



Police Scotland
Greater Glasgow Division
Public Health Approach to Policing

1. What is the 'Public Health Approach to Policing'?

In 2021, Greater Glasgow (G) Division adopted a Public Health Approach to Policing (PHATP) post COVID-19 pandemic. Whilst multiagency collaborative working is at the heart of the approach, it has seen a change in policing style and culture. Every officer has a role to play promoting and implementing this change.

Our PHATP focusses on identifying the root cause of an individual's vulnerabilities at an early point of police contact, with the goal of referring them onto the most appropriate partner agency.

Our approach aims to improve service and reduce call demand over time by referring people to the right partner, who can provide the right support, at the right time.

Enforcement remains one of our valid key priorities and we are NOT seeking to 'over-reach' into the Public Health space. Police officers are first on scene to many different types of incidents where individuals need support.

Our priority themes are Drugs (Harm Reduction), Mental Health and Poverty, with a focus on both Children & Young People and Adult Support and Protection.

2. Raising Awareness

To date, a significant amount of work has been carried out to embed and communicate the PHATP to officers as well as partners.

- **Coordination**
A dedicated Inspector within G Division Partnerships is responsible for coordinating and promoting the approach.
- **Governance**
G Division are a member of Glasgow City's Public Health Oversight Board, regularly sharing, testing and evolving our approach with strategic partners. Well established relationships have been formed with the Alcohol and Drug Partnerships, Chief Officers Groups and Child and Adult Protection Committees. The delivery of the approach is monitored internally via the Public Health Delivery Board and Drugs Strategy Board.

At the start of the PHATP, G Division's Public Protection Unit (PPU) restructured to better support vulnerable individuals and their families. This enhanced capability to

appropriately respond to increasing risks and vulnerabilities. The PPU consists of the Sexual Harm and Exploitation Unit (SHEU), Child Abuse Support Team, Bespoke Child Interview Teams and Adult Support and Protection Team.

- **Reporting**

An evidence base continues to develop via the programme of work and tracker that feeds into the Public Health Delivery Board. A PHATP internal report will be produced biannually, using quantitative and qualitative data, to gauge success against demand and integration of a new policing concept.

- **Awareness**

Every officer has received a PHATP awareness input to ensure they understand the approach and how they can contribute to it. Probationers also receive an awareness input prior to starting at division. Newsletters and blogs are published on a regular basis to communicate ongoing work including useful information for officers. The division has 30 Public Health Champions who have received an induction one day training course, including partner inputs, and CPD opportunities to enhance their knowledge. The champions are responsible for promoting the approach within their area and driving innovation.

3. Overview of Workstreams by Priority Themes

3.1 Mental Health

Mental Health Awareness Inputs

G Division officers attend mental health related calls on a regular basis and deal with individuals in distress and crisis. We believe that our officers should have a basic knowledge and understanding on this subject to help deal with these types of calls.

Between 1st January – 1st April 2024, our Public Health Champions are delivering mental health awareness inputs to their colleagues which was been designed by NHS Education and Public Health Scotland.

Compassionate Distress Response Service Pilot

In January 2024, G Division launched a pilot referral pathway with Compassionate Distress Response Service (CDRS) Out of Hours Service. The pilot commenced in Glasgow South and Glasgow North West sub divisions to help individuals in emotional distress receive the right support.

CDRS are part of the Glasgow Association of Mental Health (GAMH) and deliver an alternative response service for people who do not need a medical or clinical intervention. They provide timely and compassionate listening support to individuals experiencing acute emotional distress. CDRS respond to emergency responders within 1 hour of initial contact. If the individual engages, CDRS will support them for 1 month and thereafter signpost them onto a suitable service for longer term support if required.

Prior to the pilot commencing, G division officers only had access to nurses based in Mental Health Assessment Units to clinically assess individuals. Having access to the CDRS Out of Hours Service will provide officers with another tactical option when dealing with mental health related calls.

The pilot will be evaluated after 3 months and if successful will be rolled out across the remaining Glasgow City sub divisions.

3.2 Missing Persons

NHS Establishments

From 2020, Greater Glasgow Division observed an increase in reports of patients being reported missing from NHS facilities across the city.

At the start of 2023, Greater Glasgow Missing Person Co-ordination Unit and NHS partners undertook a pro-active approach to the management of incidents involving patients going missing from NHS facilities. This included:

- NHS staff training on how to help prevent patients from going missing.
- NHS staff training on correct patient risk assessment, use of NHS protocol and information required by attending officers.
- Guidance to police officers on content of medical statements, posters and patient leaflets created for A&E departments (high risk area).
- Reviewing missing person incidents and reports with NHS management teams.

