

Agenda Item	3.
Report No	CP/01/24

## HIGHLAND COUNCIL

**Committee:** Communities and Place Committee

**Date:** 6 March 2024

**Report Title:** Police – Performance Report

**Report By:** Chief Superintendent Robert Shepherd –  
Divisional Commander (N Division)

### 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 2023-2026.

### 2. Recommendations

- 2.1 Members are invited to note:

- i. Progress made against the objectives set within the Highland Local Policing Plan 2023-2026 Year 1, attached as Annex A to this report, for the period covering 01 April 2023 – 31 December 2023.

### 3. Report Format – Police Area Performance Summary Report

- 3.1 This document will now cover all priorities featured in the Local Policing Plan and evidence Prevention and Interventions work corresponding to each of the Policing Priorities, provide local narrative in relation to Serious and Organised Crime and Counter Terrorism.

### 4. Implications

- 4.1 Resource – There are no immediate resource applications arising from this noting report.
- 4.2 Legal – There are no immediate legal implications arising from this noting report.

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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.

Chief Superintendent Robert Shepherd  
Divisional Commander – N Division  
29 February 2024

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**Performance Against  
Local Policing Plan 2023-2026**



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

Highland Communities and Place Committee  
Wednesday 6 March 2024

Reporting Period - 01 April 2023 – 31 December 2023



Report by Chief Superintendent Robert Shepherd –  
Divisional Commander (N Division)

Communities, People and Partnerships... at the Heart of the  
Highlands



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## Introduction by the Divisional Commander

I am pleased to present the N Division Scrutiny Report, as the Divisional Commander for Highland and Islands. This report specifically covers the Highland area for the reporting period 01 April 2023 – 31 December 2023.

The demands placed on the Police have been unique and continue to be challenging. The Police continue to assist and support Partners working within communities, whilst at the same time fulfilling traditional Police activity which has had both a personal and organisational strain on Policing.

Demands on Policing continue to increase and this is likely to be seen in statistics during the remainder of the reporting year.

The improved financial settlement in relation to Police Scotland's budget for 2024/2025 appears to have safeguarded against the loss of 6+ posts that I previously forecasted at this meeting in August 2023.

The threat of the loss of the 6 posts within Operational Support Division within Inverness has been negated and our strong case for keeping them has been acknowledged by the Force Executive at Police Scotland Headquarters at Tulliallan.

Planning for 2024/2025 included consultation in relation to finance with regards to N Division's overtime budget, recognising our unique Policing model due to the different challenges faced by the Division. Having received a budget of £563,000 in the last financial year with a forecast spend of £930,000, it appears that N Division will be allocated between £850,000 and £1.05 million for the 2024/2025 financial year.

Police Scotland is currently undergoing a Voluntary Redundancy (VR) / Voluntary Early Retirement (VER) process for Police Staff. I want to reassure you all that N Division is being consulted in relation to all applications for VR/VER and will protect posts that are essential for our service delivery.

The interpretation of statistics from the reporting period and comparisons to the previous year and 3 Year Average can be difficult and one should be wary of drawing hasty conclusions following the COVID-19 pandemic.

Officers have been active across all priority areas of our Policing Plan. We have maintained a proactive presence on Highland roads, enforcing road traffic legislation, working with Partners to improve road safety and investigating road traffic collisions which can be seen within the statistics.

We have seen reductions in some areas of acquisitive crime against Year on Year with a significant increase in relation to Theft by Shoplifting.

There has been a slight decrease in Domestic Crime against the 5 Year Average with a minimal increase from the previous year. There has been an increase in Sexual Crime against the 5 Year Average with a reduction Year on Year.

We have strong partnership relationships, structures and working arrangements for the protection of vulnerable people, which we will continue to develop. Our work tackling serious organised criminals, especially those engaged in County Lines has continued to be disruptive and also identifies vulnerable people involved in this practice.

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Partnership is also a key feature of our approach to countering terrorism, which continues with public sector, private sector, education and third sector Partners and our communities.

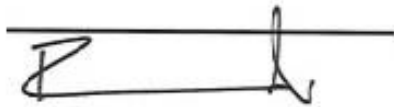
The implementation of technology through mobile devices, crime and case management systems continue to improve the efficiency and effectiveness of Policing in Highland and allow officers more time to actively patrol their communities.

In order to support officers who are currently non-deployable, whilst at the same time ensuring best use of our resources, a Service Delivery Team has been established within Inverness Area Command enhancing the service provided to the public through early engagement and liaison. Specifically, the team will focus on certain lower level crimes, allowing response officers to continue to deploy to other ongoing incidents in a timeous manner.

Assaults against officers continue to be at an unacceptable level. N Division has the highest rate of assaults against officers per head within Police Scotland.

Finally, with that in mind, I updated you at the August 2023 meeting that I had volunteered N Division to be the Pilot Division within Police Scotland for officers to wear and utilise Body Worn Cameras. I can now confirm that Police Scotland's business case for Body Worn Cameras has been agreed by the Scottish Police Authority and has concluded the tender process. Police Scotland seeks to roll-out Body Worn Cameras over the next 12-18 months and forms one of our Chief Constable's priorities for Local Policing.

