

The background of the slide features the Police Scotland crest, which is a shield divided into four quadrants. The top-left quadrant shows a saltire (X-shaped cross) on a blue field. The top-right quadrant shows a stag's head facing left. The bottom-left quadrant shows a sailing ship on the water. The bottom-right quadrant shows a lion passant guardant. Above the shield is a crown with four thistles. A banner at the bottom of the shield contains the motto 'A'NE FOR A' in white capital letters.

Agenda Item 9

Police Scotland Local Policing Plan 2017 - 2020

Falkirk Council

Title: Police Scotland Local Policing Plan 2017 - 2020
Meeting: Falkirk Council
Date: 6 December 2017
Submitted By: Chief Executive

1. Purpose of Report

- 1.1. This report presents, for consideration, the draft of the Local Policing Plan for the Falkirk Council area covering the period 2017 – 2020.
- 1.2. The report also summarises the Council's scrutiny arrangements to hold Police Scotland to account for delivery and performance against this plan.

2. Recommendation

- 2.1. **It is recommended that Council considers and responds to the Local Policing Plan for the Falkirk Council area, covering the period 2017 – 2020, as attached at appendix 1.**

3. Background

- 3.1 This report and the draft local policing plan was intended to be considered by Members in September but has been continued to this meeting. This was so that Members could be briefed by the Divisional Commander on the contents of the draft local policing plan. This also provided an opportunity to set local policing in the context of current demands and challenges.
- 3.2 Police Scotland became operational on 1 April 2013, under the terms of the Police and Fire Reform (Scotland) Act 2012. The national priorities set out for Police Scotland are set out in the 2026 strategy and include the following:
 - Protection – based on threat, risk and harm;
 - Prevention – including tackling crime, inequality and enduring problems facing communities;
 - Communities – with a focus on localism, diversity and the virtual world;
 - Knowledge – to inform the development of better services; and
 - Innovation – to ensure that the police service remains dynamic, adaptable and sustainable.
- 3.3 The police locally have a duty to prepare and submit a local policing for consideration by Members. This policing plan has been submitted by the divisional commander for the Forth Valley Division of Police Scotland, Chief Superintendent Thom McLoughlin. The last policing plan was approved

by the Council in 2014 and expires this year. A new policing plan was also required to better reflect the national priorities set out in the 2026 strategy.

4. The Local Policing Plan

4.1 The Local Policing Plan should set out:

- Priorities and objectives for Police Scotland for the carrying out of its functions within a local authority area and on delivery of local priorities;
- The reason for selecting particular priorities and objectives and how they will be delivered;
- Clarity on how priorities and objectives will be measured, as well as how these will contribute to relevant local outcomes;
- The proposed arrangements for the policing of the Council area; and
- Any other relevant matters.

4.2 The Local Policing Plan has been developed to reflect the Community Planning Partnership's Strategic Outcomes and Local Delivery (SOLD) Plan and Police Scotland's contribution to strategic priorities and local outcomes. Local areas of focus have also been developed from partners' views and from Police Scotland's most recent survey 'Your View Counts'. The proposed areas of local focus include:

- Violence, disorder and anti social behaviour;
- Acquisitive crime;
- Hate crime; and
- Road crime and road safety.

4.3 Effective local partnership working will be at the forefront of addressing many of the areas of local focus.

4.4 Members have specifically highlighted a number of local issues including parking enforcement, traffic management in relation to parades and processions, enforcement of stray dogs and CCTV. Police Scotland has been asked to report on these issues to Scrutiny Committee in the past.

4.5 In terms of addressing national priorities the Local Policing Plan has a focus on the following issues:

- Enhancing the organisation's collective resilience to emerging threats – which encompasses cybercrime, serious organised crime, drug misuse, counter terrorism and planning for emergencies.
- Protection - the following groups of people have been prioritised for support, vulnerable people, children and young people, and victims of sexual crime and domestic abuse; and
- Promoting Confidence Through Action – this focuses on how effectively police services are delivered, engaging with and involving local

communities, developing and supporting police officers and staff, and ensuring sustainability into the future.