This work has resulted in:

- 21.7% decrease in missing patient reports from NHS facilities in Glasgow in 2023
- Vulnerable members of our communities kept safe via rolling training programme and case study learning.
- NHS staff feel better equipped to correctly risk assess each missing patient and are aware of protocols to follow when a patient is missing.
- Improved working relationship between Police Scotland and NHS GG&C.

Young Person Care Establishments

In 2020, G Division introduced a 'Not at Home' policy to be used by Young Person Care Establishments, Local Authorities and other providers in cases where there are grounds to believe that the child's current circumstances involve no apparent risk, or the level of risk is a tolerable one not meeting the threshold for a police-led missing person investigation. For example, a child failing to return from contact with family, staff/carers knowing the child is still in the family home or the child is staying with others without consent and there are no concerns for their wellbeing or safety. In these types of circumstances, it is permissible to have a single-agency response and there is no need for the police to be contacted.

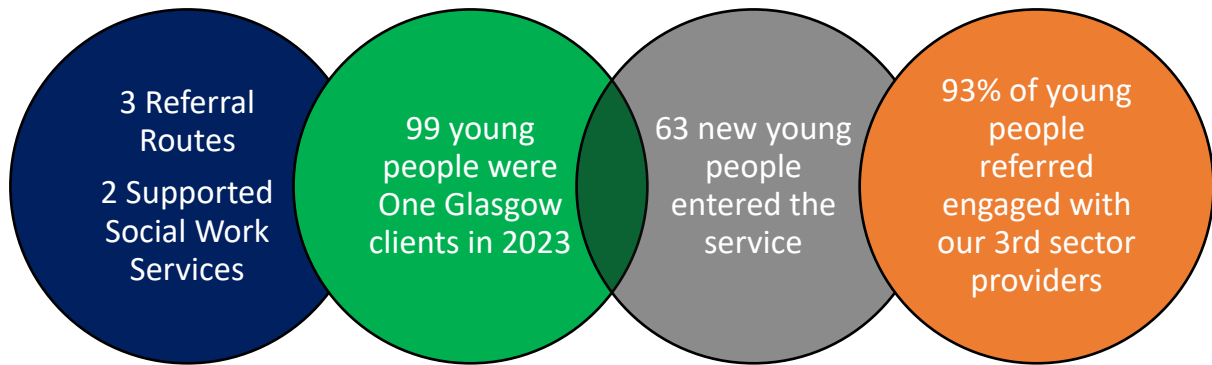
The use of 'Not at Home' can only be applied where it is deemed appropriate by the Local Authority and other providers.

From September 2020 to January 2024 there have been 1001 instances of young people classed as Not at Home and has reduced the unnecessary contact the looked after children are having with the Police.

3.3 Vulnerable Young People

One Glasgow

One Glasgow is a multi-agency partnership which is led by Police Scotland and funded by Glasgow's Community Planning Partnership to co-ordinate and monitor progress of the Whole Systems Approach for young people. Its aim is to focus on those aged under 25 who are involved in, or a risk of becoming involved in, the criminal justice system. The One Glasgow partnership currently provides referral pathways with Includem ADAPT, the Action for Children Side Step programme, NRS Youth Intervention Team whilst supporting the social work services; Supporting Transitions and Reintegration Service (STARS) and Intensive Support and Monitoring Service (ISMS)/Alternative to Remand (ATR).



Case Study

Sixteen-year-old, Josh* was referred onto the project in July 2022 having been charged for drugs offences. There was also credible information he was involved in drug dealing and known for carrying knives.

On referral to One Glasgow, Josh was not in education, employment, or training. He was suffering from anxiety due to poor mental health and significant cannabis use. Staff supported Josh for 8 months and he fully engaged in all sessions. Side Step also provided his family with financial and community support as Josh's Mum suffered from poor health. Josh engaged in focus work to improve his anxiety, building self-esteem and confidence which allowed him to think positively about his future and consider enrolling in employability opportunities.

In September 2022, Josh enrolled in a Tigers construction programme. Side Step staff supported Josh to attend, liaising with the employability team to ensure he was receiving the appropriate support. Josh completed this programme and received positive feedback on his performance, resulting in Side Step referring him onto Action for Children's YouthBuild employability construction course where he gained essential certificates such as PASMA, CSCS, Abrasive Wheel and Site Safety Awareness. This allowed him to access valuable work experience with a construction company and hopefully progress into employment.

In February 2023, Josh continued to attend YouthBuild and was receiving the adequate support from his worker on this course. He had distanced himself from his negative peers and instilled structure and routine into his week. This routine and structure had a positive impact on his cannabis use which reduced due to filling his time positively. Most importantly, Josh's offending also reduced significantly and there was no longer concern he was drug dealing. Josh progressed from Side Step and continues his personal development.