This report highlights the positive work and the challenges continually faced by officers in Highland.



**Chief Superintendent Robert Shepherd**  
**Divisional Commander – N Division**

# Local Policing Priorities

The Local Policing Priorities for the N Division area are decided by data from our Strategic Assessment which details Threats and Risks, and also feedback from Local Authorities, Partners and residents in the Your Police survey.



**ROAD SAFETY AND ROAD CRIME**

Collaborate to reduce casualties and crime on our roads



**ANTISOCIAL BEHAVIOUR, VIOLENCE AND DISORDER**

Engage with the public and communities to reduce and prevent crime



**ACQUISITIVE CRIME**

Reduce crime through preventing offending and reducing re-offending



**PROTECTING VULNERABLE PEOPLE**

Support people considered vulnerable through working with partners



**SERIOUS ORGANISED CRIME**

Reduce the harm caused by serious organised crime including cyber related crime



**TERRORISM AND PUBLIC ORDER**

Prevent, Pursue, Protect and Prepare through collaborative preparedness

## N Division (Highland): At a glance

### **Road Safety and Road Crime**

Overall, Road Crime offences have increased by 22.2% (1215.2 more offences) against the 5 Year Average and increased by 36.2% (1776 more offences) against the Last Year To Date (LYTD).

Offences in relation to Disqualified Driving have increased by 46.9% (15.0 more offences) against the 5 Year Average and decreased by 2.1% (1 fewer offence) against the LYTD.

Mobile Telephone offences have increased by 92.3% (93.6 more offences) against the 5 Year Average and increased by 54.8% (69 more offences) against the LYTD.

Failure to Insure Against Third Party Risk offences have increased by 28.6% (154.4 more offences) against the 5 Year Average and increased by 27.1% (148 more offences) against the LYTD.

### **Anti-Social Behaviour, Disorder and Violence (including Alcohol and Drugs Misuse)**

Overall, Anti-Social Behaviour has increased by 7.2% (224.2 more crimes) against the 5 Year Average and increased by 7.8% (244 more crimes) against the LYTD.

Offences in relation to Culpable and Reckless Conduct have increased by 33.5% (12.8 more crimes) against the 5 Year Average and increased by 50.0% (17 more crimes) against the LYTD.

Offences in relation to Assault have increased by 13.6% (180.6 more crimes) against the 5 Year Average and increased by 10.8% (148 more crimes) against the LYTD.

Offences in relation to Murder have increased by 122.2% (2.2 more crimes) against the 5 Year Average and increased by 300.0% (3 more crimes) against the LYTD.

### **Acquisitive Crime**

Overall, Acquisitive Crime has increased by 40.4% (818.2 more crimes) against the 5 Year Average and increased by 30.4% (663 more crimes) against the LYTD.

Offences in relation to Housebreaking (All) have increased by 9.7% (17.8 more crimes) against the 5 Year Average and increased by 1.0% (2 more crimes) against the LYTD.

Fraud offences have increased by 45.7% (136.2 more crimes) against the 5 Year Average and decreased by 1.1% (5 fewer crimes) against the LYTD.

### **Protecting Vulnerable People**

Overall, Sexual Crime has increased by 16.0% (70.2 more crimes) against the 5 Year Average and decreased by 2.7% (14 fewer crimes) against the LYTD.



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Domestic related offences has decreased by 5.2% (46.2 fewer crimes) against the 5 Year Average and increased by 1.3% (11 more crimes) against the LYTD.

Offences in relation to Hate Crime has increased by 31.3% (28 more crimes) against the 5 Year Average and increased by 20.0% (18 more crimes) against the LYTD.

### **Serious and Organised Crime**

Detective Chief Inspector Craig Still stated:

***“In common with other areas of Scotland the Division has experienced significant challenges from the presence of Organised Crime Groups. This resulted in a period of violence in the Inverness and Ross-shire areas in late 2023 which culminated in an attempted Murder and Murder directly linked to County Line activity. To tackle these threats the Division has developed a tactical plan based on the 4D principles of tackling Serious and Organised Crime with the aim of making the Highlands as hostile an environment as possible for these groups to operate in”.***

### **Counter Terrorism & Domestic Extremism**

Police Constable Lisa Campbell, N Division’s Local Counter Terrorism Officer stated:

***“As the Counter Terrorism Liaison Officer (CTLO) for N Division, I ensure areas have a Local Contest Liaison Officer who is kept up to date on latest developments in Contest. I liaise with CT Intelligence, CT Security Advisors, the Prevent Delivery Unit as well as local Area Commanders to address any CT related matters in the area and provide support to the Area Command if required”.***

