  
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## PRIORITY 1: REDUCTION OF DWELLING FIRES

*Definition: Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc.*

	2012		2013		2014	
	Q1	YTD Total	Q1	YTD Total	Q1	YTD Total
<b>Dwelling Fires</b>	<b>30</b>	<b>30</b>	<b>23</b>	<b>23</b>	<b>24</b>	<b>24</b>
East Berwickshire Ward	2	2	1	1	2	2
Galashiels and District Ward	5	5	5	5	4	4
Hawick and Denholm Ward	3	3	1	1	4	4
Hawick and Hermitage Ward	2	2	1	1	1	1
Jedburgh and District Ward	4	4	1	1	0	0
Kelso and District Ward	2	2	5	5	0	0
Leaderdale and Melrose Ward	3	3	0	0	3	3
Mid Berwickshire Ward	3	3	4	4	4	4
Selkirkshire Ward	1	1	1	1	3	3
Tweeddale East Ward	3	3	2	2	1	1
Tweeddale West Ward	2	2	2	2	2	2

*Chief Fire Officer Association (Scotland) Community Fire Safety Assessment 2010 (CFSA) applies a societal cost of £25,500 per incident.*

The Fire and Rescue Service attended twenty-four accidental dwelling fires during this reporting period. This was a slight increase of one in the corresponding period of last year. Seventy-five percent of the fires these started in the kitchen and only one fire caused any significant damage, this started in the living room of the house was caused by a candle.

### **Action:**

The Scottish Fire and Rescue Service continue to analyse data from accidental dwelling fires in an effort to target our resources more effectively and consequently reduce fires in the home. We also utilise our Community Safety Engagement Toolkit to focus our resources on those most vulnerable from fire.

The Scottish Fire and Rescue Service conduct a Post Domestic Incident Response following all domestic dwelling fires. This involves fire crews offering reassurance and fire safety advice to all households within the vicinity of the incident immediately or soon after the incident.

The Fire and Rescue Service are working closely with the all partners within the Scottish Borders Community Planning Partnership to generate Home Safety visits particularly amongst vulnerable groups living in our communities.

## PRIORITY 2: REDUCTION IN FIRE FATALITIES AND CASUALTIES

*Definition OF Fire Fatality: A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.*

*Definition of Fire Casualty: A person injured as a direct result of a fire, which is attended by the fire service. Does not include injuries to fire service personnel.*

	2012		2013		2014	
	Q1	YTD	Q1	YTD	Q1	YTD
<b>Fire Fatalities</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
East Berwickshire Ward	0	0	0	0	0	0
Galashiels and District Ward	0	0	0	0	0	0
Hawick and Denholm Ward	0	0	0	0	0	0
Hawick and Hermitage Ward	0	0	0	0	0	0
Jedburgh and District Ward	0	0	0	0	0	0
Kelso and District Ward	0	0	0	0	0	0
Leaderdale and Melrose Ward	0	0	0	0	0	0
Mid Berwickshire Ward	0	0	0	0	0	0
Selkirkshire Ward	0	0	0	0	0	0
Tweeddale East Ward	0	0	0	0	0	0
Tweeddale West Ward	0	0	0	0	0	0

### Fire Fatalities

*Economic cost of fire (Department of Communities and Local Government) model attributes a cost of £1,546,688 per fatality.*

There were **no reported** fire fatalities resulting from Accidental Dwelling Fires during this reporting period.

	2012		2013		2013	
	Q1	YTD	Q1	YTD	Q1	YTD
<b>Non-Fatal Fire Casualties excl. precautionary check-ups</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>5</b>
East Berwickshire Ward	0	0	0	0	1	1
Galashiels and District Ward	0	0	0	0	0	0
Hawick and Denholm Ward	0	0	0	0	1	1
Hawick and Hermitage Ward	1	1	0	0	0	0
Jedburgh and District Ward	1	1	0	0	0	0
Kelso and District Ward	0	0	0	0	0	0
Leaderdale and Melrose Ward	1	1	0	0	0	0
Mid Berwickshire Ward	1	1	1	1	3	3
Selkirkshire Ward	0	0	0	0	0	0
Tweeddale East Ward	1	1	0	0	0	0
Tweeddale West Ward	0	0	0	0	0	0

### Fire Casualties

*Costs attributed are: Burns injury - £174,354 - Smoke/fumes injury - £44,019 - Precautionary check-up /other - £574 (source: DCLG)*

There were five reported casualties from dwelling fires during this reporting period which is a significantly higher than last year's figure of one, but the same as the corresponding quarter of 2012/13. All of the casualties suffered slight smoke inhalation, none of whom required hospital treatment.

**PRIORITY 3: REDUCTION OF DELIBERATE FIRE SETTING (not including dwellings).**

	2012		2013		2014	
	Q1	YTD	Q1	YTD	Q1	YTD
<b>Deliberate Fire Setting (not including dwellings)</b>	<b>20</b>	<b>20</b>	<b>21</b>	<b>21</b>	<b>29</b>	<b>29</b>
East Berwickshire Ward	0	0	1	1	1	1
Galashiels and District Ward	3	3	4	4	4	4
Hawick and Denholm Ward	3	3	3	3	3	3
Hawick and Hermitage Ward	1	1	0	0	3	3
Jedburgh and District Ward	1	1	2	2	2	2
Kelso and District Ward	3	3	5	5	1	1
Leaderdale and Melrose Ward	0	0	3	3	3	3
Mid Berwickshire Ward	1	1	1	1	1	1
Selkirkshire Ward	3	3	1	1	6	6
Tweeddale East Ward	1	1	1	1	2	2
Tweeddale West Ward	4	4	0	0	3	3

The Fire and Rescue Service attended twenty-nine deliberate fires in the Scottish Borders during this reporting period. This was a disappointing increase of eight in the corresponding period of last year. The FRS recognise the upward trend of these types of fires across the Borders and this is the main reason for their inclusion in our key priorities over the next three years.

**Action:**

The Fire and Rescue Service will continue to work with the police, safer communities, other partners and community groups to reduce fire vandalism and other deliberate fire setting across the Scottish Borders

**PRIORITY 4: REDUCTION IN ROAD TRAFFIC COLLISIONS**

	2012		2013		2014	
	Q1	YTD	Q1	YTD	Q1	YTD
<b>Road Traffic Collisions</b>	<b>11</b>	<b>11</b>	<b>14</b>	<b>14</b>	<b>24</b>	<b>24</b>
East Berwickshire Ward	0	0	0	0	1	1
Galashiels and District Ward	1	1	1	1	3	3
Hawick and Denholm Ward	0	0	1	1	0	0
Hawick and Hermitage Ward	0	0	1	1	0	0
Jedburgh and District Ward	1	1	2	2	3	3
Kelso and District Ward	1	1	0	0	0	0
Leaderdale and Melrose Ward	2	2	2	2	2	2
Mid Berwickshire Ward	3	3	2	2	2	2
Selkirkshire Ward	0	0	1	1	1	1
Tweeddale East Ward	0	0	2	2	5	5
Tweeddale West Ward	3	3	2	2	7	7

The Fire and Rescue Service attended twenty-four road traffic collisions during this reporting period; This increase is mainly due to significant the rise in activity across the Tweeddale area. However, of the twelve road traffic collisions attended by the FRS only three required our intervention to release the casualties.

As in previous reports, the Fire and Rescue Service do not report on Road Traffic Collision casualties as Police Scotland reports this to the board.