5. Members Briefing

- 5.1 Officers from Police Scotland's divisional command team met with Members on 15 November to brief them on the draft local policing plan and to take questions and feedback. Some of the issues covered during the meeting included:
- Police Scotland recognising the issue of senior officers tenure and taking steps to improve on this;
 - An outline of the sources from which local policing priorities have been derived, including extensive consultation with local people, Community Planning partners including the Council, Elected Members and other stakeholders;
 - The local policing plan has been developed within the context of the priorities and outcomes set out in the Community Planning Partnership's Strategic Outcomes and Local Delivery Plan, as well as emerging threats;
 - Although Police Scotland has savings targets to meet the transformation it requires to achieve is to provide more officers to increase deployable operational strength;
 - Mental health issues within the population are a serious challenge which a number of public sector organisations face. This will require a multi-organisational and fully collaborative approach if it is to be faced successfully; and
 - As always local and senior officers are available to engage with Members on local issues.

6. Scrutinising Police Scotland

- 6.1 The Local Policing Plan sets out Police Scotland's view on local issues, priorities and outcomes. It is for the Council to decide whether or not it agrees with this view. For example, the Council may ask for additional thought to be given by Police Scotland to further developing measurable outcomes. It would be for the divisional commander to respond to this.
- 6.2 The divisional commander submits a performance report to the Council's Scrutiny Committee every quarter, which sets out the following:
- Performance and progress on the local plan; and
 - Any additional information requested by the Committee.
- 6.3 The last report was considered by Scrutiny Committee on 14 September 2017.

7. Consultation

- 7.1. Partners including the Council were consulted on an earlier draft of the Local Policing Plan.

8. Implications

Financial

- 8.1 The Local Policing Plan sets out the priorities for local policing across the Falkirk Council area. Spending commitments and resource allocation should be aligned to these priorities.

Resources

- 8.2 The Local Policing Plan determines how resources and effort will be focused within Police Scotland across the Council area.

Legal

- 8.3 The Local Policing Plan fulfils a statutory requirement within the Police and Fire Reform (Scotland) Act 2012.

Risk

- 8.4 The Police and Fire Reform (Scotland) Act 2012 makes provision for local authorities to be able to scrutinise the local performance and effectiveness of Police Scotland in meeting the objectives and priorities set out in the Local Policing Plan. The accountability of Police Scotland to the Council's Scrutiny Committee allows Elected Members to fulfil this function. Scrutiny assures the effective delivery of local police services in accordance with the local policing plan.

Equalities

- 8.5 The Local Policing Plan sets out how Police Scotland will address inequalities, particularly through its contribution to the SOLD, support vulnerable people and address issues such as hate crime.

Sustainability/Environmental Impact

- 8.6 Nil.

9. Conclusions

- 9.1 The Local Policing Plan sets out Police Scotland's proposed priorities and local areas of focus for the next five years. The Council needs to ensure that these priorities and areas of focus are fit for purpose and reflect local needs and issues. Any areas of concern should be brought to the attention of the divisional commander.

Chief Executive

Author – Andrew Wilson, andrew.wilson@falkirk.gov.uk

Date: 20 November 2017

Appendices

Appendix One – Final draft of the Local Policing Plan 2017 - 2020

List of Background Papers:

- [Police Scotland 2026 Strategy](#)

Falkirk Local Policing Plan

[Corporate cover page to be inserted]

‘The Place to Be’

Contents

• Introduction	Page 3
• Our priorities	
○ Responsive to the concerns of our communities	Page 4
○ Our approach	Page 4
○ Enhancing our collective resilience to emerging threats	Page 6
○ Our approach	Page 7
○ Protecting people most at risk from harm	Page 8
○ Our approach	Page 9
○ Promoting confidence through our actions	Page 10
○ Our approach	Page 11
• How will we know if we are making a difference?	Page 12
• Local Policing Arrangements	Page 13
• How to contact us	Page 14
○ To report a crime	Page 14
○ To discuss local policing issues / concerns	Page 14
○ To find out what is going on across Forth Valley	Page 14



Working in
partnership
with



and our
communities

YOUR VIEW COUNTS

scotland.police.uk/yourviewcounts

Introduction

The plan sets out our local policing priorities for the Falkirk area over the forthcoming three years. This plan describes how we will address these priorities and work with partners to make our communities safer and deliver better, lasting outcomes for our communities by:

- Preventing crime and disorder and breaking the offending cycle;
- Minimising the impact of identified threats, risks and harm;
- Reducing vulnerability by protecting and supporting the most vulnerable and disadvantaged members of our society; and
- Ensuring we deliver an excellent policing service

Our approach to delivering local policing services is aligned to, and contributes towards, the wider partnership ambitions described within the Falkirk Strategic Outcomes and Local Delivery Plan¹. This plan has been developed by local public bodies (including Police Scotland) and communities to tackle inequality and deliver improved outcomes for the people, places and communities of Falkirk which include:

- Our area will be a fairer and more equal place to live;
- We will grow our local economy to secure successful business, investment and employment;
- Our children will develop into resilient, confident and successful adults
- Our population will be healthier;
- People live full, independent lives within supportive communities; and
- Our area will be a safer place to live.