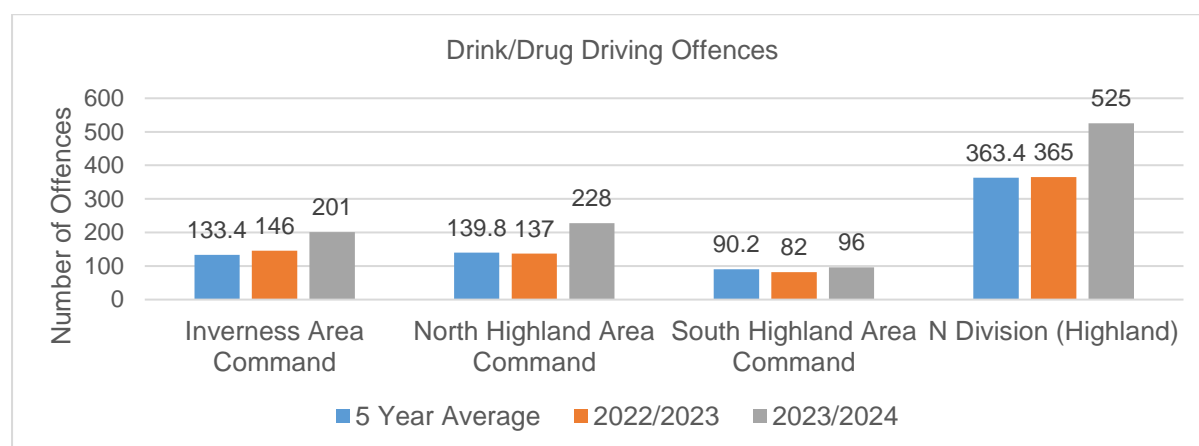
# Road Safety and Road Crime

**Intention - With Partners, enhance Road Safety across the Highland Area.**

**Objective – With Partners, deliver a Road Safety Strategy focusing on: Challenging driver behaviour; Education at the road side and elsewhere; Detection of offences linked to contributing factors of Fatal and Serious Road Traffic Collisions and collectively reducing potential harm.**

	5 Year Average	3 Year Average	YTD 2022/2023	YTD 2023/2024	YTD Variation	Detection Rate
Number of Fatalities - Road Traffic Collisions	16.6	16.7	29	11	-18	N/A
Drink/Drug Driving Offences	363.4	400.0	365	525	160	89.0%
Speeding Offences	1837.6	1496.0	1071	1957	886	99.4%

## 2023/2024 Drink/Drug Driving Offences -



Inspector Donald MacKinnon of the Road Policing Unit, Operational Support Division stated:

***“For the reporting period, there were 11 road deaths across Highland, one of which occurred on the A9. One foreign driver was involved in a fatal collision on the A82. Whilst these figures represent a significant reduction in road deaths, we acknowledge that road users are still being seriously injured and killed on our road network and we continue to strive to deliver a road safety message through robust enforcement activity alongside preventative inputs. Investigating road deaths can be complex and protracted and we face competing***

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***demands but despite various challenges, we continue to deliver a high quality service, patrol the roads and interact with road users with the aim of positively influencing driver behaviour”.***

### **Operation CEDAR** (Challenge, Educate, Detect and Reduce) -

This builds on established practices and continues to focus on a collaborative approach focussed on reducing road casualties in the Highland area. Operation CEDAR involves proactive multi-agency enforcement operations on the roads which sits alongside preventative activity aimed at improving driver behaviour. Partner agencies continue to work together to improve understanding of the factors which could contribute to improving road safety for everyone on the roads and together respond to these issues.

### **Driver Engagement North** -

This innovative road safety initiative focuses on interacting with older drivers and their friends and families at a variety of venues within the Highlands and Islands where we encourage open and honest conversations about fitness to drive. We use an interactive driving simulator designed to assess and highlight a participant's reactions, hazard awareness and any potential vulnerabilities. The project is led by the Police Scotland Highland and Islands Road Policing team and has since received additional funding which allow a national roll-out later this year.

Any interested parties looking for more information can contact: [highlandandislandsdriverengagement@scotland.police.uk](mailto:highlandandislandsdriverengagement@scotland.police.uk).

### **Rider Refinement North** -

This one-day course is delivered to the motorcycling community which aims to raise road safety awareness and encourage riders to think about the consequences risk taking behaviour. Led by police motorcyclists and accompanied by an Institute of Advance Motorists observer, the course considers key risk factors and provide riders with the knowledge and skills to ride in a safe manner. The course involves demonstration rides and observed rides with feedback from officers, motorcycle examination/safety checks of riders' bikes which should be carried out before any journey.

### **New Driver Early Intervention Scheme** -

This is aimed at encouraging safe driving practices amongst new and learner drivers. The scheme generally targets drivers between 17-25 years of age who are statistically more likely to be involved in a collision.

Classroom inputs are delivered to young drivers such as apprentices, students and private/public sector employees across the divisional area.

Police Scotland, Highland Council and the Scottish Fire and Rescue Service have recently collaborated to allow the delivery of this scheme to senior secondary school pupils within Highland area.

### **Operation Close Pass** -

Close Pass is a cycle safety initiative which aims to highlight how much room motorists should allow when passing cyclists who are considered to be vulnerable road users. This educational initiative is aimed at changing driver behaviour through engagement and interaction.

