

**REPORT TO:** East Lothian Council

MEETING DATE: 22 August 2017

BY: Depute Chief Executive (Partnerships and Community

Services)

**SUBJECT:** East Lothian Local Policing Plan 2017-2020

#### 1 PURPOSE

1.1 To present Council with the East Lothian Local Policing Plan 2017-2020.

#### 2 RECOMMENDATIONS

2.1 The Council approves the East Lothian Local Policing Plan 2017-2020, set out at the Appendix to this report.

#### 3 BACKGROUND

- 3.1 There is a statutory requirement in the Police and Fire Reform (Scotland) Act 2012 for the Local Authority to approve both the Local Police and Fire and Rescue Plans before they can be published.
- 3.2 The East Lothian Local Policing Plan 2017-2020 has been produced by the Local Police Commander for East Lothian. The Plan details how local policing will seek to deliver better outcomes for communities in East Lothian over the next three years, and is also the beginning of a shift to focusing on longer term better outcomes. Policing priorities within the plan were identified using extensive consultation across partners and key stakeholders, both locally and nationally. It reflects the overarching policy to reduce inequalities both within, and between, our communities. It aims to:
  - Protect children, young people and the most vulnerable within our communities.
  - Support the victims of sexual crime
  - Investigate child protection concerns

- Work in partnership to prevent drug and alcohol misuse
- Encourage the responsible management of licensed premises
- Investigate adult protection enquiries
- Prevent and reduce antisocial behaviour and crimes of violence
- Identify those perpetrators who present the greatest risk of harm
- Influence road user behaviour and improve road safety awareness
- 3.3 The Plan provides the basis for scrutiny of Police Scotland's performance by the Police, Fire and Community Safety Scrutiny Committee.

#### 4 POLICY IMPLICATIONS

- 4.1 The East Lothian Single Local Outcome Agreement 2013 to 2023 is due to be replaced by a Local Outcomes Improvement Plan, providing a focus based on agreed local priorities and on evidence and analysis of the area and its communities. The draft Plan will be the subject of a separate report.
- 4.2 The East Lothian Local Policing Plan 2017-2020 will make a major contribution to the achievement of outcomes in East Lothian's Local Outcome Improvement Plan.

#### 5 INTEGRATED IMPACT ASSESSMENT

5.1 The Local Plan is subject to Police Scotland's Equality and Human Rights Impact Assessment (EQHRIA) process. No negative impacts were found or determined during the assessment process, and the EQHRIA record is held by Police Scotland.

#### 6 RESOURCE IMPLICATIONS

- 6.1 Financial None
- 6.2 Personnel None
- 6.3 Other None

#### 7 BACKGROUND PAPERS

7.1 Previous East Lothian Local Policing Plan 2014-2017: <a href="http://www.scotland.police.uk/assets/pdf/142349/LothiansBorders/216181/22046">http://www.scotland.police.uk/assets/pdf/142349/LothiansBorders/216181/22046</a> 6/east-lothian-local-policing-plan-2014?view=Standard

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CONTACT INFO	Haddington Police Station
DATE	9 August 2017

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# East Lothian Local Police Plan

2017 to 2020

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## 1. Introduction

Section 47 of the Police & Fire Reform (Scotland) Act 2012 states that the local police commander must prepare a 'Local Police Plan' that sets out priorities for the policing of that local authority area. The plan must set out the reasons for selecting the priorities and identify how the achievement of those priorities may be measured.

#### This is the 2017 to 2020 Local Police Plan for East Lothian.

Consultation and inclusion was at the heart of the formation of the Local Policing Plan, and development sessions with key stakeholders including Scottish Fire and Rescue Service, East Lothian Local Authority, Area Partnerships, NHS, and the third sector took place during the initial phases of its formation. Policing priorities in this Local Policing Plan were identified using;

- A Strategic Assessment (an analysis of risks and threats likely to impact on communities)
- Results from the Public Consultation Survey "Your View Counts" (Your View Counts is a new process for public consultation available online 365 days a year at www.scotland.police.uk. The consultation survey can also be obtained through your local police station)
- The East Lothian Council Local Outcome Improvement Plan (referred to as The East Lothian Single Local Outcome Agreement 2013 to 2023)

The Local Authority and a range of other local partners continued to be consulted throughout, and their input represented in the final content of the Local Police Plan.