The priorities outlined within this plan have been shaped by what our communities tell us is important to them through the Your View Counts survey². We have also considered the challenges faced throughout Scotland which have been identified within our Annual Policing Plan³ as well as having undertaken a local strategic assessment to identify emerging trends that we need to consider to ensure that we continue to use our resources to best effect within our local area.

Whilst this plan spans a three-year period, we recognise that the issues affecting our communities and the associated demands on our service are changing. This will require us to review our approach periodically throughout the duration of this plan to ensure that

- We are continuing to focus on the right things;
- Our people are suitably equipped and supported to deal with these demands; and
- Our approach remains effective and sustainable for the future; key outcomes of our 10-year strategy for policing in Scotland.⁴

We police with the consent and support of our communities so it is important that you continue to let us know what you think of policing in your area and what our areas of focus should be. To have your say go to [Your View Counts](#) on the Police Scotland website.⁵

¹ [Strategic Outcome and Local Delivery Plan 2017-20; Falkirk Community Planning Partnership \(February 2017\)](#)

² [Forth Valley Division Survey Results April-September 2017](#)

³ [Police Scotland Annual Police Plan 2017/18](#)

⁴ 'Serving a Changing Scotland' – <http://www.scotland.police.uk/about-us/policing-2026/>

⁵ www.scotland.police.uk/yourviewcounts

OUR PRIORITIES

RESPONSIVE TO THE CONCERNS OF OUR COMMUNITIES

Our areas of focus:

- Violence, disorder and Antisocial behaviour
- Acquisitive crime
- Hate Crime
- Road crime and road safety

Local outcomes supported:

- Our area will be a fairer and more equal place to live
- We will grow our local economy to secure successful business, investment and employment
- Our children will develop into resilient, confident and successful adults
- People live full, independent and positive lives within supportive communities
- Our area will be a safer place to live

Our primary role is to keep our communities safe. In order that the Falkirk area continues to be, and is perceived by our communities as, a safe place to live, work, visit and do business it is important that we are committed to listening to the views of the public and acting on the local issues that you tell us cause you greatest concern.

The feedback received from our most recent 'Your View Counts' survey highlighted that tackling **violence, disorder, anti-social behaviour and preventing acquisitive crime** (such as homes being broken into) remains a priority for our communities. We will focus on preventing these crimes as a priority as we recognise that they can have a detrimental and lasting effect on peoples' lives, impact on our local economy and cause fear throughout the wider community. As part of our approach we will work with partners to tackle the root causes that drive violent and dishonest offending behaviour and reduce repeat offending. We will also seek to ensure that our residents continue to feel safe in their homes and are supported to lead full and independent lives by working in partnership to prevent doorstep crime. This includes bogus callers and rogue traders who often seek to target vulnerable and elderly people to steal money and valuables or charge inflated prices for poor quality or unnecessary work to their homes.

In conjunction with our Community Planning partners we are committed to promoting inclusivity and equity of opportunity for all. In support of our collective effort to build cohesive communities and reduce social isolation we will seek to reduce the harm caused by **hate crime** as no member of our community should fear hostility, abuse or violence because of an aspect of their identity.

Keeping our communities safe extends to **detecting and deterring criminality** and **improving safety on our roads network**. Evidence shows there is a link between criminal driving behaviour, such as driving whilst disqualified or without insurance, to instances of collisions. Such incidents are often traumatic and can be life changing for those involved and their families. We are committed to working with partners to positively influence the behaviour of drivers and road users to reduce the number of casualties on our roads as well as minimising the economic impact of criminality and disruption to our local roads network.