### **Visitor Management / North Coast 500 (NC500)** -

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There are robust Road Policing plans in place for motorcyclists/vulnerable road users and Visitor Management for the year ahead. Analytical work is undertaken to ensure Police Scotland targets the right locations at the right time. We are committed to reducing road casualties across the Highland area and daily patrols are conducted on priority routes in addition to specific days of action on key tourist routes such as the NC500 route, utilising car and motorcycle patrols. We aim to positively influence driver / road user behaviour, detect and deter criminality on the road network and provide reassurance to our communities. We continue to promote our activity through media channels and encourage anyone with road safety concerns to contact Police Scotland.

## Anti-Social Behaviour, Disorder and Violence (including Alcohol and Drug misuse)

**Intention – With Partners, better understand the causes to prevent and reduce instances of Anti-Social Behaviour, Disorder and Violence 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.**

	5 Year Average	3 Year Average	YTD 2022/2023	YTD 2023/2024	YTD Variation	Detection Rate
Murder	1.8	1.7	1	4	3	100.0%
Assault	1332.4	1306.7	1365	1513	148	67.0%
Serious Assault	84.0	81.3	87	101	14	80.2%
Drug Offences (All)	1110.8	1060.7	820	989	169	86.6%
Drug Deaths	22	24	28	11*	-17	N/A

\*The figure provided in relation to Drug Deaths is an estimated figure at time of publication. This is the total number in the reporting period in which N Division are treating as a suspected Drug Death, however the figure is subject to change as Post Mortem results and other information are received from NHS Highland.

Drug Deaths – Drug Related Deaths within the N Division area (Highland) is of significant concern. N Division continues to work with Partner Agencies in order to support individuals who find themselves involved with alcohol and controlled substance misuse. Every Drug Related Death within the N Division area is reviewed by the Harm Prevention Officer (HPO).

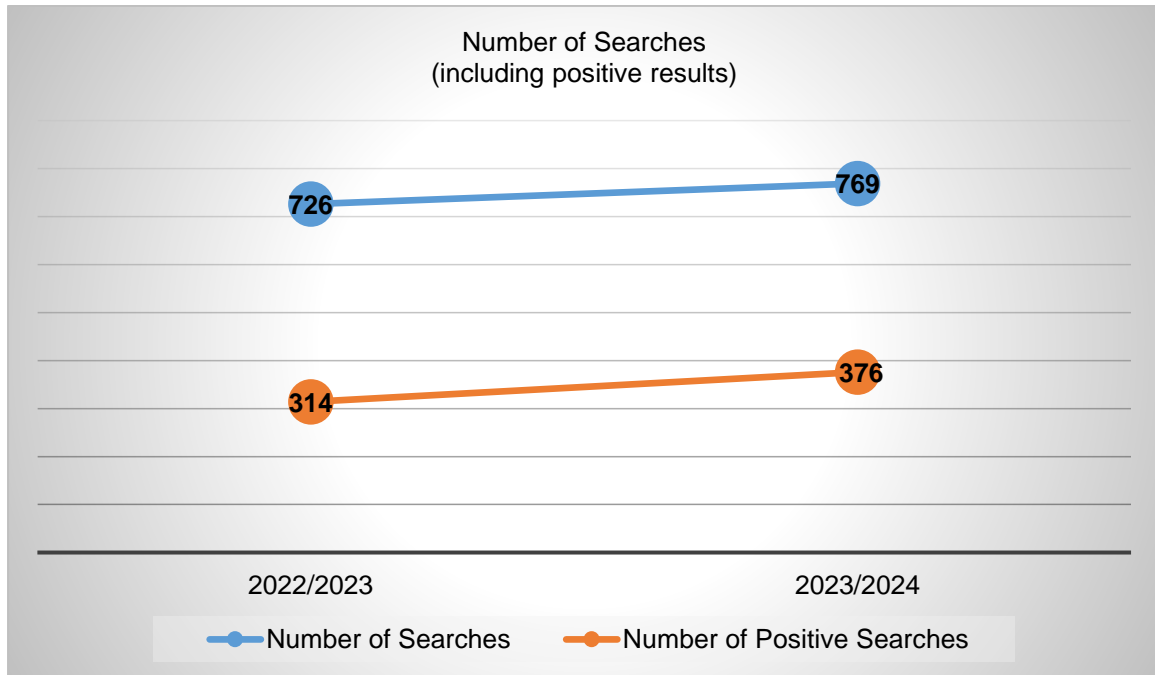
**Harm Prevention Officer** – Harm Prevention Officer (HPO) role was introduced within the N Division area in November 2020. This role is filled by a Police Constable who undertakes daily liaison between internal/external stakeholders with a view to reducing the risk posed to certain members of the public through alcohol and controlled substance misuse.

The HPO works with other Partners to target Cuckooing which is a crime whereby crime groups take over the home of a vulnerable person in order to use it as a base for County Lines offences. The HPO works within the nationally recognised Serious and Organised Crime Strategy (Divert, Deter, Disrupt, Detect) targeting the Divert and Deter strands.

The HPO is fully funded by NHS Highland via the Highland Alcohol and Drug Partnership (HADP).

The HPO works with other Partners to target Cuckooing which is a crime whereby crime groups take over the home of a vulnerable person in order to use it as a base for County Lines offences. The HPO works within the nationally recognised Serious and Organised Crime Strategy (Divert, Deter, Disrupt, Detect) targeting the Divert and Deter strands.

