Highland Council

Nairn and Badenoch and Strathspey Area Committee 18 March 2015

Agenda	3.
Item	
Report	NBS
No	01/15

Police - Area Performance Summary Report by the South Area Commander

Summary

To provide a local summary update to Committee Members on progress with reference to the local priorities within the Highland 2014-2017 Policing Plan.

Introduction

Performance is being maintained within the Highland Area and overall crime continues to fall. In the South Area Command there has been a 14.8% reduction in Class 1-4 crimes as at 2nd March 2015 (1190 crimes last year to date compared to 1014 crimes this year to date¹).

The most recent summary of Highland Performance Against the 2014-17 Highland Local Policing Plan objectives is at Appendix 1. This report was presented and scrutinised by the Community Safety, Public Engagement and Equalities Committee on 3rd December 2014. The period covered by the report is as at 31 October 2014 unless stated otherwise.

i6 Project

Significant work is currently ongoing across Police Scotland in the form of the i6 project. i6 will deliver common, national policing processes. These will be supported by a single, modern, national, integrated IT solution. Whilst this work is ongoing Divisions across Scotland are working within legacy systems and as a result statistical information at Multi Member Ward Level may contain some inaccuracies. Therefore at this time it is not possible to provide some of the Multi Member Ward Level figures. This issue should be resolved with the i6 rollout over the next 2 years.

HMICS Crime Audit 2014

In September 2014 HM Inspectorate of Constabulary in Scotland carried out an audit to assess the state, efficiency and effectiveness of crime recording by Police Scotland and the extent to which recording practice complies with the Scottish Crime Recording Standard and the Scottish Government's Counting Rules. Highland and Islands Division performed consistently well and achieved compliance rates in all tests of between 98% and 100%; this was the highest result in Scotland.

¹Police Scotland ScOMIS Performance System Figures

National Child Abuse Investigation Unit

On 5th January 2015 Police Scotland launched a National Child Abuse Investigation Unit. There are currently 4 units across Scotland with one being in Inverness. The department has a national remit to investigate serious and complex child abuse cases.

Emergency Planning

During the recent spate of bad weather in the area, Highland and Islands Division has enacted its multi-agency response arrangements including the setting up of the Highland and Islands Local Resilience Partnership oversight Group which was led by Superintendent Mackillop. The response to the severe weather, which affected the whole of the region, included the set up of eight multi-agency emergency planning groups. The groups allowed for a proportionate response to events unfolding in their respective areas. Police Scotland maintained an oversight of events and planning arrangements from a senior executive level with the focus being on the changing consequences of major power and telecommunications outages, as well as a significant range of issues relating to vulnerable people in particular.

Wildlife Crime

The latest version of the Environmental Actions and Outcomes table within the Single Outcome Agreement was approved by the Highland Public Services Partnership Performance (HPSPP) Board at their meeting on 13th October 2014. Within that, we, as Police Scotland have outlined our commitment along with key partners to reduce Wildlife Crime through a number of Intermediate/Short Term outcomes;

- On 12th March 2015 a Wildlife Crime Conference will take place in Highland; this will provide a formal, multi-agency forum for addressing Wildlife Crime in Highland and will take place in the future on an annual basis.
- Work is ongoing to review the methods of reporting Wildlife Crime with a view to raising the profile and increasing confidence in reporting whilst enhancing quality intelligence gathering.
- In addition to this there are currently 8 specialist Wildlife Crime Officers within the Highland and Islands Division who are geographically spread so that reports of Wildlife Crime are effectively and timeously acted upon.

1. **Priority 1- Road Safety**

Road Safety remains to be the community issue of highest concern for communities within Highland. The Public Consultation Survey carried out in 2014 shows the top 2 priorities for the North Division are:

- 1. Speeding Motorists
- 2. Dangerous and/or Antisocial Driving.

Reduction in Drink Drive Limit-

On Friday 5 December 2014 legislation was enacted which reduced the drink drive limit in Scotland. The new limits are as follows:

- Breath- 22 microgrammes of alcohol in 100 millilitres of breath;
- Blood- 50 milligrammes of alcohol in 100 millilitres of blood; and
- Urine- 67 milligrammes of alcohol in 100 millilitres of urine.

