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| Agenda item | 5. |
| Report no | CC/14/19 |

HIGHLAND COUNCIL

Committee: Caithness Committee

Date: 27 August 2019

Report Title: **Police – Area Performance Summary Report**

Report By: Chief Inspector Jamie Wilson, Area Commander

1. Purpose/Executive Summary

- 1.1 To provide an update to Committee Board on the progress with reference to the objectives outlined in the Highland Policing Plan 2017-2020.

2. Recommendations

- 2.1 Members are invited to note:
- i. Progress made against the objectives set within the Highland and Islands Local Policing Plan 2017-2020 Year 2 and first quarter of Year 3, attached as Annex A to this report, for the period covering 1 April 2018- 30 June 2019.

3. Implications

- 3.1 Resource – There are no immediate resource applications arising from this noting report
- 3.2 Legal – There are no immediate legal implications arising from this noting report.
- Community (Equality, Poverty and Rural) – There are no immediate community implications arising from this noting report.

Climate Change/Carbon Clever – There are no immediate implications arising from this noting report.

Risk – There are no immediate implications arising from this noting report.

Gaelic – There are no immediate implications arising from this noting report.

4. Report Format – Police Area Performance Summary Report

4.1 Highland Council have moved towards more detailed reporting of Police Performance at a local level. With this in mind, this is a good opportunity to revise the format of reporting and the attached document at Annexe A has been drafted with a view to doing this.

4.2 This document will now cover all priorities featured in the local Policing Plan and evidence Prevention and Intervention work corresponding to each of the policing priorities, provide local narrative in relation to Serious and Organised Crime and Counter Terrorism.

Further there is an additional paper for the interest of elected members. This paper gives further information in relation to the mobile working initiative.

Designation: Area Commander

Date: 14 August 2019

Author: Chief Inspector Jamie Wilson

Background Papers: Progress made against the objectives set within the Highland Policing plan 2017- 20, Year 2 and 3, covering 1 April 2018 – 30 June 2019.

Additional Paper entitled Introduction to Mobile Working

CAITHNESS - PERFORMANCE AGAINST LOCAL POLICING PLAN 2017/20

PRIORITY – Road Safety and Road Crime

Intention – Whilst working with Partners, enhance Road Safety across the Highland Area

Objective – Whilst working with Partners, deliver a Road Safety Strategy which focuses on: Challenging Driver Behaviour; Education at the road side and elsewhere; Detection of offences linked to contributing factors of Fatal and Serious Road Collisions; and collectively reducing potential harm.

PRIORITY – Violence, Disorder and Anti-social Behaviour including Alcohol and Drugs Misuse

Intention – With partners, better understand the causes to prevent and reduce instances of Anti-social Behaviour, Violence and Disorder to enhance community safety across the Highland Area

Objective – Work with partners to share information, support Education, Prevention, Diversionary and Enforcement Measures linked to harmful alcohol consumption; maintain robust procedures around licensed premises; support victims of violent crime by working with partners to improve service provision and prevent repeat victimisation.

Violence, Disorder & Antisocial Behaviour - Stop and Searches

PRIORITY – Acquisitive Crime

Intention – With Partners and Communities, prevent instances of acquisitive crime across the Highland area

Objective – With Partners, share information, support education, prevention, diversionary and enforcement activity linked to acquisitive crime; develop work with targets - recidivist offenders - to reduce reoffending linked to acquisitive crime e.g. Persistent Offenders programme; enhance the use of all media platforms to raise awareness of local and national preventative initiatives.

PRIORITY – Protecting People at Risk of Harm

Intention – Protect people at risk of harm

Objective – With Partners we will focus on safeguarding communities; with Partners we will address emerging issues through Prevention and Intervention

PRIORITY – Serious & Organised Crime

Intention – With Partners, reduce the threat, risk and harm caused by Serious Organised Crime

Objective – With Partners work to safeguard the Highland area by taking all opportunities to prevent crime and make the Highland area a hostile environment for Serious & Organised Crime Groups; to improve outcomes for individuals and communities and reduce offending through prevention, early intervention and diversion; in support of our Partners in the Local Authority and NHS via the Highland Alcohol and Drug Partnership Strategy we will direct those who are substance dependant towards recovery through prevention, treatment and support services; with Partners work to reduce the instances of substance misuse in our communities

PRIORITY – Counter Terrorism & Domestic Extremism

Intention – Support the delivery of the CONTEST strategy to reduce the threat posed by terrorism and domestic extremism

Objective – Strengthen PREVENT work with Partners and institutions; with Partners, support individuals who are vulnerable to terrorism and violent extremism; strengthen PREVENT work in relation to the internet and Social Media; Effective Multi-agency planning in respect of Counter Terrorism is taking place; Develop our ability to response effectively to any terrorist attack (with a specific focus on emerging high-risk threats, and specialist capabilities).