**Stop and Search** -



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.

**No Knives, Better Lives** - No Knives, Better Lives (NKBL) is a national capacity-building programme that supports primary prevention work related to knife carrying in Scotland. In 2009, the NKBL National Delivery Team at YouthLink Scotland and the Scottish Government began supporting Partners in 11 selected Local Authority areas to implement NKBL. The approach to prevention is informed by the principles and values of youth work and a public health approach to violence prevention. The focus is not just on what it is we do not want young people to do and how to stop them doing it, but also what we want young people to be able to do, how we support them to understand and navigate risk and to make positive life choices.

Police Scotland’s Prevention and Interventions Officers supported this initiative in the Highland area.

Further inputs continue to be undertaken by Prevention and Interventions Officers supported by Special Police Constables.

# 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.**

	5 Year Average	3 Year Average	YTD 2022/2023	YTD 2023/2024	YTD Variation	Detection Rate
Housebreaking (All)	184.2	180.3	200	202	2	26.2%
Fraud	297.8	367.3	439	434	-5	11.8%
Theft by Shoplifting	640.8	546.0	586	1135	549	61.6%
Motor Vehicle Crime	145.4	128.3	141	174	33	49.4%

## **Fraud** –

### **Banking Protocol**

N Division continues to work with Banks in relation to the Banking Protocol. This has allowed for a better understanding of the Police response, management of vulnerabilities and referrals/support available to victims.

This has and will continue to allow Bank staff to be aware as to the point in they feel that they can/should intervene.

**Rural Watch** - The Highland area is renowned for great natural beauty and the rural communities are safe places in which to live, work and visit. However, the nature of the environment and way of life means there are some crime prevention tips particularly relevant to rural life. Watch Schemes work well as a crime prevention and detection tool but are also extremely valuable in terms of enabling Highland communities to share information, allowing agencies to send out relevant crime alerts, and empower local communities to be more resilient.

To receive local ALERTS about crime and other threats in your area, simply click the green JOIN button on the Rural Watch Website - [www.ruralwatchscotland.co.uk](http://www.ruralwatchscotland.co.uk)

Detective Chief Inspector Craig Still stated:

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*“The Division continues to see an increase in acquisitive crime, with Theft by shoplifting offences continuing to increase. We continue to work closely with our partners in the retail sector in respect of providing advice around preventative and safeguarding measures for security. We continue to act against individuals involved in shoplifting, particularly repeat offenders.*

*All members of our communities are entitled to feel safe within their own homes and as such the investigation of domestic and commercial Housebreaking remains a priority for the Division.*

*Fraud and related offences continue to be of significant concern. Perpetrators of Fraud have well established methods of exploiting the vulnerable through online and telephone phishing offences. The rise in virtual currency has also seen individuals being exploited in fraudulent investment schemes. The Division continues to act on information supplied by partners including via the banking protocol where financial institutions can raise concern for customers at risk, directly to the Police. We continue to monitor new and emerging threats and trends and include this in our preventative approach, ensuring that we have clear messaging to the public, highlighting risks and steps to safeguard finances. We proactively engage with victims of Fraud to provide support and advice and protect them from further financial harm.*

*With our Partners in PPCW we continue to act upon intelligence in relation to rural crime, seeking opportunities to identify regional and national trends and take robust action against nominals who target our rural communities. We are proactive in providing messaging around acquisitive crime trends by sharing information with our internal and external partners, particularly in relation to targeting travelling offenders”.*