Our Approach

We will utilise our local partnership tasking and coordinating meetings to share information and examine emerging trends relating to the areas of concern highlighted by our communities. Using a problem-solving approach, we will work together to prevent crime, reassure and protect our communities from harm by:

Violence, Disorder and Antisocial Behaviour

- Providing a visible presence at problematic locations identified through intelligence and analysis to deter acts of violence, disorder and anti-social behaviour from occurring
- Working to identify and address the root causes of such crimes; educating people and guiding them towards the support they need to make positive lifestyle choices and divert them from a cycle of offending behaviour
- Making full use of all available options to take action against those who commit crime including warning notices, acceptable behaviour contracts, antisocial behaviour orders, recorded police warnings and fixed penalty notices
- Using the risk management forum to effectively manage offenders who are most at risk of involvement in serious violence in order to prevent repeat offending and escalation
- Working with Falkirk [Licensing Board](#) and [Licencing Forum](#) to ensure our licensed premises are safe, well-regulated and supplying alcohol in a responsible manner
- Introducing a violence prevention board to oversee the effectiveness of our activities and consider our approach to preventing incidents occurring in domestic premises and other private spaces

Acquisitive Crime

- Conducting proactive patrols at locations identified through intelligence and analysis
- Raising awareness and providing practical support such as installing bogus caller buttons to make our communities less vulnerable to doorstep crime
- Exploring the feasibility of establishing an alert system in conjunction with local housing and homecare providers
- Raising awareness of the warning signs of doorstep crime amongst commercial and retail staff so they are able to take appropriate intervening action if it suspected that an individual may be at risk of exploitation

Hate Crime

- Seeking to extend our 'Safe Place' initiative where local businesses provide support to vulnerable people who find themselves in challenging situations when they are out in our local area
- Conducting local awareness campaigns to encourage those affected by hate crime or harassment to have the confidence to report what is happening to them
- Re-establishing our multi-agency hate response strategy ([MAHRS](#)) group to seek further opportunities to promote [third party reporting](#) and mainstream wider equality considerations

Road Crime and Road Safety

- Influencing driver behaviour through engagement, education and proportionate enforcement of legislation
- Deploying mobile [safety cameras](#) at priority locations identified through intelligence and analysis
- Making full use of schemes to educate road users and divert them from prosecution
- Maximising the use of information sharing to relevant partners in order to identify and target repeat offenders and seize their vehicles from our roads

OUR PRIORITIES

ENHANCING OUR COLLECTIVE RESILIENCE TO EMERGING THREATS

Our areas of focus:

- Cybercrime
- Serious organised crime and drug misuse
- Counter terrorism
- Planning for emergencies

Local outcomes supported:

- Our area will be a fairer and more equal place to live
- We will grow our local economy to secure successful business, investment and employment
- Our children will develop into resilient, confident and successful adults
- Our population will be healthier
- People live full, independent and positive lives within supportive communities
- Our area will be a safer place to live

As well as working to prevent the issues causing our communities concern from occurring, it is important that we remain adaptive and responsive to new and emerging threats in order to protect our communities from the risks and harm that they pose. Whilst individuals may not consider themselves likely to be directly affected by these issues, our local and national strategic assessments tell us that these issues are affecting or likely to affect our communities in the forthcoming years.

The way in which we interact and do business is changing with an increasing proportion of our daily life carried out online. As a result of this shift criminals are increasingly seeking opportunities to exploit technology in order to commit crime; placing our local businesses and members of our communities at risk from **cybercrime** which can include targeting of business systems to commit financial fraud, stealing personal data and making threats towards individuals to extort money. We, with the support of our national cybercrime unit, local business leaders, industry regulators and public sector partners are committed to reducing vulnerabilities and preventing such crimes.

Serious organised crime often exploits the most vulnerable members of our communities; impacting on the health and prosperity of ordinary people, their families and the places they live. Feedback from our recent 'Your View Counts' survey highlights that tackling drug dealing and **drug misuse** remains a priority for our communities and we remain committed to disrupting those involved in the production, sale and supply of drugs as well as diverting people from becoming involved in the activities of serious organised crime groups and using their products. The harms posed by serious organised crime to our communities however extends beyond the availability of drugs. We are committed to tackling serious organised crime in all of its forms; using all legitimate means available to us to disrupt their criminal enterprise, prevent them from legitimising their income and bring those who commit crime to justice.

At a local level, we have an important role to play in supporting the UK's Counter Terrorism Strategy (**CONTEST**) by ensuring we, along with our partners, are ready to **counter terrorism** in all of its forms in order that the people of our communities can go about their lives freely and with confidence.