The results of the Festive Drink/Drug Drive Initiative 2014 which ran between Friday 5 December 2014 and Friday 2 January 2015 are encouraging; Across the Highland and Islands Division there was a 55% reduction in the number of people caught drink driving compared to the same period in 2013. A total of 19 drivers were caught under the influence in the Division and of the 19; 3 were in the Nairn, Badenoch & Strathspey area.

Despite the general perception that drink/drug driving is socially unacceptable, many who persist in doing so consider it to be a low-risk activity in terms of the likelihood of being involved in a collision or being caught, however, even one driver out on the roads over the limit has the potential to cause devastation and fatal consequences.

Police Scotland is committed to achieving the Scottish Government's 2020 casualty reduction targets. Increasing awareness of the risks associated with driving whilst unfit through drink or drugs will have a clear impact on the Force's efforts to reduce road casualties.

Average Speed Cameras-

The performance data for A9 and the average speed cameras was published on 26th January, 2015. Initial performance analysis of the route for the first quarter (October 2014- January 2015) and the main findings from Transport Scotland's report show:

- The camera detection system detected 298 vehicles exceeding the speed limit which warranted further action, this is less than 4 per day;
- Overall speeding is down from around one in three drivers to one in twenty;
- Examples of excessive speeding (10mph+ above limit) are down by 97%;
- Journey times have increased in line with predictions;
- Journey time reliability has improved;

- There is no evidence that drivers are avoiding the A9;
- Feedback from hauliers suggests a significant reduction in journey times for HGVs.

The following statement was issued by Chief Superintendent lain Murray:

"This is an encouraging start. In the first three months of operation we have seen a more than eight-fold decrease in the number of people caught speeding on this stretch of road compared with the same time last year when there were 2,493 offences recorded.

It is clear that the cameras are changing driver behaviour in the way that we expected. This will undoubtedly help to make the A9 safer for all road users. Speeding is not the sole cause of collisions on the route and we shall continue to engage positively with those who put themselves and others in danger through risky or illegal driving behaviour. Safety remains the responsibility of all road users and it is important that we interact appropriately with each other on the A9, and all of the other roads in Scotland"

South Area Performance Summary (1 April 2014- 31 January 2015)-

- There have been 2 fatal collisions in the Nairn, Badenoch & Strathspey area during this reporting period (1 August 2014- 31 January 2015).
- There have been 2 serious injury collisions in the Nairn, Badenoch & Strathspey area during this reporting period (1 August 2014- 31 January 2015).

SOUTH	13/14 FYTD	14/15 FYTD	Variation
Drink/Drug Driving (Detections)	90	73	- 17 (Figure includes failure to provide a specimen)
Speeding (Detections)	1510	1423	- 87
Seatbelt Offences (Detections)	118	135	+ 17
Mobile Phone Offences (Detections)	77	104	+ 27

Driving Ambition-

During 2014 Driving Ambition has been carried out within the following Schools in the Nairn, Badenoch and Strathspey area:
Nairn Academy
Grantown Grammar

2. Priority 2- Alcohol and Drugs Abuse/Misuse

Alcohol and drug abuse and misuse continue to be a concern for communities in the Highland area. The Public Consultation Survey carried out in 2014 shows the 3rd highest priority for the North Division as:

3. Drug Dealing/Drug Misuse

Within the Highland Division we are committed to early intervention and prevention through focussed targeting of resources and working in partnership with other agencies to reduce the associated community impacts.

South Area Performance Summary (1 April 2014- 31 January 2015)-

- Planning is ongoing in relation to further Test Purchasing operations to be carried out in the Nairn, Badenoch & Strathspey area over the coming months.
- Operation Respect is an ongoing multi-agency partnership initiative which aims to reduce street violence, disorder and incidents linked to licensed premises. Working with key partners in order to make our streets safer and to reduce the risk to the public.
- Regular licensed premises checks and collaborative working with licensees has been a key factor in reducing crime such as serious assaults and drink/drug driving. Across the Highland area Licensed Premises checks have increased with officers continuing to be vigilant over the coming months/year.

SOUTH	13/14 FYTD	14/15 FYTD	Variation
Supply of Drugs or being concerned in the supply of drugs (Detections)	26	19	- 7 (This figure includes detections for drugs supply, productions and cultivations)

 The information relating to stop and search is currently subject to internal review and audit. Whilst this is being carried out no stop search data is available.