CAITHNESS - PERFORMANCE AGAINST LOCAL POLICING PLAN 2017/20

| PRIORITY – Road Safety and Road Crime | | <u>April 2019 – June 2019</u> | | | |
|--|---|--------------------------------------|------------------------|--------------------------|--|
| Target | | YTD 2018/19 | YTD 2019/20 | YTD Variation | Context/Narrative |
| Reduce the number of people killed on the roads in Caithness area. | | 1 | 0 | -1 | |
| Number of people detected for drink / drug driving offences | North Area Command – Due to system configurations these figures are not available at multi-member ward level. | 38 | 28 | -10 | Includes failure to provide a specimen |
| Number of people detected for speeding. | | 344 | 304 | -40 | |
| Number of people detected for mobile phone offences. | | 16 | 19 | 3 | |
| Number of people detected for seat belt offences | | 29 | 30 | 1 | |

| PRIORITY – Road Safety and Road Crime | | <u>April 2018 – March 2019</u> | | | |
|--|--|---------------------------------------|------------------------|--------------------------|---|
| Target | | YTD 2017/18 | YTD 2018/19 | YTD Variation | Context/Narrative |
| Reduce the number of people killed on the roads in Caithness area. | | 1 | 3 | 2 | A936 Bridge of Forss - One vehicle RTC. Motorcyclist later died in hospital Unclassified near A836 from Thurso- One vehicle RTC. Driver died following injury sustained. A882 Milton - Two vehicle RTC. Driver of one vehicle sustained fatal injuries. |

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|---|--|------|------|------|--|
| Number of people detected for drink / drug driving offences | North Area Command – Due to system configurations these figures are not available at multi-member ward level. | 131 | 147 | 16 | Includes failure to provide a specimen |
| Number of people detected for speeding. | | 1239 | 1097 | -142 | |
| Number of people detected for mobile phone offences. | | 80 | 38 | -42 | |
| Number of people detected for seat belt offences | | 141 | 71 | -70 | |
| Prevention and Intervention Activity | Driving Ambitions scheduled for Thurso High School | | | | |
| Road Traffic Operations/Campaigns | <p>Rider Refinement North - 'Rider Refinement North' is a one day course, which has been part funded by Transport Scotland's Road Safety Framework Fund. During 2018, 6 Rider Refinement North days were run in Highland between May and October resulting in 61 riders participating over the 6 days. Positive feedback received with 90% of participants saying they were 'very satisfied' with the course and a 99% satisfaction rate.</p> <p>Looking forward over the next few months, 7 days are planned for Highland with 84 places available Please email operationriderrefinement@scotland.pnn.police.uk for more information and to book a place.</p> <p>Operation Cedar - Operation CEDAR (Challenge, Educate, Detect and Reduce) builds on established practices and will continue to focus on various agencies working in partnership to reduce the number of people killed and seriously injured in the area. Operation CEDAR involves proactive multi-agency enforcement operations on the roads, which sits alongside education activity and is aimed at improving the behaviour of drivers of all ages behind the wheel.</p> <p>Partner agencies continue to work together to gain a greater understanding of the factors which could be used to improve the safety of everyone on the roads and together respond to these issues.</p> <p>Operation Close Pass – Cyclists are welcome visitors to the Highland and Islands, they contribute to the local economies and in addition, urban cycling whether for leisure or commuting is becoming increasingly more popular throughout Highland and Islands. Operation Close Pass encourages motorists to give consideration to cyclists when passing and respect their status as vulnerable road users. Sessions are scheduled to take place during June 2019.</p> <p>Keep Left Campaign – This campaign encourages safer driving in the Highlands and is especially aimed towards foreign drivers. Please follow link for more information - https://www.roadwise.co.uk/2019/04/12/keep-left-campaign-targets-foreign-tourists-on-highland-roads</p> <p>Local activity in the Caithness area saw a road safety event – HMS Vulcan - multi agency with 120 persons attending as well as Police participating in the Junior Road Safety Officer event in Wick.</p> | | | | |