**Action:**

The Fire and Rescue Service is a member of a multi-agency approach to reducing Road Traffic Collision's and the associated casualties and fatalities.

## PRIORITY 5: REDUCTION OF UNWANTED FIRE ALARM SIGNALS

*Definition: Where the FRS attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.*

	2012		2013		2014	
	Q1	YTD	Q1	YTD	Q1	YTD
<b>Unwanted Fire Signals</b>	<b>206</b>	<b>206</b>	<b>215</b>	<b>215</b>	<b>209</b>	<b>209</b>
East Berwickshire Ward	15	15	12	12	21	21
Galashiels and District Ward	29	29	38	38	26	26
Hawick and Denholm Ward	15	15	21	21	11	11
Hawick and Hermitage Ward	15	15	19	19	19	19
Jedburgh and District Ward	14	14	17	17	7	7
Kelso and District Ward	8	8	9	9	12	12
Leaderdale and Melrose Ward	22	22	29	29	32	32
Mid Berwickshire Ward	13	13	9	9	20	20
Selkirkshire Ward	30	30	21	21	18	18
Tweeddale East Ward	16	16	15	15	8	8
Tweeddale West Ward	29	29	25	25	35	35

*Societal costs are given at £848 per incident as per DCLG*

There were two hundred and nine Unwanted Fire Signals during this reporting period, this a decrease of six compared to the same period during 2013-14.

### Action:

The Fire and Rescue Service will also continue work with the Federation of Small Businesses and individual occupiers of premises where there are repeat unwanted fire signals in an attempt to reduce the unnecessary disruption this type of incident can cause.

A significant piece of work has recently been undertaken to closely monitor and provide guidance to the businesses with the most persistent unwanted signals. Through this dialogue, it is hoped a more responsible attitude to automatic fire alarm signals will be adopted by businesses throughout the Scottish Borders.

### COMPLAINTS AGAINST FRS STAFF

There were no recorded incidents of complaints against the Scottish Fire and Rescue Service in the Scottish Borders during this reporting period.

## PREVENTION AND PROTECTION

### Fire Protection Non- Domestic premises Audits

<b>Total Audits</b>	<b>95</b>
<b>Hospitals</b>	8
<b>Care Homes</b>	24
<b>Houses in Multiple Occupation</b>	3

These figures show both Pre-Programmed and Non-Programmed Audits carried out in Quarter 1 2014.

A **Pre-Programmed Audit** is an audit programmed at the commencement of the fiscal year, selected from premises held within the Service's database, based on a risk assessment as defined in the Service's Enforcement Framework.

A **Non-Programmed Audit** is an audit which can occur throughout the year as a result of a number of reasons which include: complaints; requests from partner agencies; fires within premises; and targeting of specific premises type in line with the Service's Enforcement Framework.

## COMMUNITY ENGAGEMENT

### Home Safety Visit Programme

LBFRS prevention programme to reduce accidental dwelling fires and the associated casualties and fatalities

*Definitions:*

#### **Full HFSV including advice and alarm installations**

*The FRS must have entered the Householder premises to make a full home fire safety visit where during this visit or a follow-up visit to the premises a smoke or heat alarm was installed.*

	<b>Low</b>	<b>Medium</b>	<b>High</b>	<b>TOTAL</b>
Total HFSVs	130	245	214	589
Completed Visits where smoke alarms were installed.	44	127	117	288

The Home Safety Visit programme continues to reduce risk in the community by making people safer in their homes. 78% of Home Safety Visits completed during this reporting period were in dwellings considered to be at medium or high risk of having an Accidental Dwelling fire.



## **Performance Report August 2014**

**Period Covered: 1 April 2014 to 30 June 2014**

“Making the Scottish Borders a safer place to live, work and visit”

**GENDER BASED VIOLENCE**

**Strategic Objective 1: To promote and co-ordinate an effective multi-agency response to gender based violence in line with efforts to protect, prevent and provide whilst supporting effective participation**

Indicator	Baseline	YTD	LYTD	Variance	Comments
Number of reported incidents of domestic abuse adults	2 Year Average (2010/11-2011/12) <b>789</b>	230	198	<b>16%</b>	Increased focus and change in protocol response from Police Scotland with risk assessment now being undertaken at point of incident.
Number of reported incidents of domestic abuse where children present	2 Year Average (2010/11-2011/12) 244	65	68	<b>-4%</b>	Encouraging result and in alignment with broader domestic abuse indicators.
Percentage of self referrals to specialist support services	2011/12 <b>30%</b>	12%	18%	<b>-6%</b>	The reduction continues to reflect the reduced capacity to market and advertise the DAAS service, in the main due to issues with staffing. The service is now providing support throughout the court process and due to this it is closing fewer cases. This may partially account for the reduction in self-referrals as clients generally refer and remain with the service rather than re-referring themselves after repeat incidents.
Total Number/Percentage of Children on the CPR where domestic abuse has been identified as a risk factor	-	3/8.8%	9/20.5%	<b>-11.7%</b>	Encouraging results and in alignment with other domestic abuse indicators.
Number/Percentage of Homeless Assessment Presentations due to dispute within household: violent or abusive (% of total Assessments)	3 Year Average (2008/9 -2010/11) <b>77</b>	22/12%	24/14%	<b>-2%</b>	Encouraging results and in alignment with other domestic abuse indicators. This suggests that intervention work and advocacy support is having a positive impact and enabling clients to remain in their own homes.
Number of cases on exit from specialist service that have a reduced risk	To Be Established – New Service	82% of surveyed clients report their safety has much improved, with 100% reporting an improvement			Safety (adult and child), relationship with children, housing situation, and personal resilience are the four factors, which clients have unanimously reported as having much improved.  On re-assessment at exit the client's safety rating has reduced on average by 5 points.
Service user satisfaction on exit from a specialist service	To Be Established – New Service	CYTD: 100% of surveyed clients			Results of the client exit interviews undertaken to date are extremely positive. Gaps identified have

Key: Green - Performance Improved, Amber – Performance Reduced <15%, Red – Performance Reduced >15%



		would use DAAS again  80% of clients reported that DAAS had fully met their needs		been responded to through the STEPS project, which has secured BIG Lottery Fund Support. Feedback also suggests that the Service has reduced client's reluctance to report incidents to the Police.
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**Strategic Objective 2: To raise awareness of the impact of violence against women across communities to foster greater capacity and support for those affected**

Indicator	Baseline	CYTD	LYTD	Variance	Comments
Number of calls to national domestic abuse helpline (Female)	3 Year Average (2008/09-2010/11) <b>230</b>	38	65	<b>-42%</b>	A consistent decline recorded against all domestic abuse indicators.
Number of calls to national domestic abuse helpline (Male)	2010/2011 <b>1</b>	3	0	<b>+300%</b>	In this quarter the DAAS service has also supported 7 male clients,
Number of people reporting to be more informed about the dynamics of domestic abuse, also expressed as % of total awareness raising/training attendees	Not Available		230 (100%)		Update requested from NHS Borders, reminder sent 20 August 2014. Verbal update expected to be provided at meeting.
Shift in attitude towards violence against women:					The baseline data shows the results of the 2013 national white ribbon campaign survey results.
No of respondents reporting to strongly agree/agree that alcohol and drugs cause men to be violent to their partners	80%	77%			
No of respondents that strongly agree/agree that it is a woman's responsibility to leave if she is in an abusive relationship	33%	36%			

