



Keeping People Safe in Greater Glasgow

Our Purpose—To improve the safety and wellbeing of people, places and communities in Scotland

Glasgow City Local Policing Plan 2023/24– Q4



2023/24-Quarterly Report Q4
January 24– March 24

Welcome to the latest Glasgow City Local Police Plan update. This report contains management information for quarter four of the year April 2023- March 2024.

The report provides details of ongoing work and initiatives which have commenced or have taken place in the Glasgow City area between 1st January 2024 and 31st March 2024.

As Chief Superintendent David Robertson moves on from Greater Glasgow, Chief Superintendent Lynn Ratcliff, who has previously been posted to G Division in a number of roles and ranks, is delighted to be returning to the Division and taking up the role of Greater Glasgow Divisional Commander.

Public Health

On 14th March 2024, SAFE Group members received a written report which explained the Public Health Approach to Policing and the key workstreams and initiatives ongoing within Greater Glasgow Division over 2023/24.

Between January – March 2024, Greater Glasgow Division launched a pilot referral pathway with Compassionate Distress Response Service (CDRS) to provide officers with another option to help individuals in emotional distress receive the right support.

CDRS are part of Glasgow Association of Mental Health (GAMH), commissioned by Glasgow City Health & Social Care Partnership (GCHSPC) and are an associate of Distress Brief Intervention (DBI). CDRS provide a phone service that offers timely and compassionate listening support to individuals experiencing acute emotional distress and operate an out of hours pathway for emergency re-

sponders to refer individuals into. If the individual engages, CDRS will support them for up to 1 month and thereafter signpost them onto a suitable service for longer term support if required.

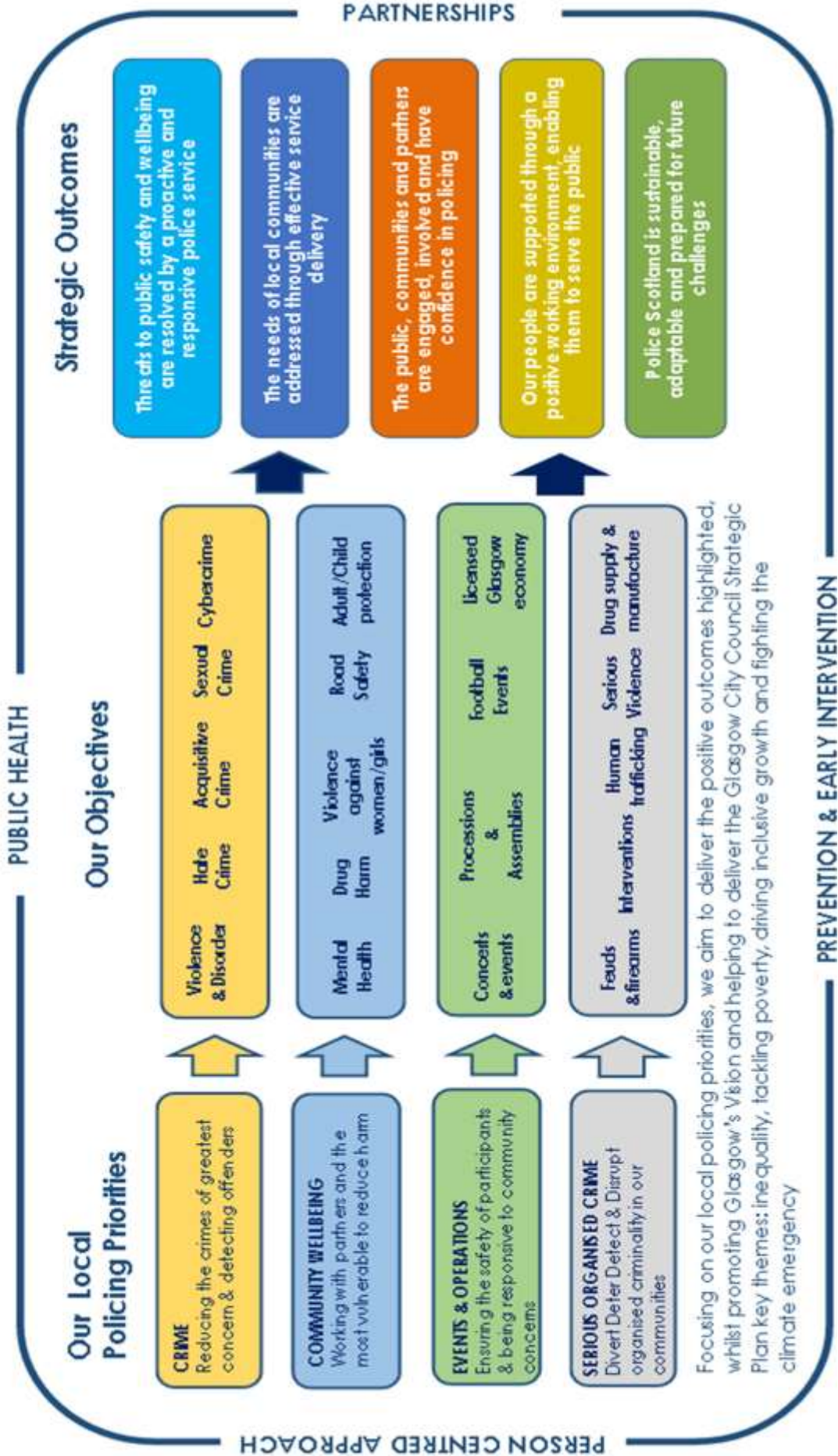
Phase 1 of the pilot commenced in Glasgow South (GA) and Glasgow North West (GF) sub divisions and ran for three months prior to being evaluated. Prior to using the service, officers received an awareness input from CDRS staff.