| PRIORITY – Violence, Disorder and Anti-social Behaviour including Alcohol and Drugs Misuse | | | April 2019 – June 2019 | | | |
|--|-------------------------|-------------------------|------------------------|-------------|---------------|---|
| Target | Baseline 5 Year Average | Baseline 3 Year Average | YTD 2018/19 | YTD 2019/20 | YTD Variation | Context/Narrative |
| Licensed Premises Checks | | | 295 | 215 | -80 | Continued liaison and support of licensed premises. Information sessions delivered to Pubwatch in relation to drugs misuse |
| Increase the number of positive stop searches/ confiscations for those possessing alcohol. | | | | | | See Stop and Search details at Antisocial Behaviour / Disorder section below |
| Increase the number of positive stop searches/ confiscations for those possessing drugs. | | | | | | |
| Increase the number of offences reported for the supply or being concerned with the supply of drugs. | 3.4 | 2.0 | 0 | 3 | 3 | Number of detections for Drugs supply, production and cultivation. In addition on 3 occasions, packages containing controlled substances have been intercepted prior to delivery. |
| Reduce number of drug related deaths in Caithness | | | 1 | 0 | -1 | Police sit on Highland Drugs Death Review Group as well as Highland Drugs Related Death Prevention Group. |
| Reduce the number of Breach of the Peace/Threatening, Abusive behaviour Crimes | 42.6 | 36.0 | 37 | 27 | -10 | 27% decrease. Figure well below 5 year and 3 year average |
| Reduce the occurrences of common assault | 61.6 | 60.0 | 42 | 88 | 46 | Increase and above 5 year average. This is attributed to a series of linked offences by a small number of offenders. |
| Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook. | | | | 0 | | Safer Caithness continues to work closely with partnership agencies. Briefings are twice weekly with a face to face meeting once a month. Through this early intervention, there are currently no Stage 3 Notebook addresses. Joint visits regularly conducted reinforcing the message that any form of Anti-social behaviour will not be tolerated |
| Number of antisocial behaviour orders in place. | | | | 2 | | |

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|-----------------------------------|------|------|----|----|---|---|
| Reduce the incidents of vandalism | 63.8 | 64.3 | 54 | 59 | 5 | Small increase however figure still below 5 year and 3 year average |
|-----------------------------------|------|------|----|----|---|---|

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| PRIORITY – Violence, Disorder and Anti-social Behaviour including Alcohol and Drugs Misuse | <u>April 2018 – March 2019</u> |
|---|---------------------------------------|

| Target | Baseline 5 Year Average | Baseline 3 Year Average | YTD 2017/18 | YTD 2018/19 | YTD Variation | Context/Narrative |
|--|-------------------------|-------------------------|-------------|-------------|---------------|--|
| Licensed Premises Checks | | | 1069 | 916 | -153 | Continued liaison and support of licensed premises |
| Increase the number of positive stop searches/ confiscations for those possessing alcohol. | | | | | | See Stop and Search details at Antisocial Behaviour / Disorder section below |
| Increase the number of positive stop searches/ confiscations for those possessing drugs. | | | | | | |
| Increase the number of offences reported for the supply or being concerned with the supply of drugs. | 8.8 | 10.7 | 9 | 13 | 4 | Number of detections for Drugs supply, production and cultivation. In addition on 21 occasions, packages containing controlled substances have been intercepted prior to delivery. |
| Reduce number of drug related deaths in Caithness | | | 4 | 9 | 5 | Police sit on Highland Drugs Death Review Group as well as Highland Drugs Related Death Prevention Group. |
| Reduce the number of Breach of the Peace/Threatening, Abusive behaviour Crimes | 187.8 | 164.7 | 108 | 125 | 17 | Figure well below 5 year and 3 year average. |
| Reduce the occurrences of common assault | 275.0 | 281.0 | 268 | 211 | -57 | 21% decrease and figure well below 5 year and 3 year average. |
| Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook. | | | | 0 | | Safer Caithness continues to work closely with partnership agencies. Joint visits regularly conducted reinforcing the message that any form of Anti-social behaviour will not be tolerated |
| Number of antisocial behaviour orders in place. | | | | 2 | | |