**ANTISOCIAL BEHAVIOUR**

**Strategic Objective 1: Reduce the level and impact of antisocial behaviour**

Indicator	Baseline	YTD	LYTD	Variance	Comment
Number of recorded ASB incidents per 1,000 population	2 Year Average (2010/11 – 2011/12) <b>134</b>	32.9	29.3	<b>+12%</b>	Slight increase, which will continue to be monitored.  It is noted that ASB incidents have been declining over the past 5 years and are now at the lowest level.
Number of youth related incidents	2 Year Average (2010/11 – 2011/12) <b>2437</b>	439	576	<b>-24%</b>	Very positive continuing decline. The most significant reduction has been recorded against public space antisocial behaviour.
Percentage of people who think the following is very or fairly common:	2010 Survey				All indicators are recording drops over the last 6 years.
Noisy neighbours or loud parties	14%	11%		<b>-3%</b>	Very positive results.
People being rowdy in public spaces	22%	18%		<b>-4%</b>	
Vandalism, graffiti and other deliberate damage	10%	7%		<b>-3%</b>	
People using or dealing drugs	22%	19%		<b>-3%</b>	
Groups or individuals intimidating or harassing others	10%	7%		<b>-3%</b>	

**Strategic Objective 2: Embed a prevention approach to antisocial behaviour by ensuring a robust and effective partnership response**

Indicator	Baseline	YTD	LYTD	Variance	Comment
Number of early interventions made by ASB partners	2010/11 918	334	203	64.5%	Exceptionally positive and proactive approach illustrated by the increase. This evidences the early identification and intervention adopted by all partners.
Percentage of staff across partnership agencies that have excellent/very good knowledge of antisocial behaviour legislation and local policies/procedures	To Be Established	83%/78%	N/a		Excellent results. 10 sessions held with 108 participants from eight different partners.

**Strategic Objective 3: Increase public confidence in the way in which the partnership deals with antisocial behaviour**

Indicator	Baseline	YTD	LYTD	Variance	Comment
Percentage of people who have witnessed antisocial behaviour who had reported it	2010 Survey 41.7%	41%		0	The three main reason for people not reporting were: <ul style="list-style-type: none"> <li>• Fear of reprisal</li> <li>• People feeling they shouldn't report it</li> <li>• Didn't think anything would have been done about it/not a priority/not a serious issue</li> </ul>

## ALCOHOL & DRUGS

**Strategic Objective 1: Encourage prevention activities that are delivered to maximise community wellbeing and reduce the negative impact of substance misuse**

Indicator	Baseline	CYTD	LYTD	Variance	Comments
Number of reported vandalism	3 Year Average (2009/10- 2011/12) <b>1112</b>	168	227	<b>-26%</b>	Extremely positive results. Figures are now showing a sixth year of consecutive decreases.
Percentage of asb incidents which are alcohol related	2 Year Average (2010/11-2011/12) <b>21%</b>	20%	18%	<b>+2%</b>	This slight increase is most likely attributable to the period of fine weather. This will continue to be closely monitored.
Number of incidents relating to a licensed premises (ILP)	2 Year Average (2010/11-2011/12) <b>911</b>	97	97	<b>0%</b>	No Change.
Number of incidents involving needles/drugs paraphernalia	2 Year Average (2010/11-2011/12) <b>65</b>	5	8	<b>-38%</b>	Continued positive performance
Percentage of 15 year olds drinking on a weekly basis	2010 Survey <b>17%</b>				SALSUS Survey - due for publication in November 2014
Percentage of 15 year old pupils who usually take illicit drugs at least once a month	2010 Survey <b>6%</b>				SALSUS Survey - due for publication in November 2014
Number of residents reporting that people being drunk or rowdy in a public place is very common or common in their area	2010 Survey <b>22%</b>	18%		<b>-4%</b>	9% drop since survey in 2007.
Number of residents stating that drug use or dealing was very common or common in their area	2010 Survey <b>22%</b>	19%		<b>-3%</b>	1% drop since survey in 2007

Key: Green - Performance Improved, Amber – Performance Reduced <15%, Red – Performance Reduced >15%

**Strategic Objective 2: Encourage positive attitudes towards substance misuse**

Indicator	Baseline	CYTD	LYTD	Variance	Comments
Percentage of 13 & 15 years old who said their family don't mind them drinking alcohol	2010 Survey <b>13yrs – 40%</b> <b>15yrs – 57%</b>				SALSUS Survey – due for publication in November 2014
Proportion of individuals drinking above daily and/or weekly recommended limits	Scottish Health Survey	43%	-	-	Combined total for 2008, 2009, 2010, 2011. Comparative total for Scotland for same period is 43%
Proportion of individuals drinking above twice daily (binge drinking) recommended limits	Scottish Health Survey	19%	-	-	Combined total for 2008, 2009, 2010, 2011. Comparative total for Scotland for same period is 21%
Percentage of young people who think that young people who take drugs are stupid	2010 Survey <b>13yrs – 78%</b> <b>15yrs – 70%</b>				SALSUS Survey – due for publication in November 2014
Percentage of young people who think that taking drugs is exciting	2010 Survey <b>13yrs – 4%</b> <b>15yrs – 17%</b>				SALSUS Survey – Due for Publication in November 2014

## INJURY PREVENTION (HOME)

### Strategic Objective 1: Encourage uptake of prevention service, in particular those which target falls to older people

Indicator	Baseline	CYTD	LYTD	Variance	Comments
Number of emergency hospital admissions for 75+ where a fall has been recorded as the main reason per 100,000 population	3 Year Average (2011/12-2013/14)  640	74	129	-43%	Figures for the period April to May 2014. A good reduction has been recorded. The largest factor attributable for this was a reduction in recorded senility, followed by slips and trips.

### Strategic Objective 2: Raise public awareness on the dangers and causes of home injuries in children under 5 years old

Indicator	Baseline	CYTD	LYTD	Variance	Comments
Number of emergency hospital admissions to children under 5 due to a home accident per 100,000 population	2 Year Average (2012/13-2013/14)  56.5	10	14	-28.5%	Figures for period April to May 2014. Good reduction recorded. Due to the small numbers at this point in time there is no significant pattern or factors which can help to understand the reduction.

**INJURY PREVENTION (ROADS)**

**Strategic Objective 1: Ensure a robust and effective partnership response to road safety issues to achieve Scottish Government targets for reductions in the number of road users killed or seriously injured by 2020**

Indicators	Baseline	CYTD	LYTD	Variance	Comments
Number of road users killed	5 year Average (2006/07-2010/11) <b>11</b>	3	1	<b>+200%</b>	Following a very successful year in 2013/14, it has been a particularly challenging and disappointing start to the current year. There has been a rise of 11 KSI's with one accident alone accounting for five of these.  Analytical work is carried out to establish any trends or "hot spots" with the only trend identified being the high volume of motorcyclists (14) that are involved in these figures. Again the prolonged period of good weather and attractive Borders roads has seen a large increase in both motor and pedal cyclists this year. The Borders benefits from additional motorcyclist support to patrol popular routes over the summer months and a targeted patrol matrix is in place for Road Policing officers on identified routes in an effort to reduce the number of accidents.
Number of road users seriously injured	5 year Average (2006/07-2010/11) <b>86</b>	28	19	<b>+47%</b>	
Number of children killed or seriously injured in a road crash	5 year Average (2006/07-2010/11) <b>9</b>	0	1	<b>-100%</b>	

**Strategic Objective 2: Target interventions in accordance with key risk groups i.e. young/inexperienced drivers, motorcyclists**

Indicators	Baseline	CYTD	LYTD	Variance	Comments
Number of young drivers aged 17 to 25 years killed or seriously injured in road crashes.	5 year Average (2006/07-2010/11) <b>9</b>	3	2	<b>+50%</b>	A young driver training programme "Skill for Life" is currently being rolled out. The course is a long term prevention measure aimed at creating positive driver behaviour. To date 23 young people have completed the course.
Number of passengers killed or seriously injured in cars driven by young drivers aged between 17 and 25 years of age.	As above <b>7</b>	0	0	-	
Number of motorcyclists killed and seriously injured in road crashes.	As above <b>20</b>	14	8	<b>+75%</b>	As mentioned above the prolonged period of good weather and attractive Borders roads has seen a large increase in both motor and pedal cyclists this year. The Borders benefits from additional motorcyclist support to patrol popular routes over the summer months and a targeted patrol matrix is in place for Road Policing officers on identified routes in an effort to reduce the number of accidents.