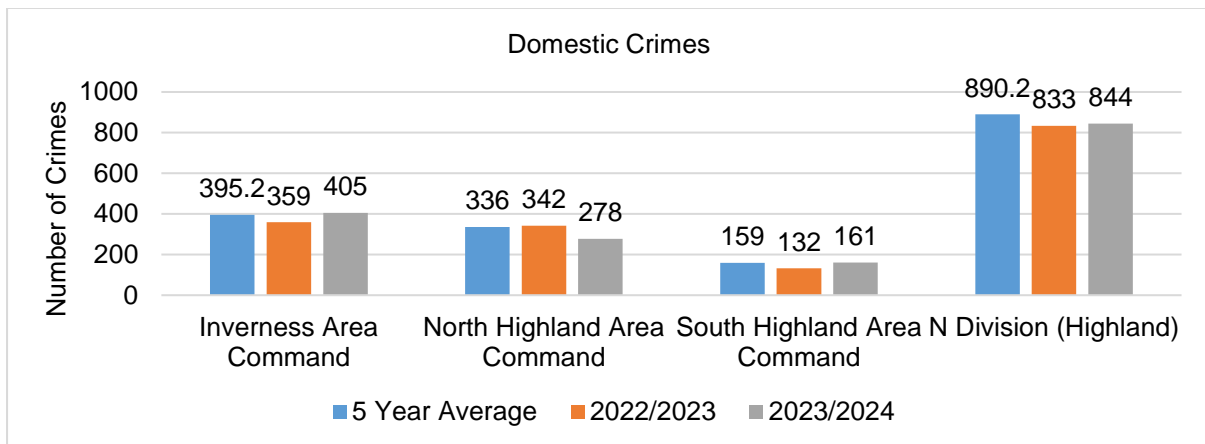
# Protecting Vulnerable People

**Intention – Protect people at risk of harm.**

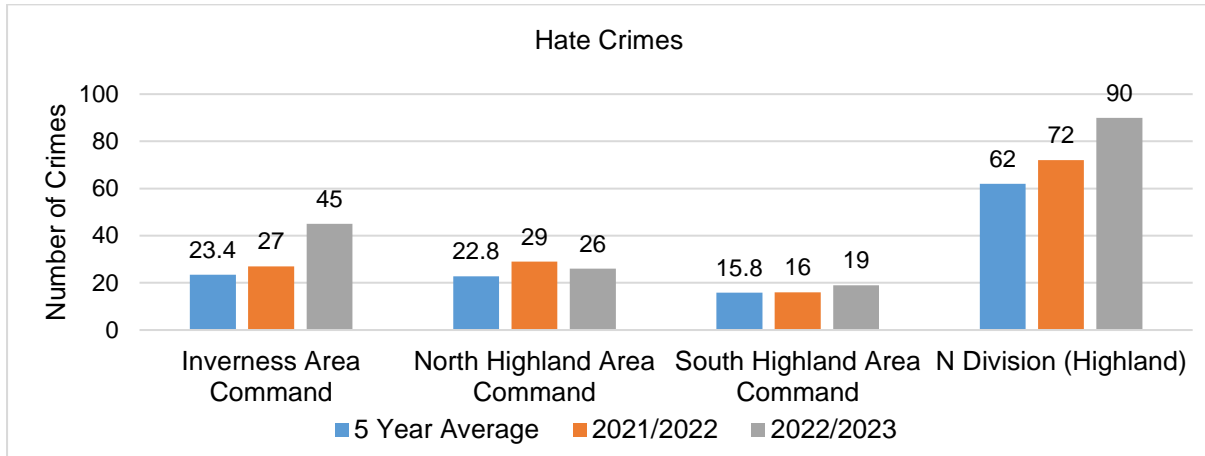
**Objective – With Partners and as corporate parents we will deliver the Highland CHAMPS (Highland Champion Board) strategy; with Partners we will focus on safeguarding communities; with Partners we will address emerging issues through Prevention and Intervention.**

	5 Year Average	3 Year Average	YTD 2022/2023	YTD 2023/2024	YTD Variation	Detection Rate
Sexual Crime	439.8	444.0	524	510	-14	49.6%
Domestic Crime	890.2	921.0	833	844	11	68.2%
Hate Crime	62.0	69.7	72	90	18	55.3%
Missing Persons	610.6	645.7	654	747	93	N/A

**Domestic Crime within N Division (Highland) –**



**Hate Crime within N Division (Highland) -**



**Missing Persons –**

Police Scotland treats every report of a missing person seriously and investigates appropriately with access to local, regional and national specialist resources. Missing persons investigations are a core part of local Policing and it is local officers who undertake all investigations, supported by specialist colleagues where necessary. Further, each Division including, N Division has a dedicated Missing Person Co-ordinator who advises on operational and preventative approaches.

Missing Person Category	2022/2023	2023/2024	Variation
Adult	226	239	13
Cared for Adult	32	42	10
Looked After Child	230	176	-54
Child	162	284	122
Absconder/Wanted	4	6	2
Total	654	747	93

Area Commands have an appointed local Police liaison officer who maintains contact and liaison with the residential units in their respective 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.

**Highland CHAMPS** - The Highland CHAMPS (Children have Amazing Minds, Potential and Stories) are a group based in Clachnaharry, Inverness. Highland CHAMPS welcome any young person from the Highland area who identifies as care-experienced whether they are a care-leaver, looked after at home, fostered, adopted, in residential care or other. Highland CHAMPS provide a safe space for activities, opportunities, socialising and fun. Further information regarding Highland CHAMPS can be found at:- <https://www.highland.gov.uk/highlandchamps>

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Detective Chief Inspector Calum Smith stated:

***“Addressing and tackling abuse in all its forms is an absolute priority of Policing across Highland. Protecting vulnerable people is at the core of this. Throughout the course of the reporting period, recorded domestic crimes have dropped both against the three and five year average. The associated detection rate of domestic crimes has remained constant at 68%, a drop of only 2% against the five year average.***

***Recorded sexual crime for the period has shown a year on year decrease of 11%. Detection rate has dropped 5%, however, still remains over 49% for the period.***

***Whilst the aforementioned figures show a positive trend of falling numbers in respect of reported domestic and sexual crime, police in conjunction with statutory and third sector partners continue to be completely focussed on reducing abuse. Through the Violence against Women Partnership, work continues to educate, prevent and reduce abuse”.***

# Serious and 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.**

	5 Year Average	3 Year Average	YTD 2022/2023	YTD 2023/2024	YTD Variation	Detection Rate
Drug (Supply) Offences	115.4	108.0	96	145	49	70.3%

**County Lines** - When Organised Crime Groups from major cities such as Birmingham, Derby, Liverpool and London 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 town 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 Highland Council (Housing/Social Work) and NHS Highland.

