Variation in order of business.

5 The Partnership agreed to vary the order of business as hereinafter minuted.

Public trust and confidence - Presentation noted etc.

6 There was heard a presentation by Davina Fereday, Police Scotland, in relation to public trust and confidence, advising

(1) of the drivers of public confidence in policing and how these insights had been put into practice;

(2) of the results from the 'Your Police' and the 'User Experience' surveys and how they had been broken down into public confidence and public experience of contact;

(3) of a 'users journey', highlighting what had gone well and areas for improvement compared to the national average;

(4) that over the past year, overall satisfaction in Glasgow had mostly remained above the national average; and

(5) how local events could impact public confidence with enhanced visibility being a contributing factor.

After consideration, the Partnership

(a) thanked Davina Fereday for her presentation; and

(b) agreed that further information on this matter be submitted to a future meeting.