Emergencies such as flooding, severe weather, health outbreaks and other major incidents can happen at any time and affect the ability of our communities to go about their daily lives. As emergency responders, we will contribute towards the Local Resilience Planning Partnership to improve resilience and capability within our communities by working together to prepare and plan for, respond to and recover from such eventualities.

Our Approach

We will continue to review emerging threats as part of our local strategic assessment process and seek the support of our communities to further inform our intelligence requirements to develop our understanding of what is happening in our communities. Through our dedicated partnership meeting structures, we will share information and work together to protect our communities from the risk and harm of emerging threats by:

Cyber Crime

- Promoting the safe use of the internet and digital technology through community events
- Raising awareness of, and providing safety advice in relation to, online fraud, gift voucher fraud, ATM fraud and card minder
- Working with the [Central e-safety partnership](#) to promote cyber resilience amongst our communities and local businesses to make them an increasingly harder target

Serious Organised Crime and Drug Misuse

- Using intelligence to disrupt serious organised crime groups operating in our local area and seize their assets
- Further developing 'Project Divert' to identify and protect children who are exposed to organised criminal behaviour; utilising a partnership approach to initiate early interventions and challenge social norms in an effort to divert the child from a life of organised criminality
- Working with our partners in the public sector to deprive serious organised crime groups access to legitimate business enterprise and public funds
- Providing information about the local support mechanisms available to both drug users and their families; referring individuals to [Signpost Recovery](#) who wish to make positive lifestyle changes.
- Working in partnership with [Alcohol and Drug Partnership](#) to tackle alcohol and drug misuse.

Counter Terrorism

- Delivering protective security advice and training to enhance the protection of key strategic sites, public places and businesses within the Falkirk area
- Continuing to engage with communities to identify and support individuals who may be vulnerable to radicalisation
- Seeking the support of communities to develop the national intelligence picture around terrorism, domestic extremism and potential protests around fracking, shale oil and gas extraction given the nature of our commercial businesses infrastructure located in the Grangemouth area

Planning for Emergencies

- Supporting the review of our local partnership plans as required in order to ensure they remain robust, that associated processes are embedded and our staff are equipped to respond appropriately
- Actively participating in exercises to test the effectiveness of our local contingency plans
- Encourage and support community groups to develop plans to help their communities come together, prepare and cope with emergencies that may occur in their local area

OUR PRIORITIES

PROTECTING PEOPLE MOST AT RISK FROM HARM

Our areas of focus:

- Vulnerable persons
- Children and young people
- Sexual crime
- Domestic abuse

Local outcomes supported:

- Our area will be a fairer and more equal place to live
- Our children will develop into resilient, confident and successful adults
- Our population will be healthier
- People live full, independent and positive lives within supportive communities
- Our area will be a safer place to live

Our communities are becoming more diverse and with this the needs of our society are changing. These changes have led to local policing services, along with our wider public sector partners, facing increased demand as a consequence of vulnerability and inequality that exists within our communities. We, along with our partners, are committed to shifting our approach to focus on tackling the root causes rather than the consequences of inequality in order that we can provide better, more targeted support to those who are most in need and deliver lasting change in our communities.

As police, we regularly encounter a range of **vulnerable persons** for a variety of different reasons. This can include people who are experiencing a crisis; physical illness or mental health problems; those who have gone missing or individuals at risk of harm, neglect or abuse due to the action or inaction of others. We are committed to working in partnership to protect the most vulnerable and at-risk members of our community who have become, or are at risk of becoming, victims or perpetrators of crime; ensuring that they receive the support they need to lead full and independent lives. Every contact with a vulnerable person will come as an opportunity to improve the outcome for the individual.

As members of the Falkirk Children's Commission we help to protect **children and young people** from all forms of abuse; helping to support the wellbeing of young people so that they can have the best possible start in life and fulfil their potential. Child sexual exploitation is a form of abuse which presents a significant risk as some young people may not realise they are at risk from harm. This involves individuals being forced or coerced into sexual activity either online, through social media or in person. We have recently developed a child sexual exploitation prevention strategy; outlining our joint approach to further develop intelligence in this area and reduce the opportunities for such abuse to occur.