**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

*Report to:*  
**Scottish Borders Council  
Police, Fire & Rescue and  
Safer Communities Board**

***SUBJECT: FIREFIGHTER RECRUITMENT TO THE RETAINED DUTY SYSTEM  
IN THE SCOTTISH BORDERS***

**1 INTRODUCTION**

1.1 Emergency fire cover is provided in the Scottish Borders by seventeen front line pumping appliances strategically placed in thirteen fire stations across a large geographic area.

1.2 Fifteen of these appliances are staffed by firefighters contracted to the Retained Duty System (RDS).

1.3 Retained firefighters live in work in the community in which they serve. When an emergency arises, they are paged to respond to their local fire station from which they mobilise to the incident.

1.4 Due to the need for a rapid response retained firefighters are required to live or work no more than five minutes from their local fire station.

1.5 RDS staff are employed on either 100%, 75% or very occasionally on 50% contract. These contracts reflect the number of hours an individual is available to provide emergency cover over a seven day period.

1.6 The Scottish Fire and Rescue Service employ an electronic, web-based management tool to monitor firefighter availability in RDS stations. This ensures up to date appliance availability information is always available and resources are dispatched with the minimum delay.

1.7 Over recent years recruitment and retention of RDS staff to provide daytime cover has proved difficult in certain geographical area's of the Scottish Borders. Last year, for a variety of reasons, six of our firefighters left the RDS in Galashiels. In Eyemouth and Duns there has been a significant turnover of staff over the past three years with nine resignations at Duns and seven at Eyemouth.

1.8 Although nine of the thirteen stations are currently under establishment, only three are more than one wholetime equivalent understaffed.

## 2 BACKGROUND

2.1 The wholetime equivalent establishment for RDS in the Scottish Borders is 140. The agreed establishment for a one pump fire station staffed by retained firefighters is 10. This establishment is increased by 5 firefighters for the two pump stations situated at Peebles and Kelso.

Station	Est.	Actual	WT Equiv.	+/- WT./E	Current Recruitment
Eyemouth	10	11	8.75	-1.25	1 at Gullane. 1 Progressing
Duns	10	8	7.5	-2.50	Interviews pending
Coldstream	10	10	9.25	-0.75	Recruitment ongoing
Kelso	15	16	14.75	-0.25	Recruitment ongoing
Lauder	10	10	8.75	-1.25	Recruitment ongoing
Galashiels	10	11	9.25	-.75	Recruitment ongoing
Innerleithen	10	13	10	0	
Peebles	15	17	14	-1	Recruitment ongoing
West Linton	10	10	9.25	-0.75	Recruitment ongoing
Hawick	10	11	10	0	
Jedburgh	10	11	10.25	+0.25	
Selkirk	10	11	9.5	-0.5	Recruitment ongoing
Newcastleton	10	10	9.5	-0.5	Recruitment ongoing
TOTAL	140	149	130.75	9.25	

Table1. Current staffing levels across the thirteen Scottish Borders stations.

2.2 Historically retained firefighters were local people undertaking their work and business within the environs of their local community. In recent times local industry and subsequent employment opportunities have diminished compelling local people to seek of employment outwith of their local community. This has had a detrimental impact of the recruitment and retention of retained firefighters in some areas of the Scottish Borders.

2.3 The role of a firefighter is complex and can be hazardous. Therefore, recruitment, selection and training are vital components in ensuring the safety of firefighters and the community they serve.

2.4 Recruiting a retained firefighter can take up to seven months. The first stage of the recruitment & selection process is a recruitment campaign which aims to encourage as many people who live or work in the community to complete the entrance examination.

2.5 Successful candidates are invited to an interview where they will be asked a series of competency based questions, which assesses candidates against specific behavioral indicators. During the interview candidates will be asked about the level of cover they can provide, particular attention being paid to their daytime availability.

2.6 Following a medical and fitness assessments the individual is then scheduled for a two week trainee course at Gullane in East Lothian. The number of firefighter trainee courses are limited and issues do arise where the candidate is unable to take two weeks leave from their full time employment to attend the earliest scheduled course. In this case they attend the next available course which can be three months later.

2.7 On successful completion of the trainee course the new firefighter must complete a breathing apparatus course which is in two phases, the first phase over one week and the second over two weekends.

2.8 Becoming a retained firefighter requires a great deal of commitment from the individual and their employer, particularly in the training phase of their career. It is not unusual for someone to join the fire and rescue service as a retained firefighter only to leave before their full training is complete.

## **REMUNERATION AND REWARD**

3.1 Firefighters contacted to the Retained Duty System are paid in accordance with the national pay agreement reached following the 2003 industrial dispute. The annual retaining fee for a retained firefighter is £2905 which is 10% of the salary of a wholetime firefighter.

3.2 A retained firefighter is paid the same hourly rate of £13.27 as their wholetime colleagues.

3.3 In addition to the hourly rate, they are paid a disturbance allowance of £3.82 for each occasion they are called out.

3.4 They must attend a two hour training session each week which they are paid £26.54.

3.5 Retained firefighters are paid the standard hourly rate for all community safety activity or training in which they participate.

3.6 Every retained firefighter is entitled to up to thirty-five days annual leave per year.

3.7 A retained firefighter in the Scottish Borders can expect to earn in the region of £7000 per year.

## **4 RECRUITMENT ACTIVITY**

4.1 There has been an on-going recruitment campaign in the Scottish Borders for a number of years, which has focused around displaying posters in local shops and businesses supplemented by local radio bulletins and radio advertising.

4.2 More recently, the station commander in the Eastern Borders area has embarked on a more aggressive campaign seeking to identify and engage with the main employers in Duns and Eyemouth requesting their consent to canvas/recruit their employees to join the Fire and Rescue Service in their area. Face to face meetings have taken place with manager/directors/employers, a number of whom have already given permission to allow us to recruit their staff.

4.3 Discussions are supported by a presentation giving information on the number of emergency calls each station receive and the average duration of a typical emergencies call.

4.4 The media campaign including radio, local newspapers and other publications has been re-invigorated to publicise the recruitment to the widest possible audience.

4.5 BBC Scotland (Borders) recently featured an article on becoming a retained firefighter in the Scottish Borders. This covered all RDS stations across the Scottish Borders, with the main focus on Eyemouth and Duns in the Eastern Borders. The feature was broadcast three times a day for the whole week.