Between 9th January – 4th April 2024, 42 referrals were made by officers to CDRS, of which 33 individuals engaged with the service and received the right support at the earliest opportunity. CDRS went on to support these individuals by listening to them and understanding the root cause of their distress. In addition to better supporting individuals and communities, initial analysis has indicated that the total time spent by officers at incidents where CDRS was utilised was reduced.

Public Satisfaction

User experience surveys indicate satisfaction levels with policing remain high. On average this quarter, satisfaction levels are higher than national levels of 71.26%, with 75.68% of respondents indicating that they are satisfied or very satisfied with their overall experience.

Complaints - Between April and March 2024 a total of 899 complaints were received compared to 894 complaints the previous year, an increase of 0.6%. (Appendix A)



Crime

Police Impersonator Frauds

Following a recent rise in police impersonation frauds/scams it was noted those responsible were targeting members from vulnerable groups and our elderly community. Safer Communities have updated the force guidance leaflet on how to identify and authenticate a police officer.

Age Scotland have inserted the document into their scam awareness booklet for service users. It has also been shared with the 48 registered social landlords in G Division for distribution among tenants. In Glasgow North East, several local groups and third sector organisations who

could facilitate engagement session with members of this community were identified. A communication plan was developed culminating in 14 bespoke fraud awareness inputs being delivered which were received well, with over 100 members of the public in attendance. We will continue to remain vigilant and committed to protecting vulnerable members of our communities from harm and provide safety messaging to the forums in collaboration with our partners.

Fraud

Since 2019, two brothers aged 45 and 35 who reside in Greater Glasgow, have committed instances of account takeover frauds, contacting banks, purporting to be the complainer, and requesting new bank cards which they then intercept by stealing from the mail or redirect to addresses they have control over.

There were 17 victims with the majority being resident in G division. The total defrauded is more than £1.8 million, most of which has now been refunded to the victims.

Greater Glasgow Economic Financial Investigation Unit (ECFIU) secured funding from the National Economic Crime Centre under Operation Henhouse.

Operation Henhouse was a national campaign coordinated by the National Crime Agency and City of London Police to assist police forces across the UK in a national campaign to tackle fraud. The funding was supplied and on the 4th March, after months of investigation by G Division ECFIU, both males were charged with the offences and reported to COPFS.

Violence against Women

On Friday 8 March we celebrated International Women's Day with our partners and members of the public at a community event in Barmulloch. We hosted an information stall on the day, where we provided those in attendance with personal safety and security advice, whilst highlighting our strategic aims as part of the Violence Against Women and Girls Strategy.

We also provided advice in relation to career opportunities within policing and relevant recruitment advice, as we continue to promote Police Scotland as an inclusive organisation.

Guest speakers included Councillor Maureen Burke, the founder of Glasgow City Football Club Carolanne Stewart and members of her team. Pupils from All Saints Secondary School, accompanied by our campus officer, supported a panel Q&A session with the guest speakers.