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|--------------------------------------|--|-------|-----|-----|----|--|
| Reduce the incidents of vandalism | 264.4 | 256.0 | 233 | 253 | 20 | Figure below 5 year and 3 year average |
| Prevention and Intervention Activity | <p>Operation Keeva – This Lochaber initiative concentrated on supporting licensees and inhibiting drug dealing within licensed premises. By offering education and support to licensees as well as reminding them of their responsibilities as license holders, Police Scotland worked in partnership and rolled out an education, support and enforcement programme. This has further developed across the Division and area commands have embraced Operation Keeva and further dates have been identified for action in Caithness. Information sessions delivered to licensees in Thurso encouraging them and their staff to report concerns in all areas of criminality including misuse of drugs.</p> <p>Rock Challenge – Police Scotland N Division remains committed to reducing Violence, Disorder and Antisocial Behaviour. We maintain a collaborative approach with Partners in order to reduce the harm it causes in our communities. N Division Police, Prison and Fire service came together to create an educational input to accompany participation in Rock Challenge. This was delivered to all schools based in the Highland area. This was a significant commitment by the Services and aimed to educate young people on the legal consequences of drug/alcohol misuse, this accompanies and compliments Rock Challenge which is a Diversionary scheme and the focus is on healthy lifestyle choices and the consequences of involvement with drugs/alcohol. Thurso High School were one of the successful four in making it to the final.</p> <p>Information sessions delivered to 80 members of staff and students at North Highland College, regarding drugs misuse</p> | | | | | |

| Violence, Disorder & Antisocial Behaviour - Stop and Searches | | | |
|---|--|------------------------|------------------------|
| <u>April 2019 – June 2019</u> | | April 2019 – June 2019 | April 2019 – June 2019 |
| | Number of stop and searches conducted (total) | 90 | 26 (positive search) |
| | Number of statutory stop and searches conducted | - | - |
| | Number of consensual stop and searches conducted | - | - |
| | Number of consensual stop and searches refused | - | - |
| | Number of seizures made | 2 | - |

| Violence, Disorder & Antisocial Behaviour - Stop and Searches | | | |
|---|--|-------------------------|-------------------------|
| <u>April 2018 – March 2019</u> | | April 2018 – March 2019 | April 2018 – March 2019 |
| | Number of stop and searches conducted (total) | 330 | 108 (positive search) |
| | Number of statutory stop and searches conducted | - | - |
| | Number of consensual stop and searches conducted | - | - |
| | Number of consensual stop and searches refused | - | - |
| | Number of seizures made | 8 | - |

Positive Stop Search - A positive stop and search is when an item is recovered where possession of same implies criminality on the part of the individual being searched or any other; or potentially compromises the safety of that individual or another.

A **seizure** occurs when - alcohol, and/or; tobacco product, and/or; cigarette papers are surrendered, or are removed from an individual by a Police Officer, for the purpose of safeguarding the health and well-being of that individual or any other, in circumstances where the stop and search tactic has NOT been utilised and no physical search of an individual has taken place.

| PRIORITY – Acquisitive Crime | | | | <u>April 2019 – June 2019</u> | | |
|--------------------------------|-------------------------|-------------------------|-------------|-------------------------------|---------------|---|
| Target | Baseline 5 Year Average | Baseline 3 Year Average | YTD 2018/19 | YTD 2019/20 | YTD Variation | Context/Narrative |
| Number of Housebreaking crime | 6.2 | 6.0 | 2 | 6 | 4 | Performance trend is stable in relation to 5 year average |
| Number of theft by shoplifting | 8.0 | 8.7 | 13 | 13 | 0 | No increase on same period last year. |
| Number of motor vehicle crime | 6.4 | 4.3 | 5 | 3 | -2 | Decrease and below 5 year and 3 year average |