4.6 The autumn edition of the Scottish Borders Council newspaper (SB Connect ) which is distributed to households across the Borders will carry an feature on becoming a retained firefighter in the Scottish Borders. This will give the perspective of a serving retained firefighter on the role they play in the Scottish Borders.

4.7 Advertisements have also been taken out in local newspapers such as the Berwickshire News advertising open days at local fire stations.

4.8 An open day has been planned for Duns on August 30th designed to give potential firefighters an insight into the role of a retained firefighter in the Scottish Borders.

## **5 CONCLUSION**

5.1 Recruiting and retaining firefighters in rural communities is an issue affecting every fire and rescue service across the United Kingdom. With changing work patterns and a growing commuting workforce it is proving more challenging to encourage people to give the commitment required to be a retained firefighter.

5.2 Work opportunities in the smaller communities of the Scottish Borders have diminished in recent years leading to people commuting to the larger towns and cities to undertake their work. This has led to a smaller pool of people able to provide

the day-time availability required by the Fire and Rescue Service to ensure an emergency response is available at all times.

5.3 Within the Scottish Borders the RDS are currently under-staffed by 9.25 firefighters. The majority of this shortfall exists at Eyemouth and Duns. Recent recruitment activity in Eyemouth was very positive with two people being recruited into the service with a further two progressing through the selection process.

5.4 Recruitment in Duns has been less successful, however positive signs are emerging through our engagement with local employers.

5.5 The retention of RDS staff is a constant focus for station commanders in the Scottish Borders and they will continue to look at innovative ways to select, recruit and retain firefighters across the area to ensure the best possible emergency response is available to communities in the Scottish Borders.

## **6 RECOMMENDATION**

6.1 Scottish Borders Council Police, Fire & Rescue and Safer Communities Board is invited to:

- Note the contents of this report,
- Consider and make any comment in relation to this report.

**JOHN MALLIN  
GROUP MANAGER  
SCOTTISH BORDERS**

**AUGUST 2014**



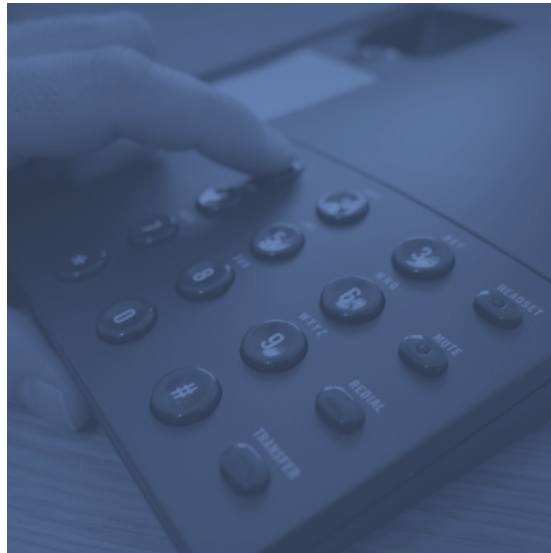
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HM INSPECTORATE OF CONSTABULARY IN SCOTLAND

# Review of Legacy Inspection Recommendations

July 2014

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## HM Inspector of Constabulary in Scotland

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HM Inspectorate of Constabulary in Scotland (HMICS) is established under the Police and Fire Reform (Scotland) Act 2012<sup>1</sup> and has wide ranging powers to look into the ‘state, effectiveness and efficiency’ of both the Police Service of Scotland (Police Scotland) and the Scottish Police Authority (The Authority)<sup>2</sup>.

We have a statutory duty to ensure that the Chief Constable and the Authority meet their obligations in terms of best value and continuous improvement. If necessary, we can be directed by Scottish Ministers to look into anything relating to the Authority or Police Scotland as they consider appropriate. We also have an established role in providing professional advice and guidance on policing in Scotland.

- Our powers allow us to do anything we consider necessary or expedient for the purposes of, or in connection with, the carrying out of our functions.
- The Authority and the Chief Constable must provide us with such assistance and co-operation as we may require to carry out our functions.
- When we publish a report, the Authority and the Chief Constable must also consider what we have found and take such measures, if any, as they think fit.
- Where we make recommendations, we will follow them up and report publicly on progress.
- We will identify good practice that can be applied across Scotland.
- We work with other inspectorates and agencies across the public sector and co-ordinate our activities to reduce the burden of inspection and avoid unnecessary duplication.
- We aim to add value and strengthen public confidence in Scottish policing and will do this through independent scrutiny and objective, evidence-led reporting about what we find.

Our approach is to support Police Scotland and the Authority to deliver services that are high-quality, continually improving, effective and responsive to local needs.

**This Thematic Inspection was undertaken by HMICS in terms of the Section 74(2)(a) of the Police and Fire Reform (Scotland) Act 2012 and laid before the Scottish Parliament in terms of Section 79(3) of the Act.**

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<sup>1</sup> Police and Fire Reform (Scotland) Act 2012, Chapter 11

<sup>2</sup> Police and Fire Reform (Scotland) Act 2012, Section 74(2)(a)

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## Our Review

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The aim of this review was **to assess all outstanding recommendations from HMICS thematic inspections conducted since 2008 to ensure all relevant improvement activity has been captured and taken forward by Police Scotland.**

This review provides a single source document containing legacy recommendations made by HMICS to the eight legacy police forces and the Association of Chief Police Officers in Scotland, (ACPOS), which had not been completed prior to the creation of Police Scotland. It provides a definitive assessment of the progress made in relation to these recommendations and gives greater clarity to Police Scotland in terms of what, if any, outstanding action may still be required. Importantly, this review ensures that the value from all HMICS thematic inspections conducted since 2008 is captured and taken forward by Police Scotland.

We have reviewed each of our legacy recommendations. This entailed an examination of Police Scotland's current position with respect to each recommendation, discussions with the relevant service lead and, where appropriate, an examination of relevant policies and standing operating procedures. We used this information to assess whether the recommendations still required further action (open) or whether there was sufficient evidence to conclude that it had been fully completed or was no longer relevant (closed). Where any legacy recommendations were still considered relevant, these have been reframed to reflect the current policing landscape and refreshed into new recommendations that are specific to Police Scotland.

The review does not assess legacy recommendations that relate to our current Thematic Reviews of CONTEST (published June 2014) and Custody (which will be published in July 2014)<sup>3</sup>. The assessment of legacy recommendations pertaining to CONTEST and Custody will be incorporated into these Thematic Reviews and where relevant, reframed and refreshed into new recommendations.

This combined approach will ensure that all outstanding recommendations from HMICS thematic inspections conducted since 2008 will be objectively assessed and that Police Scotland can move forward with clarity over what, if any, improvement activity is still required from legacy inspections.