The event was well attended and partners who supported this included Scottish Fire and Rescue, Rosemount Lifelong Learning Centre, Breast Cancer Now, Glasgow Girls Club, Community Links, Wise Women, SAMH, Wheatley Homes, One Parent Family Scotland, Glasgow Kelvin College, Jobs & Business Glasgow, GMB Union and Lifelike.

Hate Crime

The Scottish Government launched a new hate crime campaign, in partnership with Police Scotland, to highlight its impact and encourage victims and witnesses to report crimes.

The campaign has been supported by various posts across all G Division social media channels. This supports the new Hate Crime and Public Order (Scotland) Act 2021 which went live on Monday 1st April 2024.

Community Wellbeing

Positive Outcome Project

Positive Outcomes Project (POP) offers intensive support to individuals with a view to reducing offending and substance misuse. Criminal Justice data, which analyses service user's opinions, indicates that 64.7% of service users feel that they have reduced their offending and substance misuse.

The greatest improvements were observed for accommodation, positive use of time, drugs and alcohol and living a crime free life.

This indicates that service users are linking into the criminal justice, addiction and recovery services.

Cyber Security Awareness

In February, G Division Safer Communities hosted local businesses and organisations at a cyber security awareness conference at the Royal Concert Hall in Glasgow.

The event focused on cyber resilience, preparedness to meet cyber risk and how well-equipped businesses were to withstand, manage, recover and learn from cyber incidents.

The conference was attended by over 120 people and included guest speakers from IASME Consortium, Police Scotland Cybercrime Protection and Incident Support and the Chief Information Security Officer from Manchester University.

There was positive feedback from attendees who reported they had an increased knowledge and awareness of the cyber risk and threat and gained valuable insight into available guidance, tools and resources.

NRS Youth Intervention

Working in partnership with Glasgow City Council Neighbourhoods, Regeneration and Sustainability (NRS), One Glasgow has launched a one-year pilot project (NRS Youth Intervention) for early intervention for young people who are engaged in the youth justice system.

The aim of the project is to divert young people who are on an offending trajectory but have yet to have formal social work intervention. This short-term intervention (3 to 6 months) initiates one to one support with a youth engagement worker to address the underlying causes of offending, seeking to improve outcomes and reduce further incidents.

One Glasgow

Since Q1 23/24 One Glasgow has referred 47 young people for diversionary intervention with an 87% rate of engagement with 3rd sector services. This included 31 young people referred to the Action for Children Sidestep Programme which supports young persons who are at risk of involvement in Serious Organised Crime or who are victims of Child Criminal Exploitation; 12 young people referred to Includem Adapt due to anti-social behaviour/disorder and four to Neighbourhoods, Regeneration and Sustainability Youth Intervention team for early intervention. Currently 17 young people are supported with diversionary activity in the service with 30 supported within our social work support services. From Q1-Q4, One Glasgow has engaged 92 young persons via diversion routes or social work Intensive Support and Monitoring Service /Alternative to Remand and Supporting Transitions and Reintegration Service.

Road Policing

There have been 14 fatal road crashes since 1st April 2023 (8 pedestrians, 1 cyclist, 4 car drivers and 1 passenger).

The national calendar of road safety activities in the coming quarter are;

April: Fatal Five Campaign (Seatbelt Offences, Speeding, Use of Mobile Devices, Careless Driving and Drink Driving).

Motor Cycle Safety Campaign.

May: Give Space/ Operation Close Pass (cyclist safety).

June: Child Safety Week.

National Seatbelt Campaign.

Project Edward (European Day Without a Road Death).

Events and Operations

Events

This quarter saw the Scottish Labour Party conference being held at the SEC. The three day event saw a number of specialist resources deployed alongside conventional and public order resources to facilitate a procession culminating in a demonstration at the event site. The complex operation ensured the safe delivery of the conference itself alongside managing the rights of the participants involved in the demonstration.

There have been 30 professional football games within the division throughout this period at Hampden, Celtic Park, Ibrox, Queens Park and Firhill, with an estimated 900,000 persons in attendance and significant resources deployed. European football concluded in Glasgow in March when Rangers failed to progress in the competition following a loss against Portuguese side Benfica, with this high risk fixture deploying in excess of 250 officers.

Licensing and Night-Time Economy

Although the first few months of Q4 are traditionally quieter for the night-time economy throughout the country, Greater Glasgow Licensing continued to work with the licensed trade and local policing to drive forward improvement.

Bystander Training continued with over 450 staff members from 63 premises throughout Glasgow now trained. 51 officers are trained Licensing Champions, with the licensed trade and their legal representatives commenting on a continual and marked improvement in the standard of police visits to licensed premises.