We recognise the devastating psychological, emotional and physical impact that **sexual crime** has on victims; the traumatic effects of which often persist regardless of the length of time that has passed since the incident occurred. We keep communities safe by working to reduce the risk of individuals reoffending and remain committed to working with our partners to provide victims with the confidence and support they need to tell us what has happened to them and begin the healing process.

We know that serious sexual offences are predominantly carried out by someone known to the victim, which can often include those with whom the victim is in a relationship. **Domestic abuse** is not limited to physical or sexual violence; it can also include emotional, financial or psychological abuse. We are committed to preventing domestic abuse in all of its forms and targeting those offenders who pose the greatest risk of harm to our communities.

Our Approach

We will regularly review our partnership approach; ensuring that we continue to promote public confidence by delivering services to vulnerable people in a co-ordinated, professional and sensitive manner. We will continue to share appropriate information to identify those most at risk of harm at the earliest opportunity and seek to safeguard these individuals by:

Vulnerable Persons

- Embedding a revised risk and concern process so as to ensure that wellbeing concerns are identified, assessed and appropriately escalated at the earliest opportunity
- Establishing a multi-agency forum to enhance our response and improve safeguards for vulnerable people who are habitually reported as missing persons
- Working in alliance with the Scottish Appropriate Adult Network to prevent people who have difficulty communicating or understanding conversations being disadvantaged
- Investing in training so that our officers are equipped to recognise and respond appropriately to individuals who are experiencing mental health problems

Children and Young People

- Holding Inter-Agency Referral Discussions (IRD) to consider child protection concerns, identify the risk factors and associated protective measures needed
- Using early and effective intervention as an opportunity to promote the development of children and young people involved in low level offending behaviour
- Raising awareness of the threats posed from online grooming and the sharing of self-generated indecent images amongst children, young people, their parents / carers and professionals who work with children
- Ensuring the preventative advice we give to children and young people is tailored to their age and level of understanding

Sexual Crime

- Further developing our staff within our recently established public protection team dedicated to investigate non-recent instances of sexual violence and domestic abuse
- Ensuring victims are aware of, and appropriately signposted to, the range of support mechanisms available in the Falkirk area
- Using the feedback we receive from victims to improve our local service provision
- Using multi-agency public protection arrangements (MAPPA) to develop risk management plans to reduce the risk of individuals reoffending

Domestic Abuse

- Identifying and targeting the most harmful perpetrators of domestic abuse by examining the recency, frequency and gravity of their offending behaviour
- Delivering violence prevention workshops in conjunction with the Scottish Prison Service to prevent re-offending and provide support to individuals upon their release
- Supporting the '16 days of action for the elimination of violence against women and children' campaign
- Promoting awareness of the [Disclosure Scheme](#) for Domestic Abuse in Scotland (DSDAS); ensuring victims and those potentially at risk of becoming victims are empowered to make decisions to increase their safety

OUR PRIORITIES

PROMOTING
CONFIDENCE
THROUGH OUR
ACTIONS

Our areas of focus:

- How we deliver our service
- Engaging and involving communities
- Developing and supporting our staff
- Sustainability for the future

Local outcomes supported:

- Our area will be a fairer and more equal place to live
- We will grow our local economy to secure successful business, investment and employment
- Our area will be a safer place to live

Our ability to fulfil the commitments outlined in this plan relies on the continued support and cooperation of our communities. In order to maintain this support it is important that we continue to reaffirm public trust and confidence through each and every one of our interactions with our communities. We understand that **how we deliver our service** is just as important as the services we provide. Our [Code of Ethics](#) explains the standards of behaviour you can expect from us; outlining our commitment to upholding your rights and treat everyone we encounter with fairness, integrity and respect. To ensure we deliver an excellent policing service we will continue to review our approach to ensure that we are making the best use of the resources available to us to target the areas of greatest need identified within our partnership locality plans⁶ and responding quickly and appropriately when you need us.

[The Community Empowerment \(Scotland\) Act 2015](#) empowers communities to make decisions about local public services and put forward ideas about how outcomes could be improved for their area. We recognise the importance of **engaging and involving our communities** to help shape our local policing priorities and are committed to providing feedback on the actions we have taken and the outcomes we have achieved. We want you to know your local policing team and work with you to get to know your local area better. The information you give us will help us to address the issues causing you greatest concern and help you to hold us to account.