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<sup>3</sup> <http://www.hmics.org/publications/hmics-scrutiny-plan-2014-2015>

## Key Findings

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- Prior to the creation of Police Scotland on 1 April 2013 there were 33 legacy recommendations and one suggestion that remained outstanding from the eight legacy police forces and the Association of Chief Police Officers in Scotland (ACPOS).
- Included within the 33 legacy recommendations that remained outstanding, there were 15 recommendations that related to CONTEST. These have been reviewed separately as part of our Thematic Review of CONTEST<sup>4</sup>.
- Included within the 33 legacy recommendations that remained outstanding, there were nine recommendations that related to the custody and care of prisoners. These have been reviewed separately as part of our Thematic Review of Custody<sup>5</sup>.
- From our assessment of the remaining nine legacy recommendations and one suggestion, we either found evidence of sufficient progress by Police Scotland to consider them discharged or assessed them to have been superseded by new legislation or are no longer relevant and can be now closed.
- We have made one new recommendation for Police Scotland to create and publish guidance setting out the entire process for dealing with members of the public who call for assistance on non-crime related matters.
- **We are satisfied that all outstanding recommendations covered in this report from HMICS thematic inspections conducted since 2008 have now been closed and that all relevant improvement activity has been captured and will be taken forward by Police Scotland.**

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<sup>4</sup> <http://www.hmics.org/publications/thematic-review-contest-prepare-2013>

<sup>5</sup> Accessible via the following link in late July 2014 – <http://www.hmics.org/>



## Recommendations

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The following has been identified from our assessment of the legacy recommendations and relates to an area where we consider further improvement is still possible. This has been reframed to reflect the current policing landscape and refreshed into a new recommendation that is specific to Police Scotland.

**Recommendation No. 1: We recommend that Police Scotland create and publish details of the service that members of the public can expect to receive when they call the police. This should be supported by clear internal guidance which focuses on quality of service. Police Scotland should also develop and publish performance information on how these service standards are being met.**

We will monitor progress against this recommendation and report our findings as part of our annual reporting process.

# Summary

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## Introduction

1. The recommendations considered by this review related to thematic inspections conducted between 2008 and 2013 by HMICS and partner inspectorates, including:
  - Inspectorate of Prosecution in Scotland (IPS);
  - Her Majesty's Fire Service Inspectorate in Scotland (HMFSI); and
  - Her Majesty's Inspectorate of Prisons for Scotland (HMIPS).
2. These inspections generated over 200 recommendations and 12 suggestions for the eight legacy Scottish forces, the Association of Chief Police Officers Scotland (ACPOS), the Scottish Crime and Drugs Enforcement Agency (SCDEA), the Scottish Police Services Authority (SPSA), the Scottish Government and the criminal justice agencies related to our partner inspectorates. Following the publication of thematic inspection reports, HMICS requested and received an implementation plan from the body that the recommendation was intended for. The implementation plans were reviewed at regular intervals and all outstanding recommendations refreshed on an annual basis.
3. Prior to the creation of Police Scotland on 1 April 2013, there were a total of 33 legacy recommendations and one suggestion that still remained outstanding from the eight legacy police forces and ACPOS.
4. This report provides an assessment of the nine legacy recommendations and one suggestion contained within the following HMICS Thematic Reports:
  - Serious Fraud – 2008;
  - Quality of service and feedback to users of police services in Scotland – 2008;
  - Domestic Abuse – 2008;
  - Joint Thematic Report on the Proceeds of Crime Act 2002 – 2009;
  - Victims in Criminal Justice System I – 2010;
  - Victims in Criminal Justice System II – 2011; and
  - Review of Incident and Crime Recording – 2013.



- 
5. Included within the total of 33 outstanding legacy recommendations were 15 recommendations contained within the following CONTEST thematic inspections reports:
    - CONTEST Prevent – 2008; and
    - CONTEST Prepare – 2011.
  6. These have been excluded from the scope of this review and have been considered separately as part of our thematic reviews of CONTEST, which was published by HMICS in June 2014.
  7. The remaining nine recommendations relate to the custody and care of prisoners and were contained within the following HMICS Thematic reports:
    - Care of detained and arrested children – 2008;
    - Medical services for people in police custody – 2008; and
    - Care and welfare of persons detained in police custody in Scotland – January 2013.
  8. These have been excluded from the scope of this review and will be assessed separately as part of our thematic review of Custody, which will be published by HMICS in July 2014.

## HMICS Legacy Recommendations

### Serious Fraud<sup>6</sup> (Published May 2008)

9. **Background:** This inspection examined how the police service in Scotland addresses serious fraud. The inspection focused on:
  - the strategic approach to fraud, including prevention and detection;
  - the treatment of victims;
  - the availability of the relevant skills needed for complex fraud investigations; and
  - the partners involved in preventing, and responding to, fraud.

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<sup>6</sup> <http://www.hmics.org/publications/serious-fraud>



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10. The aim of the recommendations in the report was to ensure a more systematic approach to understanding and handling fraud, recognising the need to work with relevant stakeholders across the UK. The report made seven recommendations to the Scottish Government and the eight legacy forces. One recommendation remained open as of 1 April 2013, namely:

**Original Recommendation (No. 1):** *That the Scottish Government consults with stakeholders, including the Crown Office & Procurator Fiscal Service (COPFS) and the Association of Chief Police Officers in Scotland (ACPOS), to make certain that legislation, process and interventions relating to fraud in Scotland are no less comprehensive or robust than they are elsewhere in the UK.*

11. **Our Assessment:** The position in relation to this recommendation is that the Scottish Government published a National Counter Fraud Strategy<sup>7</sup> in 2012. Police Scotland established the Scottish Financial Resilience Group in 2013 to provide strategic governance for national fraud issues. This is currently chaired by an Assistant Chief Constable and membership includes a range of public sector and private organisations. This allows for the strategic consideration of issues relating to national resilience, including fraud, links with United Kingdom institutions and facilitates comparison with other jurisdictions. We are therefore content that the requirements of this recommendation have been met in full.
12. **Conclusion:** *This recommendation is now discharged and can be CLOSED.*

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<sup>7</sup> <http://www.scotland.gov.uk/Topics/Government/Finance/spfm/fraud/fraudannexa>





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## Quality of service and feedback to users of police services in Scotland<sup>8</sup> (Published May 2008)

13. **Background:** This inspection looked at the way police forces in Scotland engage with, and provide feedback to, members of the public who call the police to report something. This included all requests for service, not just reports of crime. It examined the policies, practices and procedures which forces had in place to:
- negotiate the type of police response to the call;
  - inform callers of police action taken in response to the call, once this has been completed (i.e. provide *feedback*); and
  - assess callers' levels of satisfaction with the feedback they receive.
14. The report made seven recommendations to the Scottish Government and the eight legacy forces. Two recommendations remained open as of 1 April 2013, namely:

**Original Recommendation (No. 2):** *That all forces publish details of the service that members of the public can expect to receive when they call the police. In order to promote a consistency across the Service that nevertheless acknowledges local force variations in service delivery; we propose that this take the form of a national minimum standard agreed by ACPOS that can then be tailored to take account of local differences. Publications should be sufficiently detailed that the public can understand what the police can and cannot do in various circumstances.*

**Original Recommendation (No. 4):** *That all forces have clear internal guidance on dealing with members of the public. This should focus on quality of service and with a specific requirement to manage expectations and provide feedback about progress as necessary. This guidance should set out the entire process for dealing with service users, from beginning to end, and define the relationships between the various parts of that process. Appropriate systems to promote compliance will be required.*

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<sup>8</sup> <http://www.hmics.org/sites/default/files/publications/Thematic%20-%20Quality%20of%20service.pdf>



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15. **Our Assessment:** Recommendation 2 sought to encourage the publication of minimum standards of service delivery in call handling. Some forces published service standards but there was no single national standard progressed through the eight distinct forces. This and Recommendation 4 were not discharged in anticipation of the formation of the single service in Scotland. Police Scotland has now introduced standard operating procedures relating to call management and command and control. These include directions in relation to quality of service and the provision of information to members of the public on the status of their call. A number of performance indicators are monitored to ensure compliance with standards. These include:
- Grade of service (speed of response);
  - Percentage of calls answered;
  - Quality of contact;
  - Effectiveness of response; and
  - First contact resolution.
16. In addition, area control room staff across Scotland are now required to update callers in the event of delays in police attendance.
17. We welcome the significant progress made by Police Scotland, but note that Recommendation 2 required forces to publish this information so that the public are fully aware of the level of service they can expect to receive. This information has not yet been made available to the public. Given the major changes to call handling arrangements across Scotland and the rationalisation of police control rooms<sup>9</sup>, we believe that information on the level of service that the public can expect to receive in relation to call handling should still be developed and made publicly available. These service standards should be sufficiently detailed that the public can understand what Police Scotland can and cannot do in various circumstances. We also believe that Police Scotland should develop and publish performance information on how these service standards are being met. This will assist in managing public expectations and provide a baseline against which the Service can monitor and publicly report on its call handling performance. This approach should maintain public confidence and provide opportunities for the enhanced scrutiny of any new call handling arrangements.

