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Dear Elected Member,

We are testing a different approach to the way certain incidents are managed when they are reported to Police Scotland.

At the moment the public may have to wait some time to hear whether their report of a crime or incident is being investigated but under our new approach, we aim to inform people of the decision much more quickly.

This process is not unfamiliar in the North East and we hope the pilot will achieve similar positive results to what we achieved when used in the past.

We want to give Police Officers more time to focus on proportionate lines of enquiry, responding to emergencies and keeping people safe from harm.

On some occasions, crimes are reported where there is no associated threat, risk, harm or vulnerability and also no proportionate lines of enquiry for local Police Officers to investigate.

When this happens, our staff will inform the caller that the enquiry has been recorded and a crime reference number will be supplied, but no further action will be taken.

At the moment, it may take some time for Police Officers to view a report just to confirm that no further action will be taken. The new process means callers get an answer more quickly and Police Officers are able to focus on the more pressing issues in our communities.

We also know that sometimes people simply want to report a crime and we want to provide that service efficiently.

An example could be a theft from a garden, if there are no proportionate lines of enquiry such as CCTV or eye witness evidence, then we may inform the caller that the report will be filed and no further action taken.

We also know that sometimes people simply want to report a crime and we want to provide that service efficiently.

However we are asking people to please continue to report crime in the area. Local officers will continue to review closed reports to enable them to map local crime trends and this may mean an enquiry is re-opened and investigated.

Taking a proportionate approach to crime means we can continue to deliver a high standard of service while responding to growing and increasingly complex individual and community needs, within a tightening financial environment.

We recently outlined the urgent action required to maintain effective policing for our communities following the real terms reduction in our funding allocation for 2023-24.

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Hard choices are being made to deliver effective policing within the funding available. Action is also being taken to achieve savings, with areas which encounter the greatest demand and carry the greatest risk in keeping people safe being prioritised for resources.

But ultimately this is about getting people the right help when we are contacted and will enable us to spend more time tackling crime, responding to local concerns and keeping people safe.

As always, if you wish to discuss this further, please don't hesitate to get in touch with my office or your Local Area Commander.

Yours sincerely

A handwritten signature in black ink, appearing to read 'G. Mackie', written in a cursive style.

Graeme Mackie
Divisional Commander
North East Division
Police Scotland

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