3. Priority 3- Antisocial Behaviour/Disorder

Over the past few years there has been a significant decrease in antisocial behaviour and disorder. The overall decrease has been achieved, in part, by working with partners to tackle the very few individuals who are frequently involved in antisocial behaviour and disorder as well as having a focus on locations where problems occur.

Operation Notebook and Operation Respect are key operations which are used by Police Scotland to tackle the various elements of antisocial behaviour within Highland.

South Area Performance Summary (1 April 2014- 31 January 2015)-

SOUTH	13/14 FYTD	14/15 FYTD	Variation
Breach of the Peace	101	45	- 56
	36	15	- 21
Section 38 Criminal Justice and Licensing (Scotland) Act 2010*	293	235	- 58
	104	73	- 31
Common Assault	374	338	- 36
	145	110	- 35
Vandalism (Including Malicious Mischief)	360	256	- 104
	156	83	- 73

*Note- the figures in the shaded section refer to the Nairn, Badenoch & Strathspey area. Please note that care should be taken with data presented at this level as it can be affected by small numbers and show under-reporting. The figures are provided for guidance purposes only.

**For clarification:

Definition- Section 38 Criminal Justice and Licensing (Scotland) Act 2010- A person commits an offence if:

- (a) they behave in a threatening or abusive manner,
- (b) the behaviour would be likely to cause a reasonable person to suffer fear or alarm, and
- (c) intends by the behaviour to cause fear or alarm or is reckless as to whether the behaviour would cause fear or alarm.

This applies to,

- (a) behaviour of any kind including, in particular, things said or otherwise communicated as well as things done, and
- (b) behaviour consisting of- (i) a single act, or (ii) a course of conduct.

4. Priority 4- Crimes of Dishonesty

Overall crimes of Dishonesty have reduced across the South Highland area. So far this year there have been 542 incidents recorded compared to 637 incidents recorded over the same reporting period last year.

South Area Performance Summary (1 April 2014- 31 January 2015)-

Doorstep Crime:

Many victims are embarrassed, fearful or indeed do not realise that they have in fact been the victim of a Bogus Tradesmen thus actual notification of crimes or complaints is thought to be as little as 1 in 10.

Highland and Islands Division is committed to reducing the number of individuals affected by doorstep crime, ultimately keeping vulnerable groups safe and empowering local communities. Pro-active work is ongoing in this area in partnership with key organisations in the public, private and third sector.

Farm Watch & Construction Watch:

The Farm Watch scheme was introduced to help combat and prevent criminal activity within the farming and wider rural community by establishing and developing trust and communication pathways between members of the rural community and Highland Division. A Construction Watch scheme is currently being developed in the area.

SOUTH	13/14 FYTD	14/15 FYTD	Variation
Number of Thefts by Housebreaking (Dwelling house, Non-dwelling, Other premises)	129	73	- 56
	74	43	- 31
Detection rate for thefts by housebreaking (including attempts) Theft by Shoplifting	42.9% 61	35.6% 63	- 7.3% + 2
	25	28	+ 3
Number of Thefts from motor vehicles	71	68	- 3 (This figure includes opening lockfast places- motor vehicle, theft of and from a motor vehicle and attempted theft of a motor vehicle).
	23	23	=

*Note- the figures in the shaded section refer to the Nairn, Badenoch & Strathspey area. Please note that care should be taken with data presented at this level as it can be affected by small numbers and show under-reporting. The figures are provided for guidance purposes only.

5. Priority 5- Protecting People

The Public Protection Unit incorporates Child and Adult Protection, Domestic Abuse Investigation, Offender Management, Rape Investigation and Sexual Offences Investigation. The unit works with Highland communities and multiagency partners to provide a co-ordinated and consistent response to protect the most vulnerable in our communities.

South Area Performance Summary (1 April 2014- 31 January 2015)-

SOUTH	13/14 FYTD	14/15 FYTD	Variation
Domestic Abuse	404	400	+ 4
Incidents ²			(Figures as at 2 nd March 2015)
Hate Crime	21	24	+ 3
Incidents ³			(Figures as at 2 nd March 2015)
Sexual	37	74	+ 37
Crimes/Incidents			

- Work is ongoing to increase confidence in reporting Hate Crime incidents and development of measures to ensure satisfaction with service received in this area. In 2015 a Hate Crime Questionnaire will be sent to all persons reporting a Hate Crime within the Highland and Islands Division, a programme of consultation has taken place in relation to this and partners at a local and national level have inputted into the process.
- The creation of the Vulnerable Persons Database has further improved responses to vulnerable people in Highland.
- (i) **Recommendation:** The committee is invited to scrutinise and discuss the progress report in relation to the 5 Priorities; Road Safety, Alcohol and Drug Abuse/Misuse, Antisocial Behaviour/Disorder, Crimes of Dishonesty and Protecting People.