#### The East Lothian Partnership

The East Lothian Partnership (ELP) is the overarching partnership responsible for delivering Community Planning in East Lothian. Police Scotland is one of the 22 partners that make up East Lothian Partnership, others partners include East Lothian Council, NHS Lothian, Scottish Fire & Rescue Service, STRiVE (the Third Sector Interface for East Lothian) and a range of other public, voluntary and community sector organisations.

The East Lothian Partnership developed The East Lothian Single Local Outcome Agreement 2013 to 2023, to outline what it aims to achieve. The Partnership is now developing a new East Lothian Plan, in accordance with changes in statutory requirements, to address ways in which partners can work together to reduce inequalities within East Lothian.

As a member of the East Lothian Partnership and a signatory to the East Lothian Plan, Police Scotland has made a commitment to work with partners to make a real difference to the lives of individuals and communities across East Lothian.

# 2. All About East Lothian

#### **Population Growth**

It is estimated that between 2010 and 2025 the local population in East Lothian will increase from 97,500 to 115,933; the largest growth in the Lothians and the fourth highest growth in Scotland. This growth will see a population with a higher proportion of older people and a higher proportion of younger people than the national average (data from the National Records of Scotland, SIMD, NHS Scotland and Scotlish Neighbourhood Statistics).

About 80% of incidents currently attended by Police Scotland do not involve a crime; instead involve assisting those most vulnerable in our society, often within the younger or older sections of the community. This includes children or young people at risk of harm, missing persons of all ages and those involved in mental health incidents. To meet this emerging demand, limited police resources will need to work more intelligently with partners and to focus on early intervention and prevention.

#### **Police Resources**

Local resources are dedicated to policing the local area, both in terms of response and community policing. Early intervention and prevention is the key focus for local policing with Youth Community Officers supporting schools and Community Planning Officers supporting local authority community planning teams. The division has also committed to providing key prevention portfolio officers, such as Local Delivery Officers (LDO's). Through close links with partners, LDO's, support the delivery of prevention activity across the division by mapping it to the themes of the plans. This ensures that, at an operational level, prevention activity is consistent and in line with the plan.

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Additional specialist resources to investigate crime or to support large scale events or incidents are all available at local, regional and national levels, for example, the Domestic Abuse Investigation Unit and National Rape Investigation Unit. National support has also been provided by the Air Support Unit based in Glasgow to assist in numerous incidents in East Lothian, including high risk missing person enquiries.

The structure of the operating model has also supported a number of large-scale events in East Lothian, such as The Open Championship in Muirfield, and the Riding of the Marches in Musselburgh. These events attracted over 170,000 visitors to the area, and the ability to call on additional regional, national and specialist resources, including counter terrorism specialists, served to underline its merits and benefit to the communities of East Lothian.

#### **Police Buildings**

Police Scotland needs modern, flexible buildings, which are fit for the future. We will seek to embed modern working practices and technology to help shape future service provision, whilst maximising opportunity for partnership working, from a modern and efficient asset base.

Evidence shows that co-location and shared services between partners leads to closer collaboration and, ultimately, better outcomes for the communities they serve. An example of forward looking, creative partnership working, where the police, local authorty and our communities seek to benefit from a flexible estate strategy can be seen in the George Johnstone Centre in Tranent, where police officers, including the Local Delivery Officer, are co-located with Local Authority partners, providing more coherent and efficient working practices.

This approach will further enhance collaboration and partnership working.

# 3. Police Scotland

Police Scotland was formed on 1<sup>st</sup> April 2013.

Since that date the service has faced many challenges, and has sought to evolve in a progressive and constructive manner reflecting changes in society and local communities. Within these challenges the service has attempted to identify, and take advantage of, new opportunities, thereby strengthening both local and national policing.

Whilst this Local Police Plan confirms the local policing priorities for the next 3 years, these changes in our society and local communities mean that the police service has to adjust to continue to operate effectively; prioritising resources over the longer term of the next decade, leading up to 2026.

Over this ten-year period, the police service will need to make productive use of limited resources to create the ability to focus on early intervention and prevention by addressing inequalities and improve the overall impact of the service. To this end, we will work more intelligently with partners and the public to deliver better outcomes for communities.