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<sup>9</sup> <http://www.spa.police.uk/assets/126884/207268/item5>



- 
18. We note that Recommendation 4 required legacy forces to introduce guidance that covered ‘the entire process for dealing with service users, from beginning to end’. While the *Victims and Witnesses (Scotland) Act 2014* places new obligations on Police Scotland in dealing with victims and witnesses in criminal investigations and proceedings, these do not extend to members of the public who may call for assistance on non-crime related matters. Compliance with this new legislation will satisfy the outstanding recommendations from both the HMICS *Victims in the Criminal Justice System I & II* reports, (see paragraphs 31-47), but will not in itself discharge the outstanding recommendations around quality of service. We therefore believe that there is still a requirement for Police Scotland to develop clear internal guidance, setting out the entire process for dealing with members of the public who call for assistance on non-crime related matters. This should focus on quality of service and provide feedback about progress as necessary.
19. **Conclusion: *We welcome the significant progress made by Police Scotland, but consider that work is still required to fulfil the original aims of these recommendations. Given the major changes to call handling arrangements across Scotland and the rationalisation of Police Control Rooms, we believe these aims are still relevant. We consider that both outstanding legacy recommendations should be closed and carried forward as a new single recommendation directed to Police Scotland.***

**New Recommendation 1:**

We recommend that Police Scotland create and publish details of the service that members of the public can expect to receive when they call the police. This should be supported by clear internal guidance which focuses on quality of service. Police Scotland should also develop and publish performance information on how these service standards are being met.



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## Domestic Abuse<sup>10</sup> (Published August 2008)

20. **Background:** This thematic inspection focused on specific aspects of the police response to domestic abuse, taking into account the aims of the joint protocol between ACPOS and the Crown Office and Procurator Fiscal Service (COPFS)<sup>11</sup>. It focused on how forces identified and handled incidents of repeat victimisation. Its intention was to identify areas of good practice and make recommendations on how procedures might be improved.
21. The report made five recommendations for the eight legacy forces, SPSA and ACPOS. One recommendation remained open as of 1 April 2013, namely:
22. **Original Recommendation (No. 1):** *That the requirement for a national database of perpetrators and victims be urgently addressed by all forces.*
23. **Our assessment:** Despite difficulties in all legacy forces agreeing a single national system for recording Domestic Abuse, an interim *Vulnerable Persons Database* (VPD) covering:
  - child concerns (including GIRFEC and Youth Offending);
  - adult concerns;
  - domestic abuse; and
  - hate incidents.
24. It was successfully introduced by Police Scotland during 2013-14. This system is now operational across all 14 police divisions throughout Scotland, and supports the wider national management of vulnerable persons, including domestic abuse. The introduction of the system was supported by a national training programme on vulnerability and forms part of a major initiative by Police Scotland to improve its response to domestic abuse.
25. This interim solution is intended to complement the existing databases in legacy force areas. Work is now underway to develop a longer-term solution within the i6 Project, which seeks to develop standard national ICT systems. We are satisfied that the interim solution is sufficient to meet the requirements of this recommendation.
26. **Conclusion:** *This recommendation is now discharged and can be CLOSED.*

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<sup>10</sup> <http://www.hmics.org/publications/domestic-abuse>

<sup>11</sup> [http://www.scotland.police.uk/assets/pdf/keep\\_safe/175573?view=Standard](http://www.scotland.police.uk/assets/pdf/keep_safe/175573?view=Standard)



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## Joint Thematic Report on the Proceeds of Crime Act (POCA) 2002<sup>12</sup> (Published October 2009)

27. **Background:** The remit of this joint inspection with the Inspectorate of Prosecution in Scotland (IPS) was to inspect the arrangements in police forces and the Crown Office and Procurator Fiscal Service (COPFS) for implementing the Proceeds of Crime Act 2002 in Scotland. It sought to:
- review the processes and systems used by police forces and COPFS;
  - examine compliance with police/ACPOS and COPFS policy;
  - review inter-agency working arrangements between police, COPFS and other criminal justice partners; and
  - identify and promote good practice, and make recommendations for improving the Services.
28. The report made four recommendations and four suggestions for the eight legacy forces, ACPOS and COPFS. One recommendation remained open as of 1 April 2013, namely:
- Original Recommendation (No. 1):** *That as a matter of routine, the use of the Proceeds of Crime Act be mainstreamed within the police service in Scotland and COPFS so that from intelligence gathering to investigation and prosecution: (a) all confiscation opportunities are considered and where appropriate brought into effect against the full spectrum of relevant crime as provided in the Proceeds of Crime Act 2002; and (b) where it is clear that criminal proceedings are not appropriate, that civil recovery (and taxation) provisions are considered at an early stage of investigations and that a direct route is made available to the Civil Recovery Unit in clearly defined circumstances.*
29. **Our Assessment:** The national Financial Investigation structure within Police Scotland has built on best practice from legacy forces and agencies. There are national POCA and Expedited Referrals targets within Police Scotland Performance Indicators for 2013-14. The Scottish Multi-Agency Asset Recovery Team (SMAART) structure encourages early consideration of POCA/Taxation tactics as outlined in the recommendation. POCA champions have been initiated in every territorial division supported by financial investigation and liaison structures to encourage all confiscation opportunities. Seminars were held in June 2013 for officers from Constable to Inspector. These provided information on POCA and mainstreaming

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<sup>12</sup> <http://www.hmics.org/publications/proceeds-crime-act-2002>



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the tactics to the operational/community level. Results to date indicate these measures are producing practical gains in terms of assets identified, cash seizures and expedited referrals. We are content that the requirements of this recommendation have been met in full.

30. **Conclusion:** *This recommendation is now discharged and can be CLOSED.*

### **Victims in the Criminal Justice System (I)<sup>13</sup> (October 2010)**

31. **Background:** This inspection was the first in what was intended to be a series of four joint inspections by the IPS and HMICS into how victims are treated within the criminal justice system in Scotland. The inspection focused on the three main objectives of the Scottish Government document *The Scottish Strategy for Victims*:

- To ensure information provision to victims (both in respect of the criminal justice system generally but also concerning the case in which they are involved).
- To ensure provision of emotional and practical support to victims.
- To achieve greater participation by victims in the criminal justice system.

32. The first phase focused on victims of summary crime which did not result in court proceedings with the case being dealt with by way of caution, warning letter, direct measure or no proceedings.