| PRIORITY – Acquisitive Crime | | | | <u>April 2018 – March 2019</u> | | |
|--------------------------------------|---|-------------------------|-------------|--------------------------------|---------------|--|
| Target | Baseline 5 Year Average | Baseline 3 Year Average | YTD 2017/18 | YTD 2018/19 | YTD Variation | Context/Narrative |
| Number of Housebreaking crime | 43.0 | 38.0 | 35 | 46 | 11 | Increase relates to a localised area in Wick |
| Number of theft by shoplifting | 38.8 | 31.7 | 30 | 60 | 30 | Ongoing training with local retailers and their staff regarding crime prevention. 88.3% detection rate |
| Number of motor vehicle crime | 26.0 | 24.3 | 23 | 26 | 3 | Performance trend is stable in relation to 5 year average |
| Prevention and Intervention Activity | <p>The Banking Protocol is an initiative between the police, banking institutions & Trading Standards. Its aim is at the earliest opportunity to identify vulnerable victims who are in the process of being defrauded of funds from their bank accounts by unscrupulous criminals and to intervene to prevent these crimes. The Protocol is designed to provide a standardised method for how these concerns are dealt with and reported to police and to stop multiple victimisation. This protocol commenced nationally and in the Highland region during March 2017. Since then financial institutions have embraced this protocol and as a result during the last reporting year Highland and Islands have recorded over £679,000</p> | | | | | |

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| | <p>in prevented loss.</p> <p>This is further complimented by Shut out Scammers - this new campaign is a rebrand of 'Operation Monarda' and primarily focusses on doorstep crime prevention, as well as other scams that have a detrimental impact on householders including mail, telephone and online. Police Scotland Highland and Islands worked closely with a variety of partners including; Trading Standards, Citizens Advice, Neighbourhood Watch Scotland, Crimestoppers, Scottish Fire and Rescue and Victim Support amongst others, in order to maximise opportunities to promote prevention advice across the country and to increase public engagement in the hope of raising awareness of this widely under reported crime.</p> <p>Multi agency enforcement action with trading standards around the sale of counterfeit and sub standard cigarette and tobacco items.</p> <p>ATM initiative – Police attended at Thurso with a mock ATM machine in order to help the public identify warning signs in relation to skimming devices. Further awareness raising was directed at shop staff regarding carrying out ATM checks.</p> |
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| PRIORITY – Protecting People at Risk of Harm | | | | <u>April 2019 – June 2019</u> | | |
|--|-------------------------|-------------------------|-------------|-------------------------------|---------------|------------------------------|
| Target | Baseline 5 Year Average | Baseline 3 Year Average | YTD 2018/19 | YTD 2019/20 | YTD Variation | Context/Narrative |
| Class 2 Crimes -sexual crimes | 16.2 | 22.7 | 26 | 15 | -11 | Includes non-recent offences |

| PRIORITY – Protecting People at Risk of Harm | | | | <u>April 2018 – March 2019</u> | | |
|--|--|-------------------------|-------------|--------------------------------|---------------|------------------------------|
| Target | Baseline 5 Year Average | Baseline 3 Year Average | YTD 2017/18 | YTD 2018/19 | YTD Variation | Context/Narrative |
| Class 2 Crimes -sexual crimes | 62.0 | 69.3 | 72 | 90 | 18 | Includes non-recent offences |
| Prevention and Intervention Activity | <p>Missing Persons - Over the last reporting year, each area command have appointed a local police liaison officer who maintains contact and liaison with the residential units in the area. This role has developed and regular contact has built a good relationship with residential unit(s). Where required this officer also works in conjunction with the missing person co-ordinator who similarly enjoys a good working relationship with residential units. North Highland has dealt with 311 reports of missing persons during the last report year, of which 151 related to care experienced young people.</p> <p>Operation Portrait - Operation Portrait' is the Divisional response to Child Sexual Exploitation (CSE), a form of child sexual abuse in which a person, of any age, takes advantage of a power imbalance to force or entice a child into engaging in sexual activity in return for something received by the child and/or those perpetrating or facilitating the abuse. By promoting awareness and focusing activities, N Division will ensure best practice and an increased understanding of CSE risk factors and indicators in relation to our roles and responsibilities for these children as their Corporate Parent. Working with partners we will continue to protect our children and young people in the Highlands.</p> <p>Suicide Intervention and Prevention Programme (SIPP) – Delivered through the Highland Community Planning Partnership. Suicide is a sensitive subject, which will have touched many if not all of us. It's everyone's responsibility, and by spreading awareness we aim to break down stigma, encourage honest talk and good listening, and ultimately enable more people who feel distressed or suicidal to seek and receive help. This course is being delivered by and offered to staff of the various member organisations of Highland Community Planning Partnership. These include Highland Council, NHS, Fire, Police, Highlands &</p> | | | | | |