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.

N Division has also recently expanded its team of dedicated officers with the sole purpose of targeting County Line offenders, working in partnership with Partner agencies and protecting vulnerable persons.

Detective Chief Inspector Craig Still stated:

***“In common with other areas of Scotland the Division has experienced significant challenges from the presence of Organised Crime Groups. This resulted in a period of violence in the Inverness and Ross-shire areas in late 2023 which culminated in an Attempted Murder and Murder directly linked to County Line activity. To tackle these threats, the Division has developed a tactical plan based on the 4D principles of tackling Serious and Organised Crime with the aim of making the Highlands as hostile an environment as possible for these groups to operate in. Local and National resource has been committed to enforcement, education, and protection of those at risk from exploitation.*”**

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*We have continued to work closely with partners in respect of safeguarding and information sharing to maximise the protection of the vulnerable. We work closely with our colleagues in other forces to share intelligence and target individuals from Serious and Organised Crime groups involved in criminality in the Highlands. The Division has had notable success in targeting Organised Crime Groups with significant amounts of controlled drugs and suspected proceeds of crime being seized. Through engagement with partners several nominals have been traced and arrested in England, disrupting several criminal groups who have a footprint in the Highlands. We continue to seek best practice in protecting those most at risk of exploitation and will look to tailor this to meet the needs of our communities”.*

# Counter Terrorism

**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 respond effectively to any terrorist attack (with a specific focus on emerging high-risk threats, and specialist capabilities).**

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.

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 Highland area.

ACT Early is a program delivered to schools across the Highland area. The ACT Early session is a vehicle for debate around the sensitive issue of violent extremism within communities. As such, it is an enabler for community participants to air grievances, debate matters of interest to them and work through a group problem solving experience. The following links can provide more information regarding the program:-

<https://act.campaign.gov.uk/>  
<https://actearly.uk/>

Police Constable Lisa Campbell, N Division's Local Counter Terrorism Officer stated:

***“As the Counter Terrorism Liaison Officer (CTLO) for N Division, I ensure areas have a Local Contest Liaison Officer who is kept up to date on latest developments in Contest. I liaise with CT Intelligence, CT Security Advisors, the Prevent Delivery Unit as well as local Area Commanders to address any CT related matters in the area and provide support to the Area Command if required.***

***I can also provide presentations on Act now, Radicalisation awareness, threat overview and current trends.***

***I work with Partner agencies to ensure they meet their statutory requirements in relation to Contest and provide assistance where required”.***

## Crime Statistics

Group 1 Crimes (Recorded)						
	5 Year Average	3 Year Average	2022/2023	2023/2024	Variation	Detection Rate
Murder	1.8	1.7	1	4	3	100.0%
Culpable Homicide	0.4	0.3	0	0	-	N/A
Attempted Murder	8.8	9.3	13	12	-1	91.7%
Serious Assault	84.0	81.3	87	101	14	80.2%
Robbery	24.6	24.0	24	32	8	59.4%
Cruel & Unnatural Treatment of Children	9.4	9.7	5	5	-	100.0%
Threats & Extortion	25.8	36.0	62	75	13	4.0%

Group 2 Crimes (Recorded)						
	5 Year Average	3 Year Average	2022/2023	2023/2024	Variation	Detection Rate
Rape	86.8	91.3	97	96	-1	35.4%
Sexual Assault (Sexual Offences Scotland Act 2009)	109.0	104.3	136	150	14	48.0%
Lewd & Libidinous Practices	21.0	19.7	21	24	3	95.8%
Public Indecency	5.0	4.3	5	9	4	55.6%
Threatening/ Disclosure of Intimate Image(s)	21.2	19.7	20	28	8	21.4%

Group 3 Crimes (Recorded)						
	5 Year Average	3 Year Average	2022/2023	2023/2024	Variation	Detection Rate
Housebreaking (Dwelling House)	88.6	90.3	96	94	-2	19.1%
Housebreaking	26.4	24.3	26	23	-3	13.0%

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(Non-Dwelling House)						
Housebreaking (Other)	69.2	65.7	78	85	7	37.6%
Housebreaking (All)	184.2	180.3	200	202	2	26.2%
Theft of a Motor Vehicle	69.0	65.0	65	106	41	62.3%
Theft from a Motor Vehicle	52.6	45.0	57	45	-12	28.9%
Opening a Lockfast Place	31.6	27.0	30	46	16	23.9%
Theft	550.2	511.3	579	657	78	17.0%
Theft by Shoplifting	640.8	546.0	586	1135	549	61.6%
Fraud	297.8	367.3	439	434	-5	11.8%

Group 4 Crimes (Recorded)						
	5 Year Average	3 Year Average	2022/2023	2023/2024	Variation	Detection Rate
Fireraising	45.0	41.3	54	49	-5	42.9%
Vandalism	1039.4	1041.7	1115	1089	-26	31.6%
Culpable & Reckless Conduct	38.2	46.0	34	51	17	74.5%