33. The report made ten recommendations for the eight legacy forces, ACPOS, COPFS and the Scottish Government. Two recommendations remained open as of 1 April 2013, namely:

**Original Recommendation (No. 9):** *That COPFS and police forces reach agreed protocols about which agency provides information at different stages of cases to ensure all victims have basic information about the progress of the case in which they are involved and who/where to contact for further information they require.*

**Original Recommendation (No. 10):** *Police forces, COPFS and the Scottish Government should ensure that their approaches to dealing with victims pursuant to the Strategy recognise that the majority of victims' cases will not proceed to court and will not receive the focus and support that the status of being a witness attracts.*

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<sup>13</sup> <http://www.hmics.org/publications/victims-criminal-justice-system-i>



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34. **Our Assessment:** Discussions between the Police Service and COPFS to address these closely linked recommendations had taken place prior to the formation of Police Scotland, but agreement had not been reached on where responsibility lay for the provision of information. The enactment of the *Victims and Witnesses (Scotland) Act 2014* has now superseded the aims of these recommendations by creating a statutory duty on organisations within the justice system to set clear standards of service for victims and witnesses, to have regard to certain general principles and giving victims and witnesses new rights to certain information about their case.
35. We are therefore satisfied that the statutory obligations placed on Police Scotland by the *Victims and Witnesses (Scotland) Act 2014* will discharge these outstanding legacy recommendations. We also note the statutory obligation now placed on the Chief Constable to prepare and publish an annual report providing an assessment of how the standards of services have been met. This will provide further visibility in terms of the response by Police Scotland and opportunities for comment and scrutiny by HMICS and others.
36. **Conclusion:** *Both recommendations have been superseded by the Victims and Witnesses (Scotland) Act 2014 and can be CLOSED.*

### **Victims in the Criminal Justice System (II)<sup>14</sup> (November 2011)**

37. **Background:** This was the second joint inspection by the IPS and HMICS into how victims are treated within the criminal justice system in Scotland. The inspection again used the three main objectives of the '*The Scottish Strategy for Victims*' as its basis but in this phase dealt with cases in which court proceedings were commenced at a summary level either in the Sheriff Court or Justice of the Peace Court.
38. The report made 12 recommendations and four suggestions for the eight legacy forces, ACPOS and COPFS. Two recommendations and one suggestion remained open as of 1 April 2013, namely:
- Original Recommendation (No. 3):** *Service Standards for Feedback to Victims of Crime – Chief Constables should ensure that police forces set, publish and deliver clear service standards for proactively updating victims of crime.*

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<sup>14</sup> <http://www.hmics.org/publications/victims-criminal-justice-system-ii>



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**Original Recommendation (No. 5):** *Victim Marker on SPR – Chief Constables, through the ACPOS Criminal Justice Business Area and COPFS should amend the format of the Standard Police Report to include a tag or marker that identifies a victim of crime in the report and differentiates them from other witnesses.*

**Original Suggestion (No. 1):** *Police recording of contact with victims of crime – Chief Constables should introduce policies that will ensure contact between police forces and a victim of crime is recorded.*

39. **Our Assessment:** As highlighted above, there are overlaps between the legacy recommendations from this report, from *Victims in the Criminal Justice System I*, (see paragraphs 31-36) and *Quality of Service and Feedback to Users of Police Services in Scotland* (see paragraphs 13-19). Our review found that these matters have been the subject of discussion between the police and COPFS and some progress has been made to address the areas of concern.
40. Police Scotland has introduced operating procedures to cover the information provided to members of the public relating to the initial response to calls (e.g. if officers are delayed en route). It has also introduced Standard Operating Procedures relating to victim support. This stipulates at Local Area Command level, that during the course of a police enquiry into a crime or offence, the victim will be formally updated with relevant information as regards the police position and any action taken. However, these procedures have not been published. COPFS, in recognising the role of the victim who was not a witness, introduced a dedicated witness and victim champion and has published commitments to victims and witnesses<sup>15</sup>.
41. Some specific elements of recommendations, such as amending the format of the Standard Police Report and agreed protocols about which agency provides information at different stages of cases, have been hindered by lack of single IT systems and capacity issues. This has meant that these recommendations were not fully implemented.
42. The enactment of the *Victims and Witnesses (Scotland) Act 2014* has provided some clarity on what the services must provide and has in effect superseded the outstanding recommendations. Section 1 of the Act requires that the Chief Constable must have regard to the principles of the Act, which are:
- (a) that a victim or witness should be able to obtain information about what is happening in the investigation or proceedings;

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<sup>15</sup> <http://www.copfs.gov.uk/publications/victims-and-witnesses?showall=&limitstart=>





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- (b) that the safety of a victim or witness should be ensured during and after the investigation and proceedings;
- (c) that a victim or witness should have access to appropriate support during and after the investigation and proceedings; and
- (d) that, in so far as it would be appropriate to do so, a victim or witness should be able to participate effectively in the investigation and proceedings.
43. Section 2 of the Act requires the Chief Constable to set and publish standards of service in relation to a person who is or appears to be a victim or witness in relation to a criminal investigation or criminal proceedings, and a procedure for making and resolving complaints about the way in which the person carries out those functions.
44. Section 3 of the Act requires the Chief Constable to prepare and publish an annual report providing an assessment of how the standards have been met; how they will continue to be met during the next year; a description of any modification of the standards made during the period of the report, and a description of any modification of the standards that are proposed during the year after the period of the report.
45. The Act makes clear the requirement for standards to be published on how the police deal with victims and witnesses in criminal investigations or criminal proceedings. We are therefore satisfied that the statutory obligations placed on Police Scotland by the *Victims and Witnesses (Scotland) Act 2014* will supersede original Recommendation No. 3 and original Suggestion No. 1. **These can now be considered closed.** As stated above, the publication of an Annual Report by the Chief Constable will provide visibility in terms of compliance and opportunities for further comment and scrutiny by HMICS and others.
46. In terms of the original Recommendation No. 5, this has now been included with other ICT requirements needed to support the *Victims and Witnesses (Scotland) Act 2014* and will be delivered as part of the i6 development project, which seeks to introduce standard ICT systems for a number of police activities across Scotland. Given the scope of the i6 development project is now agreed and the implementation subject to both internal and external governance arrangements, we assess that this recommendation is no longer relevant and can be closed.
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47. **Conclusion: *Both Recommendation No. 3 and Suggestion No. 1 have been superseded by the Victims and Witnesses (Scotland) Act 2014 and can be CLOSED. Recommendation No. 5 is now being progressed as part of the i6 development project and can be CLOSED.***

## **Conclusion**

48. We are satisfied that all outstanding recommendations covered in this report from HMICS thematic inspections conducted since 2008 have now been closed and that all relevant improvement activity has been captured and will be taken forward by Police Scotland.
49. However, we have identified an area where we consider further improvement is still possible. A refreshed recommendation, reframed to reflect the current policing landscape is being made as follows:

**We recommend that Police Scotland create and publish details of the service that members of the public can expect to receive when they call the police. This should be supported by clear internal guidance which focuses on quality of service. Police Scotland should also develop and publish performance information on how these service standards are being met.**

**HMICS  
July 2014**



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### **About Her Majesty's Inspectorate of Constabulary in Scotland**

HMICS operates independently of Police Scotland, the Scottish Police Authority and the Scottish Government. Under the Police and Fire Reform (Scotland) Act 2012, our role is to review the state, effectiveness and efficiency of Police Scotland and the Scottish Police Authority. We support improvement in policing by carrying out inspections, making recommendations and highlighting effective practice.

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