Chief Inspector Colin Gough South Highland Area Commander 5th March 2015

Appendix 1: Performance Against Highland Local Policing Plan 2014-2017

²Police Scotland ScOMIS Performance System Figures

³Police Scotland ScOMIS Performance System Figures

PERFORMANCE AGAINST HIGHLAND COUNCIL LOCAL POLICING PLAN 2014/2017 1 April – 31 October 2014

PRIORITY 1 - Road Safety

GO SAFE ON SCOTLAND'S ROADS ITS EVERYONE'S RESPONSIBILITY- SCOTLAND'S ROAD SAFETY FRAMEWORK TO 2020

Target	2015 Milestone % reduction	2020 target % reduction
People killed	30%	40%
People seriously injured	43%	55%
Children (aged <16) killed	35%	50%
Children (aged <16) seriously injured	50	65%

(In addition to the above there remains a 10% reduction target in the slight casualty rate to 2020)

Note: All statistics are provisional and should be treated as management information. All data sourced from Police Scotland internal systems and are correct as at published date

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2013/14	YTD 2014/15	YTD Variation	Context/Narrative
Reduce the number of people killed on the roads in Highland.	22	19	19	13	-6	 Fatal Collisions which have occurred in this reporting period: Collision occurred on the A836 at Bettyhill. There was one vehicle and one cyclist involved. The cyclist sustained fatal injuries as a result. The road was closed for 8 ¾ hours. Collision occurred on the A82 at Altnafeadh. There were three vehicles (1 x Car, 2 x Motorcycles) involved. The rider of one motorcycle sustained fatal injuries. The road was closed for 5 ½ hours. Collision occurred on A9 at Berriedale. There was one vehicle involved and one person sustained fatal injuries. Collision occurred on A96 at Tornagrain. There were 2 vehicles and 1 pedestrian involved. The pedestrian sustained fatal injuries as a result. The road was closed for 4 hours. Collision occurred on A862 between Ardullie and Dingwall. There were 2 vehicles involved and 1 person sustained fatal injuries.
Reduce the number of people seriously injured on the roads in Highland.	100	90	54	29	-25	

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2013/14	YTD 2014/15	YTD Variation	Context/Narrative		
Reduce the number of children (aged <16) killed/seriously injured on the roads in Highland.	6	3.4	2	0	-2			
Increase the number of people detected for drink / drug driving offences	264.6	234.3	221	218	-3	This figure includes failure to provide a specimen		
Increase the number of people detected for speeding.	2071.4	2093.7	2428	2685	+ 257			
Increase the number of people detected for mobile phone offences.	391	347	368	412	+ 44			
Increase the number of people detected for seat belt offences	427.6	387.3	434	605	+ 171			
	During 2014 Driving Ambition has been carried out within the following Schools/Colleges across Highland:							
Conduct a Driving Ambition Campaign at each of the 22 High Schools within a 12 month period.	North Highland Colleges- Thurso & Alness, Invergordon Academy, Thurso High School, Nairn Academy, Dingwall Academy, Culloden Academy, Portree High School. Tain Royal Academy, Alness Academy, Lochaber High School, Golspie High School, Dornoch Academy, Kinlochleven High School, Ardnamurchan High School, Wick High, Inverness High School, Kilchuimen Academy, Inverness Royal Academy, Grantown Grammar, Millburn Academy, Charleston Academy, Fortrose Academy and Gairloch High School.							
		At the time of reporting 1242 young people across Highland have received this input in 2014.						
Participate in all Police Scotland Road Safety Campaigns and safety	National Mo	In this reporting period the following campaigns have been ongoing: National Motorcycle Campaign – Concluded on 29 th September. Getting Ready for Winter Campaign- Monday 6 th - Sunday 12 th October.						
initiatives identified through the safer Highland Road Safety Group, including specific targeted campaigns for young and male drivers.	Campaigns planned for the following months as follows: Brake National Road Safety Week- Vulnerable Road Users- Monday 17 th - Sunday 23 rd November Festive Drink/Drug Drive Campaign- Friday 5 th December- Friday 2 nd January.							
Trunk Road/Divisional Policing Units to conduct a targeted motorcycle campaign each Spring.		The national motorcycle campaign- Operation Zenith commenced on 17 th April and will run until 29 th September. This campaign primarily focuses on safe and responsible motorcycling, reducing the number of casualties resulting from road collisions and improving driver/rider behaviour and awareness.						