3.4 Drugs (Harm Reduction)

Crisis Outreach Service

As part of our Public Health Approach, we identified a need to enhance our collaborative working and data sharing capabilities with other partners. In March 2023, a referral pathway was established to share information with the Crisis Outreach Service, a third sector organisation who provide a rapid outreach response to individuals in addiction crisis (alcohol and/or drugs) and at increased risk of overdose from street drugs. Between 1 March – 31 December 2023, Police Scotland have referred 67 individuals.

Positive Outcomes Project (POP)/ POP Plus

The Positive Outcomes Project (POP) is a joint initiative staffed by Police Scotland (Greater Glasgow Division), Glasgow Health and Social Care partnership (HCSP) and the Scottish Community Justice Organisation, SACRO.

POP works with males who are over 16 years of age, residing within Glasgow City and who are committing offences to support a drug or alcohol dependency. POP Plus is two lived experience Peer Mentors, who use their life, recovery and work experience to engage with and support detainees within Greater Glasgow's police custody cells.

In 2023, POP attempted to work with 64 individuals, 39 of which engaged with the service. 64% of those that engaged with POP, showed a decrease in offending. Individual reduction ranged between 25-100% with the average being 72%. 11 out of the 39 service users (that engaged with the service) showed a 100% decrease in offending.

Since being reintroduced into the custody suites in Feb 2023, our custody peer mentors (CPMs) have engaged with over 660 detainees, exceeding the target audience of 250 within the first 12 months. A recent evaluation found around 32% of detainees approached by the CPMs were referred on to other agencies.

Naloxone Usage

Naloxone is an emergency, first aid response to opioid/opiate-related drug overdose situations. It reverses the respiratory suppression caused by opioids, stimulating a person's breathing; it can buy someone enough time to allow ambulance clinicians to arrive and provide professional medical care. All Police Scotland officers are now trained to carry and administer Naloxone in overdose situations. From 1st January - 31 December 2023, G division officers have administered Naloxone 91 times. Incidents range from officers on mobile patrol being stopped by members of public, attending at home addresses for domestics, within shop premises and processing individuals within custody suites. When an officer administers Naloxone, the individual is signposted to POP and Crisis Outreach for additional support.

Operation ARACHNOID

Op ARACHNOID is an example of how proactive officers look at enforcement through a public health lens and identify individuals involved with serious and organised crime. This operation involved the multi-kilo supply of Cocaine, Ketamine and MDMA in Glasgow, along with the surround area, using Whatsapp Messenger. Enquiries identified around 3,700 phone numbers engaging with drug suppliers, with over 400,000 messages exchanged between February 2021 to April 2022.

It later emerged customers of the service included those in well paid, professional employment as opposed to those with typically recognised addiction issues known to services. This in turn created financial difficulties, relationship breakdowns and even resulted in mental health issues developing.

We recognise that customers of this service, whilst engaged in consuming controlled drugs, are in turn vulnerable members of our society masking their addiction, often stemming from the trauma experienced in their lives. As part of our public health approach, we are seeking to support those we identify as vulnerable and ensure our enforcement activity aligns with our harm reduction strategies.

We utilised the PESTER system to broadcast a mass SMS offering addiction support to individuals who had been in contact with a confirmed drugs supply line. We hoped those who received this message proactively engaged with support services and contributed towards the harms caused by drug consumption. A notable increase in the use of partner websites was evident during analysis.

We will continue to robustly carry out enforcement against those who place our communities at risk through the sale and supply of controlled drugs, with several members of an organised crime group arrested and charged for their involvement in the sale and supply of drugs.

3.5 Poverty

Glasgow Helps

As part of our Public Health Approach, we identified a need to enhance our collaborative working and data sharing capabilities with other partners. In March 2023, a referral pathway was established to share information between Police Scotland and Glasgow Helps. Glasgow Helps is a third sector organisation supporting individuals in poverty, mental health and overall wellbeing. Since March – 31ST December 2023, Police Scotland have referred 131 individuals to the service.

Case Study

An individual suffered an injury at home which led to engagement with a G Division police officer. The individual flagged up ongoing issues with finances and challenges with caring responsibilities. The officer was aware of Glasgow Helps and made a referral to the service. The individual engaged with the Glasgow Helps advisor who discussed initial concerns and agreed that they should be referred for a Holistic Needs Assessment. This led to generation of a range of referral pathways to partner organisations. Following the assessment;

- A referral was made to Social Work for Occupational Therapy to assess the home environment.
- The individual's prescriptions were collected and delivered weekly, removing difficult journey to pharmacy.
- The individual received fuel 'top-ups' to support electricity costs.
- A home fire safety visit was arranged with SFRS.
- An application was made for Attendance Allowance to increase income.
- Transport was arranged for the individual to get to and from his medical appointments.