Our people are our most valuable asset and it is important that we continue to invest in **developing and supporting our staff** in order that they are suitably equipped, skilled and empowered to make the right professional choices for our communities and use discretion where appropriate. We will promote the wellbeing of our staff so that they are fit to come to work and carry out their responsibilities for our communities.

We know that Falkirk's population is set to grow in the forthcoming years and consequently the demand for our services will grow. We are committed to delivering a **sustainable policing model for the future**; seeking ways to reduce demand so we can create capacity to deal with emerging threats. As our population grows, we are keen to diversify our workforce and be reflective of the communities we serve. This will assist us to deal with the new challenges we face whilst ensuring our policing service remains relevant and legitimate.

⁶ Locality plans have been developed in conjunction with the Falkirk Strategic Outcome and Local Delivery Plan. These plans enable localised actions to be taken to address identified inequalities affecting a particular community. To see what plans are in place in your area and find out how you can get involved go to: www.falkirk.gov.uk/

Our Approach

Using our internal governance framework, we will consider the continued effectiveness of our approach and drive continuous improvement by:

How we Deliver our Service

- Working closely with our colleagues in Contact, Command and Control (C3) division to assess all calls for service from the public to ensure we provide an appropriate and timely service.
- Utilising national and specialist support to complement and enhance our local policing response
- Working in partnership to deliver the [Victim's Code for Scotland](#); ensuring victims are informed and supported through every stage of the criminal justice process
- Learning from any mistakes we make and making efforts to resolve any complaints we receive to the satisfaction of those involved
- Regularly reviewing our approach to ensure we are continuing to provide a victim-orientated approach to crime recording and complying with national standards
- Auditing our stop and search activity to ensure our actions have a legal basis and are both justified and proportionate

Engaging and Involving Communities

- Deploying dedicated, visible community officers in our localities
- Ensuring victims of crime can access information as to the progress of their enquiry.
- Working with partners to support our communities to actively participate in community planning and consider asset transfer requests
- Utilising our Communications Group to strengthen our approach to external communication and local consultation

Developing and Supporting our Staff

- Utilising local wellbeing champions to provide first point of contact support to officers and staff in relation to wellbeing issues or concerns
- Periodically reviewing our local training requirements; ensuring that we have an appropriate distribution of officers trained in a range of disciplines across Falkirk
- Intervening early and supporting staff who have been involved in a potentially traumatic incident

Sustainability for the Future

- Transforming our estate into one that is modern, flexible and fit for future
- Working with partners to consider how we can reduce collective demand and make efficiencies whilst promoting the ethos of collaboration and shared service
- In the spirit of Community Empowerment promote volunteering opportunities for local people to develop their understanding of what we do whilst giving something back to their community
- Working closely with minority communities in our area to encourage them to assist and participate in the delivery of local policing services
- Reviewing our approach to ensure we are achieving best value for the public pound and supporting Police Scotland to deliver a balanced budget

How will we know if we are Making a Difference?

At a local level, we are held to account for our performance by the Falkirk Scrutiny Committee. This group meets every six months to scrutinise how we are performing in relation to the commitments we have outlined within this plan and ensure we are fulfilling our statutory obligations to improve the safety and wellbeing of our communities. If you would like to see what we have discussed at our scrutiny meetings, copies of the reports we submit and minutes from these meetings are available on the [Falkirk Council website](#). Our contribution towards achieving the wider, long-term partnership objectives set out within the Falkirk Strategic Outcome and Local Delivery Plan is reviewed by the Falkirk Community Planning Partnership Strategic Board. This board also meets every six months.

In order to support effective scrutiny and determine whether our preventative approach is having a lasting positive impact, members of the Falkirk Scrutiny Committee will consider information linked to the priorities outlined within this plan which includes, but is not limited to:

RESPONSIVE TO THE CONCERNS OF OUR COMMUNITIES

- Trends in relation to the number of persons killed or seriously injured on our roads
- Benchmarking information that shows how we are performing in relation to other areas
- Reoffending rates in our area
- Our approach to dealing with problematic licenced premises
- Qualitative information that demonstrates the impact of our preventative partnership initiatives, safety campaigns and intelligence led operations in relation to these crime types
- Crime trends relating to our areas of focus including violent crime, antisocial behaviour complaints, acquisitive crime and hate crime
- Detection rates