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2013/14	YTD 2014/15	YTD Variation	Context/Narrative			
Licensed Premises Checks	7745	8398	4822	4926	+ 104	Officers will continue to be vigilant with licensed premises checks over the coming months/year. Without doubt by working collectively with licensees we are better placed to achieve our primary focus of keeping people safe.			
Conduct a test purchasing operation within each of the Inspector led areas each year.		During this reporting period 50 test purchasing operations have been carried out in Lochaber and Inverness. Of the 50 tested there were 2 failures in Inverness. All were given advice and premises which failed have since been re-tested and passed.							
In conjunction with the Safer Highland Alcohol and Drug Partnership introduce an advisory 'signpost' letter outlining available assistance for alcohol, drugs and violence issues to all custodies/ those issued with fixed penalties.	Work is ong months.	Work is ongoing across the Division to develop this letter which is currently in draft format. It is anticipated that distribution will begin over the coming months.							
As part of the ADP contribute to the development and conduct of a targeted drug and alcohol awareness campaign for school children (e.g. Safer Highlander).	A range of initiatives are taking place with local community officers visiting schools, youth groups and community events to help raise awareness and educate young people on the dangers of New Psychoactive Substances. A recent event was held at Culloden Academy; along with partners an input was delivered to all S4 pupils, this was followed by an evening event held with parents which was very favourably received. Plans are ongoing to deliver this input to other schools within the Division. Police Scotland actively encourage young people to visit the 'Choices For Life' website. This is an interactive resource where young people can get accurate information about substance misuse, including New Psychoactive Substances. The website is also extremely useful for parents, carers, teachers and youth workers who want to know more.								
Support multi-agency events including Rock Challenge.	Planning is	Planning is ongoing and funding well in hand for Rock Challenge 2015.							
Increase the number of positive stop searches/ confiscations for those possessing alcohol.	13.6	18.7	54	79	+ 25				
Increase the number of positive stop searches/confiscations for those possessing drugs.	529.2	575.3	405	283	- 122	There were 309 drug stop searches carried out at Rockness in 2013. Of this number 78 were positive; as a result of the event not being held in 2014 this figure is considerably lower for this reporting period.			
Increase the number of offences reported for the supply or being concerned with the supply of drugs.	148	144.3	67	67	=	The figure includes the number of detections for drug supply, productions and cultivations			

PRIORITY 3 - Antisocial Behav	viour/Disorde	er						
Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2013/14	YTD 2014/15	YTD Variation	Context/Narrative		
Number of antisocial behaviour incidents recorded.	9094	9463.7	5024	4471	-553			
Contribute to the Safer Highland Antisocial Behaviour Group initiatives and campaigns to reduce antisocial behaviour.					oing the updater of this group	ed Antisocial Behaviour Strategy.		
Reduce the number of Section 38 Criminal Justice and Licensing (Scotland) Act 2010 Offence- Threatening and Abusive Behaviour Crimes	633	1044.7	1074	948	-126	Definition: A person commits an offence if, (a) they behave in a threatening or abusive manner, (b) the behaviour would be likely to cause a reasonable person to suffer fear or alarm, and (c) intends by the behaviour to cause fear or alarm or is reckless as to whether the behaviour would cause fear or alarm. This applies to, (a) behaviour of any kind including, in particular, things said or otherwise communicated as well as things done, and (b) behaviour consisting of- (i) a single act, or (ii) a course of conduct.		
Reduce the number of Breach of the Peace	1244.4	679.7	425	206	-219			
Reduce the occurrences of common assault	1601	1568.7	1501	1365	-136			
Reduce the level of serious assaults, petty assaults, breach of the peace, vandalism and antisocial behaviour in the top 3 beats with the highest levels of incidents.	Work is ong	Work is ongoing with our analysis and performance unit to identify the top 3 wards in terms of level of incidents. This will develop over the coming year.						
Reduce the number of premises currently escalated to Stage 3 noisy behaviour through Operation Notebook.	There are currently no premises at Stage 3- Positive multi-agency working has meant that identified issues have been resolved prior to escalation.							
Number of antisocial behaviour orders in place.	There are c	urrently 9 Ant	isocial Behav	riour Orders ir	n place in the l	Highland area.		
Reduce the incidents of vandalism	1636.2	1406.3	1147	925	-222	These figures include Malicious Mischief		