# 4. Better Outcomes for Communities

This 2017-2020 Local Police Plan represents the start of a change from a short-term 3-year focus to a longer-term focus on better outcomes, which reflect the agreed priorities of the East Lothian Partnership.

Accordingly, all the identified priorities for the policing of East Lothian have been aligned to the themes and the relevant outcomes contained within The East Lothian Single Outcome Agreement 2013 to 2023.

The East Lothian Single Local Outcome Agreement 2013 to 2023 is evolving and will be referred to as the Local Outcome Improvement Plan towards the end of 2017, providing a focus based on agreed local priorities and on evidence and analysis of the area and its communities.

The relationships between outcomes, themes and police priorities are illustrated in the following 3 tables;

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#### Table 1 – Better Outcomes for Communities

# All of East Lothian's young people are successful learners, confident individuals, effective contributors and responsible citizens

Single Local Outcome Agreement 2013 to 2023

Theme as per Single	Identified Police Priority	Short Term Police Outcome
Local Outcome	(See section ( (Measuring our Sussess))	
Agreement 2013 to	(See section 6 'Measuring our Success')	
2023		
Children are safe	Child protection	Children at risk are safer and less vulnerable
	Child sexual abuse & exploitation	Children at risk are safer and less vulnerable
	(Sexual Crime – Group 2)	
	Missing persons (Missing Person Incidents)	To reduce instances and harm
	Cyber crime	To reduce the harm

#### Table 2 - Better Outcomes for Communities

## In East Lothian we live healthier, more active and independent lives

Single Local Outcome Agreement 2013 to 2023

Theme as per Single Local Outcome Agreement 2013 to	Identified Police Priority  (See section 6 'Measuring our Success')	Short Term Police Outcome
2023		
People use less alcohol	Misuse drugs & alcohol (Crimes of Violence - Group 1/	To reduce the harm
and drugs and they use	Antisocial Behaviour Incidents)	
them responsibly		
People are enabled to	Adults at risk	Adults at risk are safer and less
live at home and access		vulnerable
opportunities in their		
communities for as	Doorstep crime & fraud (Crimes of Dishonesty - Group 3)	To reduce the harm
long as possible	Cyber crime	To reduce the harm
	Missing persons (Missing Person Incidents)	To reduce instances and harm

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# Table 3 - Better Outcomes for Communities

# East Lothian is an even safer place

Single Local Outcome Agreement 2013 to 2023

Theme as per Single Local	Identified Police Priority	Short Term Police Outcome
Outcome Agreement 2013 to 2023	(See section 6 'Measuring our Success')	
Communities experience	Crimes of Violence (Group 1)	To reduce the harm caused by public and private
less antisocial behaviour		space violence
	Antisocial Behaviour Incidents	To reduce the harm
People experience less	Racially Aggravated Conduct per 10,000	To reduce the harm
hate crime	population	
People experience less	Domestic Abuse Incidents	To reduce the harm
domestic violence at home		
and elsewhere		
There are fewer collisions,	Road casualties	To reduce the harm
casualties and deaths on		
our roads		

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The following police priority is not readily aligned to a theme within the Single Outcome Agreement but nonetheless has been included in the Local Police Plan and also aligned to making East Lothian an even safer place

Tackling serious and	Drugs, financial harm & fear	To reduce the harm
organised crime and counter terrorism	Extremism & terrorism	To reduce the harm

# 5. Achieving Priorities & Outcomes

The following pages demonstrate how we will practically achieve priorities and outcomes through policing and through collaboration with partners.

#### Achieving Priorities & Outcomes

Child Protection, Child Sexual Abuse & Exploitation, Cyber Crime, Missing Persons

To ensure all of East Lothian's young people are successful learners, confident individuals, effective contributors and responsible citizens we will ...

- Protect children, young people and the most vulnerable within our communities, working in partnership, sharing relevant information and where appropriate taking action to support individuals through intervention and referral.
- Support the victims of sexual crime by proactively sharing information with partners and ensuring a victim centred approach.
- Investigate child protection concerns with sensitivity (GIRFEC) and work with partners to ensure that the children concerned achieve their full potential.

#### CASE STUDY – "Choices for Life" Initiative

Evidence shows that use of New Psychoactive Substances (NPS) in younger age groups is up to four times higher than in the adult population in Scotland.