ENHANCING OUR COLLECTIVE RESILIENCE TO EMERGING THREATS

- Crime trends relating to our areas of focus including drug related crime and cybercrime
- Drug related death statistics
- Our contribution towards directing those affected by drug misuse to the support that they need
- The effectiveness of our approach to reduce the threat of serious organised crime groups, seize their assets and deny them access to public funds
- Qualitative information that demonstrates the impact of our preventative partnership initiatives and intelligence led operations in protecting our communities from identified threats, risk and harm
- Examining the work we have undertaken to test and enhance our collective response to emergencies

PROTECTING PEOPLE MOST AT RISK FROM HARM

- Trends relating to missing persons within our area
- Benchmarking information that shows how we are performing in relation to other areas
- Qualitative information that demonstrates the effectiveness of our approach to keep vulnerable people safe and reduce repeat victimisation
- Independently collected feedback from our third sector partners which demonstrates whether we are treating victims with dignity and respect
- Trends relating to the uptake of the [Disclosure Scheme](#) for Domestic Abuse in Scotland
- Crime trends relating to our areas of focus including sexual crime, child sexual exploitation and domestic abuse
- Detection rates

PROMOTING CONFIDENCE THROUGH OUR ACTIONS

- Levels of public confidence
- Levels of public satisfaction with the service they received as demonstrated through our user satisfaction survey results
- Our compliance rates in terms of recording crime in line with Scottish Crime Recording Standards
- Trends in the levels of dissatisfaction expressed in the form of police complaints
- Trends in relation to stop and search activity
- Our responsiveness to calls for service from the public
- Staff absence rates
- Examining the work we are undertaking to ensure we continue to provide an effective, efficient and sustainable policing service

Local Policing Arrangements

All local Policing and Specialist Divisions contribute to the delivery of our priorities. Locally we will work through Community Empowerment legislation, in order to achieve shared outcomes for communities in collaboration with partners.

Forth Valley division is led by the Divisional Commander a Chief Superintendent. The Commander is supported by four Superintendents and is directly responsible for delivery of an effective policing service within Forth Valley Division.

The divisional command team provides support and direction to the 3 Local Area Commanders who are responsible for Falkirk, Stirling and Clackmannanshire. In Falkirk the Local Area Commander, a Chief Inspector has responsibility for the overview of local policing on a day to day basis. They have access to uniformed officers, detectives and road policing officers who are responsible for patrolling, investigating local crime, attending local events, working with communities and responding to their concerns. They are supported by volunteers such as special constables and in conjunction with Community Wardens and Street Pastors.

Locally based officers will also be assisted in their activities by specialist teams with expertise in areas such as serious crime, event planning, counter terrorism, air support and armed policing.

How to Contact Us

To report a crime



Dial **999** in the event of an emergency

Dial **101** for all non-emergencies and general enquiries



If you struggle to hear or speak on the phone you can contact us using the text relay service.

TextRelay **18000** for an emergency

TextRelay **18001101** for a non-emergency response

You should always dial **999** if:

- There is a risk of personal injury or loss of life
- A crime is in progress
- Someone suspected of a crime is nearby

You can also pass on information about a crime anonymously by calling [Crimestoppers](#)



To discuss local policing issues / concerns:

You can write to us or contact your local policing team by email:



Local Police Commander
Falkirk Police Office
West Bridge Street
Falkirk
FK1



DennyBanknockCPT@scotland.pnn.police.uk
Bo'NessBlacknessCPT@scotland.pnn.police.uk
FalkirkNorthCPT@scotland.pnn.police.uk
FalkirkSouthCPT@scotland.pnn.police.uk
GrangemouthCPT@scotland.pnn.police.uk
CarseKinnairdTrystCPT@scotland.pnn.police.uk
LowerBraesCPT@scotland.pnn.police.uk
BonnybridgeLarbertCPT@scotland.pnn.police.uk

To confirm your local community policing team mailbox please visit:

<http://www.scotland.police.uk/your-community/forth-valley/falkirk/>

These mechanisms should **not be used to report a crime**

To find out more information:



Visit our [website](#)



Check out our Ask Police Scotland mobile app (Available for [Android](#) or [Apple iOS](#))

Or follow us on:



[@FalkirkPolice](#)
[@ForthValPolice](#)
[@CSuptTMC](#)



[Forth Valley Police Division](#)
[Police Scotland](#)

These mechanisms should **not be used to report a crime**