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2013/14	YTD 2014/15	YTD Variation	Context/Narrative
In relation to vehicles; increase the use of antisocial behaviour warnings.				64		
In relation to vehicles; Increase the number of vehicle seizures for antisocial behaviour.				6		

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2013/14	YTD 2014/15	YTD Variation	Context/Narrative			
Reduce the number of crimes of dishonesty (Class 3)	2561.4	2391.3	2289	1846	-443				
ncrease the detection rate for dishonesties (Class 3)	46.5%	46.7%	40.7%	45.0%	+ 4.3%				
In partnership with Trading Standards develop and introduce an annual awareness campaign targeted at vulnerable people in respect to dishonesties.	notification of crimes or complaints is thought to be as little as 1 in 10. Highland and Islands Division is committed to reducing the number of individuals affected by doorstep crime, ultimately keeping vulnerable groups safe and empowering local communities. Pro-active work is ongoing in this area in partnership with key organisations in the public, private and third sector. The aim is to enforce the law, maintain order and protect life and property in order to: Reduce the number of victims related to doorstep crime activities and empower local communities Raise awareness through the media Adopt a multi agency approach Interact with vulnerable groups Investigate all instances of doorstep crime Proactively target Organised Crime Groups involved in doorstep crime Provide Public Reassurance								
Develop and introduce a Construction Watch' campaign in order to increase awareness, intelligence and information around plant and building material theft.									
ncrease membership of Farm Vatch	There are currently 254 members of Farm Watch. The purpose of the scheme is to help combat and prevent criminal activity within the farming and wider rural community by establishing and developing trust and communication pathways between members of the rural community and Highland Division. Farm Watch has been shortlisted for a prize in the Partnership Working Category in the Local Policing Awards. The Awards were launched this year to recognise innovative ideas and successful initiatives and to improve the sharing of Policing best practice.								

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2013/14	YTD 2014/15	YTD Variation	Context/Narrative
Reduce the number of thefts by housebreaking (including attempts) - Dwelling house/Non dwelling/ Other premises.	262.8	263.7	282	238	- 44	
Increase the detection rate for thefts by housebreaking (including attempts)	35.6%	38.1%	28.4%	41.6%	+ 13.2%	
Reduce theft by shoplifting	491	453.7	434	273	- 161	
Reduce the number of thefts from motor vehicles	210.6	189.7	166	181	+ 15	This figure includes opening lockfast places-motor vehicle, theft of and from a motor vehicle and attempted theft of a motor vehicle

Target	Baseline 5 Year Average	Baseline 3 Year Average	YTD 2013/14	YTD 2014/15	YTD Variation	Context/Narrative	
Increase in reporting of sexual crimes	173.2	183.3	252	182	- 70	This figure shows a reduction in crimes and therefore victims.	
Meet the Police Scotland detection rate target for sexual crimes.	TARGET FOR 2014/15- 78%			95.1%	+ 17.1%		
Meet the Police Scotland detection rate target for domestic abuse.	TARGET FOR 2014/15- 80%			83.0%	+ 3%		
Increase in reporting of Hate crimes			109	83	- 26	This figure shows a reduction in crimes and therefore victims.	
Ensure that people who report hate incidents feel satisfied with the response received from public agencies.	From January 2015 a questionnaire will be sent to all persons reporting a Hate Crime within the Highland and Islands Division, a programme of consultation has taken place in relation to this and partners at a local and national level have inputted into the process.						
In support of the Safer Highland Child Protection, Adult Support and Protections and Violence against Women groups play an active role in preventative initiatives and campaigns.	These groups are meeting regularly and some positive work is being developed.						