

## NOTES: INFORMAL MEETING OF BUTE COMMUNITY COUNCIL AND BUTE POLICE ON TUESDAY, 30 MAY, 2023 AT 1900

Attended by: J Moffat, T Nelson, W Nelson, Officer Sophie Marshall, Officer Peter Morrison

Apologies: R MacIntyre, J Osborne

### DISCUSSION OF NEW SHIFT PATTERN TRIAL

Sophie opened the meeting with the following points:

- She felt that better community engagement/explanation of the trial might have taken place; the previous shift patterns did not allow for officers to be free to engage the community in this way, and her posting as Community Engagement officer only started a short time ago.
- Not only were the three locally elected A&BC councillors invited to the meeting on 26 April but the CEO of A&BC Pippa Milne, MP Brendan O'Hare and MSP Jenni Minto. Only Cllr Kennedy – Boyle attended. Earlier on the day of this informal meeting, Cllr Wallace had had a meeting with Officer Marshall to discuss the shift pattern trial.
- Not only will Officer Marshall attend the BCC meeting on 21 June, but Chief Inspector, Area Commander, Samantha Glasgow will also attend the meeting.
- A Full Demand Analysis was carried out prior to designing the new shift pattern. This entailed a review of all incidents including such issues as hours most incidents occurred, custody issues, etc. Demand through the night was very low, particularly on weekdays. The highest demand was Saturday afternoon and evening.
- On the day of this meeting, the trial had been running for 2 ½ weeks and no incident had occurred as yet during the on-call hours of midnight/0200 to 0800

### OLD AND NEW SHIFT PATTERNS

The new shift pattern trial was a ground up change, driven by local officers. The trial was specifically designed for Bute. If successful, it may be used as a model for other rural areas.

The reason local officers felt a change was needed was:

- There was no time for training or advancement
- There was no manpower for proactive policing on Bute, only reactive response
- Job satisfaction amongst officers was low
- Fatigue was high
- On call coverage was not paid, and not scheduled, but done through good will of officers
- Retention of officers was a problem, due to the above factors

All of these problems were the result of the old shift pattern, based on 5 teams. This meant that officers frequently needed to be called to cover from Dunoon and Helensburgh (this was referred to as backfill, a system that required Bute officers to fill shifts in Dunoon and Helensburgh in return). Any problem with ferries caused lack of coverage on some shifts, as did officers needing to leave to get last ferry at night. Too often, local officers were having to cover gaps. The 5 teams pattern meant that there were never more than 3 officers on duty on any shift.

The new shift pattern is based on 3 teams, teams consisting of 1 sergeant and 5 others. The first shift works from 0800 to 1600. The second shift works from 1600 to midnight on Monday through Wednesday and 1600 to 0200 Thursday through Sunday.

	Day	Late	On-Call	
Monday	0800	1600	0000	8hrs
Tuesday	0800	1600	0000	8hrs
Wednesday	0800	1600	0000	8hrs
Thursday	0800	1600	0200	6hrs
Friday	0800	1600	0200	6hrs
Saturday	0800	1600	0200	6hrs
Sunday	0800	1600	0200	6hrs

The on-call shift consists of two people who have been scheduled and paid to be on call and prepared to respond to call-outs. It is expected once officers on-call get called out, the response time should be around 20 minutes or less.

At the time of this informal meeting, the trial had been running for 2 ½ weeks. Positive results were already being seen.

- Proactive policing was being enacted
- Able to handle multiple incidents without taking entire team out of action
- Beginning to implement a Community Policing model, which hadn't been a possibility under the previous shift pattern

#### QUESTIONS/CONCERNS RAISED IN BCC MEETINGS

- At the most recent BCC meeting in May, the issue of sex offenders on the island in relation to the on call system was raised. Officer Marshall explained that the handling of sex offenders (check ins, reporting, monitoring, address keeping, etc) is all undertaken by a specialised unit. If an incident involving a sex offender locally is called in, it will be dealt with as per the standard operating procedures.
- It was noted that in the last BCC minutes, Cllr Kennedy-Boyle had said that Police Youth Coordinator, Will Quinn, stationed in Dunoon, has had great success in the early stages of the work he is doing there – would there be work of a similar sort in Rothesay? Officer Marshall said that there will be increased officer interaction/presence at the joint campus. In the previous shift patterns there was never the hours/manpower to do such work.

Officer Marshall also noted that she has a meeting arranged with Jane Marshall of the NHS and that she will be looking to cultivate relationships with other organisations.

- BCC asked Officer Marshall if she would give a presentation at a BCC meeting at the end of the trial: Officer Marshall agreed to attend and present.

BCC was interested in knowing what the response time to daytime/evening incidents before the trial was in comparison to during the trial (does more officers on shift improve response times).

BCC was also interested in knowing what the response time difference during on call is compared to incidents in the same hours on the previous shift system (if any incidents are reported during the trial)

- BCC asked to take part in any review process of the trial.