Islands Enterprise, UHI, Scottish Natural Heritage and Third Sector. Current Scottish Government Policy has an aim to reduce suicides by 20%. Please see links below and feel free to share them with friends, family and beyond –

1. [Ask, tell, save a life: every life matters animation.](#)
2. [Ask, tell, have a healthy conversation animation.](#)
3. [Ask, tell, look after your mental health.](#)

PRIORITY – Serious & Organised Crime

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| <p>Serious & Organised Crime</p> | <p>County Lines - when criminals from major cities such as Liverpool, Manchester, London and Birmingham are expanding their drug networks to other areas, bringing with it serious criminal behaviour such as violence, exploitation and abuse. The term County Lines refers to the use of a single telephone number to order drugs, operated from outside the local area. They often set up a base in a rural area for a short time, taking over the home of a vulnerable person by ‘cuckooing’ and use adults and children to act as drug runners. Preventions and Interventions delivered advisory presentations to Partner agencies including Housing, Social Work and NHS.</p> |
| <p>Prevention and Intervention Activity</p> | <p>Police Scotland has relaunched an awareness-raising initiative aimed at preventing young people from falling into a life of crime. Working in partnership with the Scottish Government, police have devised an educational pack for young people that shows the devastating effects of Serious Organised Crime.</p> <p>“The Slide” is a specially-created film detailing a young man's downward spiral into criminality from his teenage years into early adult life. After watching each film scene, attendees participate in a range of discussions to promote positive lifestyle choices and discuss the consequences of becoming involved in crime.</p> <p>The vast majority of Highland's youth will never commit a criminal offence, or have any negative engagement with the criminal justice system. However, it is essential that we work closely with our partners to deter young people from making bad decisions, which can seriously impact upon their future. Information sessions were delivered to schools in the Caithness area.</p> <p>Drugs and intelligence sessions delivered to CNC instructional staff including County Lines and Cuckooing (when drug dealers take over the home of a vulnerable person in order to use it as a base for drug dealing)</p> |

PRIORITY – Counter Terrorism & Domestic Extremism

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| Counter Terrorism & Domestic Extremism | <p>WRAP (Workshop to Raise Awareness of Prevent) The workshop covers issues such as crime, normal social processes that are used to influence and manipulate, case studies that cut across the spectrum of extremism, terrorist ideologies and factors which may contribute to an individual's susceptibility to a terrorist ideology.</p> <p>In particular, it seeks to support them to recognise that using their existing expertise and professional judgement, they may be able to recognise potentially vulnerable individuals who may be susceptible to being persuaded by an extremist or terrorist ideology. Workshops delivered to partners across the Highlands.</p> <p>ACT Now delivered to schools across the Highlands.</p> <p>Counter Terrorism Liaison with CNC, Dounreay</p> |
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Introduction - Mobile Working

Background

From 27 August 2019 Mobile Working will be introduced across Highlands and Islands Division of Police Scotland.

Mobile Working was first introduced in Tayside in June and will be introduced to the rest of Scotland on a phased approach.

Mobile Working means that police officers will be operating mobile devices as part of their operational duties.

You may notice something different about your local police officers' uniform. They will now be in possession of mobile devices which may be secured to their body armour / jackets adjacent to their radio.

This means that officers will be able to use their mobile devices to remotely access police systems which will increase officers' time working with the public and on incidents - or conducting patrols and preventing crime.

Key messages

- From summer 2019, members of the public will see Police Scotland officers using mobile devices as part of their operational duties. This means you may see police officers operating mobile devices in public areas or within police vehicles.
- The addition of mobile devices will mean police officers can do more administrative tasks whilst outwith a police building meaning less time is spent within police stations.
- Officers are permitted to work from their mobile devices in public places – this is also a chance for both members of the public and police officers to engage.
- Officers will use their new mobile devices to remotely access police systems which will increase officers' time working with the public and on incidents - or conducting patrols and preventing crime.
- Mobile Working will help to increase officer visibility, engagement and accessibility to the public.
- Mobile Working is positively changing the operational policing approach in Scotland through the improved use of mobile technology and a change in culture which allows officers to work more effectively within communities.