In collaboration with partners, Police Scotland is working to reduce the demand for NPS in young people through education and implementing targeted prevention initiatives. For example, information on NPS is provided to schoolchildren through the Police Scotland 'Choices for Life' initiative, which is aimed at raising awareness amongst young people aged 11-18. The initiative also highlights the dangers of smoking, alcohol and drugs as well as online safety (cyber crime) and negative peer pressure. This vital message is delivered through our local policing teams, and provides access to useful and factual information through drama, facts and competitions, with useful resources for parents, carers, teachers and youth workers to assist in dealing with these difficult issues.

Follow up research with young people has reported an increase in knowledge of NPS following inputs, which would allow them to make more informed choices as well as an increased awareness of support services available.

This work is ongoing throughout the school year, and involves close collaborative work between Police Scotland, education, health and third sector organisations.

#### CASE STUDY – Welfare of Looked after Children as Missing Persons

In East Lothian, we recognised that looked after children were, by the very nature of their age and circumstances, a particularly vulnerable group within our communities and at even greater risk of harm if they became a missing person. (The term 'looked after children' refers to children and young people who are in care).

Police Scotland and its partner agencies (including NHS Lothian, East Lothian Local Authority and Who Cares Scotland) are seeking to promote Corporate Parenting in East Lothian. This means that everyone in our organisations has a responsibility to try and promote the wellbeing of our looked after children. With this in mind, we sought to provide enhanced safeguards by creating a working group with partners across the Local Authority and social work, and reviewed our working practices around how we deal with missing persons who are also looked after children. By taking this collaborative approach, we improved awareness and understanding across our partners, and promoted better outcomes for looked after children who were being reported missing on a regular basis.

We were able to devise early intervention strategies and address the underlying issues and causes of their repeated missing episodes. This in turn allowed partners to enable and support these children in making safer and healthier choices, in turn reducing the number of missing person episodes.

This approach is in line with the work undertaken by the divisional missing person coordinator and current work under the National Missing Person Framework being piloted in several divisions across Police Scotland aimed at improving our working practices around dealing with missing persons who are also looked after children. This tiered approach under our operating model of work devised at a *local* level (East Lothian working group), supported and assisted at *divisional* level (missing person coordinator) and *national* level (National Missing Person Framework pilots) means resources are as effective as possible at delivering the local outcomes we seek to achieve.

#### CASE STUDY – Family Focus - The Musselburgh Total Place

The East Lothian Partnership established the Musselburgh Total Place Pilot as a way to investigate how better outcomes could be achieved for the most vulnerable families living in the Musselburgh area. The 'Total Place' approach challenged partners to identify resources that partners invest in families who are in receipt of services from multiple partner agencies but who continue to experience negative outcomes. It sought to engage with families to understand more about the impact of the services offered from the perspective of the families and also to work with local practitioners to gather their insights of working with vulnerable families.

As a result of this work, leaders at the East Lothian Partnership have a better understanding of the complexity of circumstances and factors which combine to increase the vulnerability of families and affect their ability to succeed. Among these factors are poverty, social isolation, health problems, trauma, low educational attainment and repeated engagement with statutory services. There is also recognition of the importance of building good relationships between services and families, building trust and working together towards more positive outcomes. Families spoke of their frustration with dealing with multiple agencies and individuals and a lack of continuity of support to help them to sustain changes in their lives.

As a result of this work, plans are now in place to establish a dedicated Family Focus team to work with families towards a better future. This work will keep the voice of the family central at all times and work holistically with multiple members of each family. The Team will also work with other partners across Musselburgh to improve understanding of vulnerability and encourage services to work in new ways to meet the needs of families. The service will also support greater networking opportunities for practitioners and services working across the Musselburgh area to foster the sharing of information about the services and projects underway. The team will be established by summer 2017.

#### Achieving Priorities & Outcomes

Misuse of Drugs & Alcohol, Adults at Risk, Doorstep Crime & Fraud, Cyber Crime, Missing Persons

To ensure in East Lothian we live healthier, more active and independent lives we will ...

- Work in partnership to prevent drug and alcohol misuse through effective early intervention, education and enforcement.
- Encourage the responsible management of licensed premises, robustly enforcing licensing legislation, making presentation to the East Lothian licensing board where necessary.
- Investigate adult protection enquiries with sensitivity and work with partners to ensure that those adults concerned achieve their full potential.