Group 5 Crimes (Recorded)						
	5 Year Average	3 Year Average	2022/2023	2023/2024	Variation	Detection Rate
Offensive Weapon & Bladed/Pointed Instrument	169.2	181.7	213	224	11	85.3%
Drugs (Supply)	115.4	108.0	96	145	49	70.3%
Drugs (Possession)	990.8	947.3	724	838	-114	89.3%
Bail Offence(s)	349.8	387.0	417	431	14	89.5%

Group 6 Crimes (Recorded)						
	5 Year Average	3 Year Average	2022/2023	2023/2024	Variation	Detection Rate
Assault	1332.4	1306.7	1365	1513	148	67.0%
Assault (Emergency Workers)	226.0	229.0	233	252	19	97.6%
Breach of the Peace/	1092.0	1022.4	1071	1093	22	83.5%



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Threatening & Abusive Behaviour						
Stalking	21.8	16.3	17	25	8	64.0%

Group 7 Crimes (Recorded)						
	5 Year Average	3 Year Average	2022/2023	2023/2024	Variation	Detection Rate
Dangerous Driving	132.6	135.0	118	146	28	84.9%
Drink/Drug Driving	363.4	400.0	365	525	160	89.0%
Speeding Offence(s)	1837.6	1496.0	1071	1957	886	99.4%
Disqualified Driving	32.0	34.0	48	47	-1	102.1%
Drive without Licence	215.6	216.7	224	229	5	96.1%
Fail to Insure Against Third Party Risks	540.6	574.7	547	695	148	97.7%
Seat Belt Offence(s)	104.0	85.7	75	130	55	100.0%
Mobile Telephone Offence(s)	101.4	95.0	126	195	69	99.5%
Careless Driving	410.2	442.7	556	730	174	91.0%

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**Highland Communities and Place Committee  
Wednesday 6 March 2024**

**Supplementary Information**

**Public Confidence and User Satisfaction**

**Public Confidence – 01 April 2023 – 31 December 2023**

**N Division –**

**62.3%** of respondents are confident with N Division (versus 61.7% for Police Scotland).

31.7% of respondents are not confident with N Division (versus 33.1% for Police Scotland).

6.00% of respondents did not know (versus 5.2% for Police Scotland).

**User Satisfaction – 01 April 2023 – 31 December 2023**

**N Division –**

**69.7%** of respondents are satisfied with N Division (versus 67.7% for Police Scotland).

20.0% of respondents are not satisfied with N Division (versus 21.3% for Police Scotland).

10.3% of respondents did not know (versus 11.0% for Police Scotland).

**C3 Division – Statistics**

**101 Call Data – January 2024**

1.2 Non-emergency Call Handling (101) data: January 2024

Calls Received	Calls Discontinued	ASA	Longest Wait Time
108,717	20,897	00:02:27	01:02:09

*Source: RMU published C3 Monthly Performance Report (taken from Avaya CMS)*

The longest wait time of 01:02:09 experienced in January occurred on 22 January 2024 between 0445-0500. This was during a period of significant poor weather as a result of Storm Isha. Call demand was 181.8% above forecast during the period this occurred. Focus was on protecting our 999 service.




1.3 Contactus Data (Email): January 2024

Contact us Emails Received in Mailbox	Total No of Webforms Submitted	Total Webforms Submitted as a % of <u>Contactus</u> Emails	Total No of Webforms Submitted where Dialed 101 First	% of Total Webforms where Dialed 101 First
15,028	8,550	56.9%	2406	28.1%

*\*Source: C3 MI Report \\spnet.local\PSData\C3\Performance Data\RMU Stats\SSC Contact Us Stats*

1.6 **User Satisfaction Survey January 2024**

This data is published in January 2024 and is taken from the responses to our December 2023 User Satisfaction survey of people who have used Police Scotland’s services.

 Ease of Contact	 Initial contact experience	 Initial contact experience
78.03% said we were easy to contact	87.32% satisfied with initial staff contact	89.66% agreed staff understood what they needed

*Source: User Experience Survey - User Experience Data - Power BI Report Server (spnet.local)*

**999 Call Data – January 2024**

1.2 Police Scotland were in the top five for Total Received 999 calls, and placed twenty first out of forty four for Average Speed of Answer for the month of January 2024, with 88.3% of calls answered within 10 secs.

Average Speed of Answer	UK	Police Scotland
999 Calls	907,348	54,237
ASA	8.96 secs	8.58 secs
<10s	87.29%	88.30%
10-60s	10.97%	10.30%
>60s	1.75%	1.40%

\*This figure does not include all calls from BT to Police Scotland. Immediate transfers of calls with no verbal handover are not counted in the Home Office calculations, therefore Police Scotland's performance, including all calls, was an average answer time of 7 seconds for 999 calls.

- Average Answer Time (in seconds)
- Calls Answered under 10 seconds
- Calls Answered between 10-59 seconds
- Calls Answered > 60 seconds

1.3 Police Services with Largest Call Volumes (Top 5)

Police Scotland performs strongly when compared to other police services with large call volumes as shown in the table below.