A Licensing 'Review' has been sent to Glasgow City Council Licensing Board for consideration due to potential serious failings at one venue in the city, with a similar review for another venue near to completion.

During Q4, the Licensing Department Inspector spoke at a national law conference at the Glasgow Hilton, presenting on 'Licensing, Partnerships and Policing the Night-Time Economy' to the trade, legal representatives and local authorities, highlighting the planning and vital partnerships involved in the City Centre Policing Plan and how it can be supported by the trade.

Look Forward

Looking forward into Q1 2024, domestic football approaches the split in April, where the final five fixtures of domestic SPFL football fixtures will be drawn. With the potential for either Rangers or Celtic winning the SPFL title plans are already underway with both clubs and the local authority to allow opportunities for fans to celebrate while minimising impact of these celebrations on the wider city.

As we look towards the summer months planning has already commenced for the variety of parades and events traditionally taking place during this time, including the Annual Boyne Parade on 6th July and TRNSMT on the weekend of 12th-14th July.

Protest Activity

As anticipated, protest activity remained high over Q4 with much of it continuing to be around the ongoing Israel/Palestine conflict.

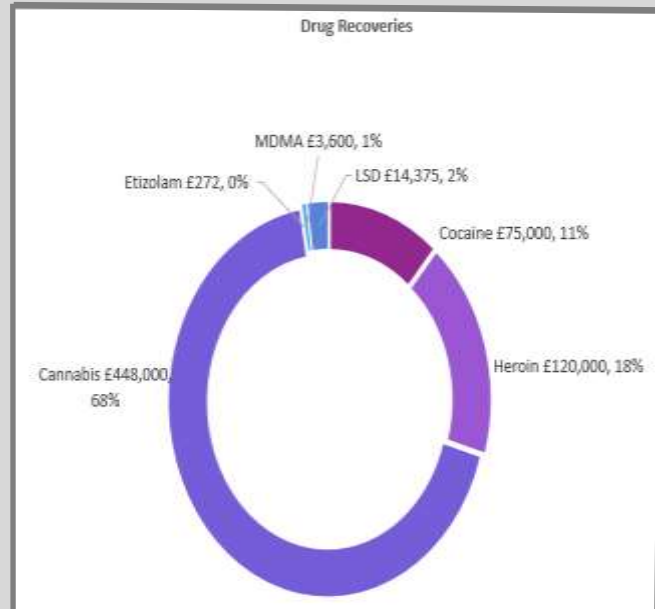
Working closely with procession organisers, we have successfully supported the rights of thousands of protesters to safely protest through the city on a weekly basis, while, as far as possible, reducing the impact on the city centre economy.

Serious Organised Crime

Recoveries

Controlled drugs

- Cocaine – 2.3 Kg – estimated street value £75,000
- Heroin – 4 kg - estimated street value £120,000
- Cannabis – 70 kg – estimated street value £448,000
- Etizolam – 272 tablets - estimated street value £272
- MDMA – 90 g – estimated street value £3,600
- LSD – 575 tablets estimated street value £14,375



Firearms

- 1 x Firearm and associated ammunition

Cash and valuables.

- £374,773 cash seized.
- £1,500 restrained from assets and valuables.
- 1 x stolen vehicle recovered.

County Lines

As part of the County Lines Intensification Week from 4th – 8th March 2024, Greater Glasgow Sexual Harm and Exploitation Unit (SHEU) arranged presentations with Community Partnerships to deliver awareness sessions to Glasgow Youth Justice. At the start of April 2024, the Greater Glasgow SHEU delivered training to heads of social and living services, including Councils, Youth Justice and Health, regarding the threat posed by County Lines and the indicators associated with criminal and sexual exploitation of children. In conjunction with Local Policing, SHEU officers also met with representatives from Health, Social Work, Education, Youth and Criminal Justice, and four dates have been set for the delivery of County Lines awareness training to over 100 participants between now and August.

Human Trafficking

Having identified an increase in the number of Potential Victims of Human Trafficking presenting in the Greater Glasgow Area, particularly from representatives from the South East Asian community.

Greater Glasgow Human Trafficking Unit delivered several awareness presentations to Local Policing advising officers of the correct procedures to be followed when encountering such individuals, ensuring a corporate response is provided and the relevant partners are contacted, providing individuals with the appropriate safeguarding measures.