#### CASE STUDY – "Weed Them Out" Initiative

The criminals involved in commercial cannabis cultivation often have links to serious organised crime, which can include human trafficking and exploitation of other adults at risk through vulnerabilities. When these individuals establish cannabis cultivations in residential properties, the problem is brought into local communities.

As part of our commitment to tackle drug misuse we held a seminar with partners including housing authorities, housing associations, retailers, the fire service, NHS and the post office, with coverage across social media, radio and newspapers. This included advice on how to recognise potential cultivations and what to do, and drew attention to associated risks, such as the danger surrounding the theft of electricity and commensurate potential for fatal fires.

The event was a notable success, with very positive feedback from all attendees. The event has been recognised nationally as best practice and, in practical terms, has seen a significant increase in the number of cultivations seized. Tackling drug misuse requires a multi-faceted approach. The Weed Them Out campaign brought together partners from across the public services and private sector towards this goal, and brought about a significant practical increase in seizures. In the long-term, increased awareness on the part of our partners, and the development of the reporting process, will continue to see these cultivations either stopped from being set-up, or removed at a much earlier stage, thereby reducing the effect on the community.

#### CASE STUDY – Door Step Crime

Doorstep crime is the name given to crimes carried out by bogus callers and rogue traders who call uninvited at people's homes under the guise of legitimate business or trade. Doorstep crime affects some of the most vulnerable within our local communities, with victims targeted because of their perceived vulnerability; whether that is age or disability. Many become repeat victims, and their quality of life can deteriorate significantly after such incidents.

Engaging with vulnerable groups can often be difficult, so a programme of public talks was undertaken with these vulnerable groups in joint partnership with Trading Standards and specialist crime prevention police officers giving advice on home security, personal safety, crime prevention surveys within their home and how best to deal with bogus callers. A campaign using local and social media, community council and Community and Police Partnership meetings and the distribution of literature giving advice and highlighting the issue was also undertaken to maximise the number of people reached.

Feedback was extremely positive from individuals, many of whom expressed they were unaware of the problem or how to deal with it. This preventative approach helped to ensure resilience in some of the most vulnerable members of our communities.

## Achieving Priorities & Outcomes

Serious Assault, Housebreakings & Theft, Hate Crime, Domestic Abuse, Sexual Crimes, Road Casualties, Drugs, Financial Harm & Fear, Extremism & Terrorism

#### To ensure East Lothian is an even safer place we will ...

- Work in partnership to prevent and reduce antisocial behaviour and crimes of violence through early and effective intervention, enforcement and education.
- Through partnership working, identify those perpetrators who present the greatest risk of harm, actively targeting and utilising all available methods to reduce the threat posed by them and ensure the safety and wellbeing of victims and their families.
- Influence road user behaviour and improve road safety awareness through education, initiatives, activities and enforcement.

#### CASE STUDY – Prevent E-Learning Package – Counter Terrorism

Police Scotland is committed to protecting communities by reducing and mitigating the risk and impact of terrorism to Scotland and its communities. Vulnerable individuals in our communities may be at an increased risk of radicalisation and extremism.

By creating a working group utilising specialist officers at a regional and divisional level and partners in education, NHS, Scottish Ambulance Service, utility companies, etc. the Lothian and Scottish Borders produced a bespoke 'Prevent' E Learning package for partners from the ground-up. This package was produced with the aim of stopping individuals becoming radicalised by extremists by including and working with partners in education, faith, health and criminal justice and supporting them to recognise potential risks and enabling them, through their workforce, to address those risks in the best way.

The E –learning package has provided a consistent approach to training in this important area and over 3,000 local authority staff have completed the training course so far, including East Lothian, reducing the risk of vulnerable individuals becoming radicalised, and extremism and terrorism in our communities.

#### CASE STUDY – Anti-social Behaviour

Anti-social behaviour impacts on individuals, families and communities and is manifested in hundreds of different ways in different locations, but the effects of each incident are immediate, real and personal. It prevents a peaceful community life, degrades the environment and is a barrier to making East Lothian a safer place. Whilst anti-social behaviour can happen everywhere, communities in deprived areas often feel the brunt of it. We know from consultation and feedback within our communities how important anti-social behaviour is, and we are committed to tackling and reducing it effectively.

Tackling anti-social behaviour cannot be the responsibility of one agency. It requires collective effort by social services, schools, the police, environmental health officers, businesses and, of course, residents themselves. To this end, we have a police officer that is seconded to work specifically with partners on targeting anti-social behaviour, located in the George Johnstone Centre in Tranent. Through innovative working practices, they have instituted a system of Parental Advisory Letters, where the parents of youths that have come to the attention of the police or community wardens for anti-social behaviour are sent a maximum of three warning letters, detailing the behaviour. Follow up visits to the children and parents are undertaken by police and Local Authority colleagues, who will also collaborate with other partners, including social work if necessary, to carry out early intervention strategies and address the underlying issues causing the behaviour.

Detailed analytical work is also undertaken to identify repeat victims of anti-social behaviour, which includes vulnerable adults. Through enhanced collaborative working with partners in housing associations, social work, and local authority anti-social behaviour teams, several persistent offenders have been given anti-social behaviour orders. These fully integrated partnership approaches have reduced anti-social behaviour in a real and practical way that have benefited the communities we serve by reducing the frequency and effect of anti-social behaviour.

# 6. Measuring Success

As previously mentioned, this 2017-2020 Local Police Plan represents the start of a change from a short-term 3-year focus to a longer-term focus on longer-term outcomes. Accordingly, the outcomes will be progressed during the lifetime of this Plan.

There are many factors that influence short-term performance, but to allow for appropriate scrutiny, performance indicators have been identified from Police Scotland Quarterly Management Information, from Your View Counts Surveys and from User Satisfaction Surveys that reflect a better focus on outcomes.

In monitoring progress towards outcomes, these police performance indicators should be considered in context with partner indicators within the Single Outcome Agreement.

Crimes and offences are grouped under recognised categories for statistical purposes. The Scottish Government defines these categories. For example, Group 1 refers to 'Non Sexual Crimes of Violence', (such as serious assault, robbery), Group 2 refers to 'Sexual Crimes', (such as rape, voyeurism) and so on.

Police Scotland publishes management information on an annual and quarterly basis, by local authority and by police division, as well as at a national level. These reports are produced to demonstrate Police Scotland's commitment to transparency.

Police Scotland publishes all of these reports on the 'Our Performance' section of the Police Scotland website. The reports can be accessed here: <a href="http://www.scotland.police.uk/about-us/our-performance/">http://www.scotland.police.uk/about-us/our-performance/</a>

Police Performance Indicators are listed in Appendix 1.

# 7. Contact Us

Local Contact Details: Haddington Police Station 39-41 Court Street Haddington EH41 3AE

Telephone number: Single Non-Emergency, Number 101

Email: For all non-emergency issues or enquiries relating to Police business, you can contact us via: mailto:EastLothianLPP@scotland.pnn.police.uk

This group email address is provided for you to discuss non-urgent local policing issues. It should not be used to report a crime or incident.

For information about your local Community Policing Team and other services that Police Scotland provides, please refer to the Force website at: <a href="http://www.scotland.police.uk/">http://www.scotland.police.uk/</a>

We are here to help

- If you have any concerns or issues you wish to discuss, contact your local Community Policing Team.
- Dial 999 for an emergency that requires urgent police attention.
- For non-emergency contact, call 101, the single non-emergency number.
- If you have information about crime in your area and wish to provide it anonymously, call CRIMESTOPPERS on 0800 555 111
- Service users who are deaf or have a hearing impairment can contact Police Scotland via TextRelay in an emergency on 18000 or non-emergency on 18001 101.

Social Media: #keepingpeoplesafe / Twitter: <a href="http://twitter.com/policescotland">http://twitter.com/policescotland</a> / Facebook: <a href="http://facebook.com/policescotland">http://facebook.com/policescotland</a>

# 8. Appendix 1 – Police Performance Indicators

All of East Lothian's young people are successful learners, confident individuals, effective contributors and responsible citizens. In East Lothian we live healthier, more active and independent lives and East Lothian is an even safer place.

Non-Sexual Crimes of Violence (Group 1)

Sexual Crime (Group 2)

Crimes of Dishonesty (Group 3)

**Antisocial Behaviour Incidents** 

Racially Aggravated Conduct

**Domestic Abuse Incidents** 

% Domestic Abuse Incidents that result in crime report

**Road Casualties** 

Source: Quarterly Management Information

# Notes: