



**SCOTTISH
POLICING**
PERFORMANCE FRAMEWORK
Annual Report
2008-09

SCOTTISH POLICING PERFORMANCE FRAMEWORK

SERVICE RESPONSE

PUBLIC REASSURANCE & COMMUNITY SAFETY

CRIMINAL JUSTICE & TACKLING CRIME

SOUND GOVERNANCE & EFFICIENCY



HM INSPECTORATE OF
CONSTABULARY FOR SCOTLAND

January 2010

Laid before the Scottish Parliament
by Scottish Ministers
January 2010

SG/2010/4

Her Majesty's Inspectorate of Constabulary for Scotland, Edinburgh 2010

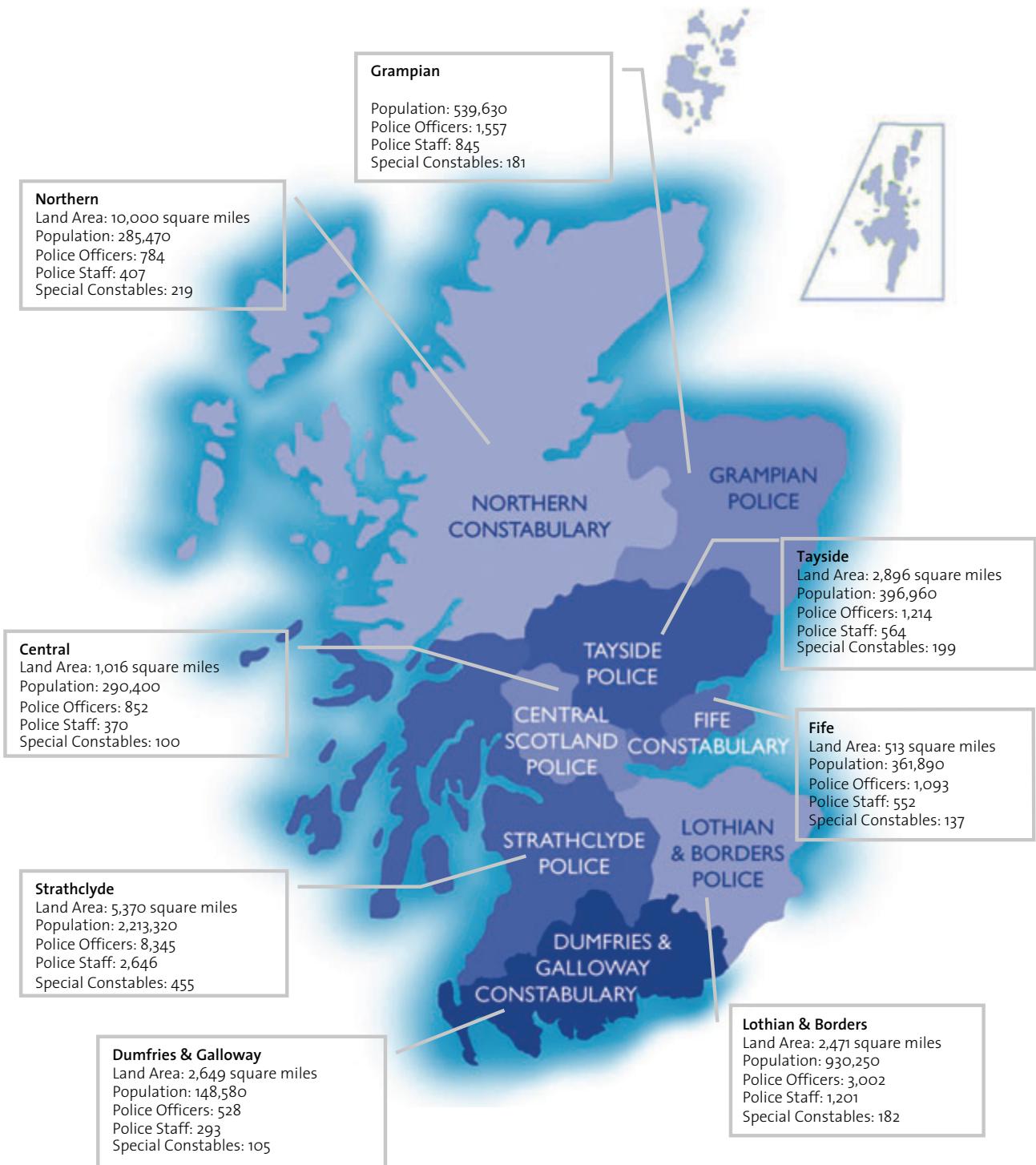
© Crown copyright 2010

ISBN: 978-0-7559-9097-9

Her Majesty's Inspectorate of Constabulary for Scotland
St Andrew's House
Edinburgh
EH1 3DG

Produced for Her Majesty's Inspectorate of Constabulary for Scotland by RR Donnelley B62185 01/10

Published by Her Majesty's Inspectorate of Constabulary for Scotland, January, 2010



The population data is based on the General Register Office for Scotland (GROS) mid-year 2008 estimates. These can be found at the following web address:

<http://www.gro-scotland.gov.uk/statistics/publications-and-data/population-estimates/mid-2008-population-estimates-scotland/index.html>

CONTENTS

	Page
Introduction	6
- The Framework	6
- Evolution of the framework	7
- Structure and content of the report	9
- User focus	9
- Working with partners in the criminal justice system	12
- Police personnel	13
Concluding Comments	14
Service Response	15
Public Reassurance & Community Safety	23
Criminal Justice & Tackling Crime	47
Sound Governance & Efficiency	59
Appendices	
Appendix A: Glossary	73
Appendix B: Explanatory Information	75

INTRODUCTION

This is the second annual report that we have produced on the Scottish Policing Performance Framework (SPPF). Following the dissolution of the Senior Strategic Steering Group (SSSG) in March 2009, the Association of Chief Police Officers in Scotland (ACPOS) Performance Management Business Area (PMBA) took on the governance role for the Framework. It is on behalf of the constituent members of the SSSG - ACPOS, Scottish Government Justice Department, HMICS, Audit Scotland and the Scottish Police Authorities Conveners' Forum - that we present this report.

We are grateful to both ACPOS PMBA and the Scottish Government's Justice Analytical Services for providing and quality checking¹ the police performance data, and to the SPPF Project Manager and other relevant providers for the data relevant to partnership and survey indicators.

The Framework

Launched in April 2007, the SPPF was the result of collaboration between the SSSG organisations. Its key aims² remain:

- to develop a single suite of performance measures that reflects the breadth and variety of policing activity across Scotland;
- to create a framework that supports managers throughout the police service in understanding, reflecting on and improving performance so that forces can provide more effective policing in Scottish communities;
- to provide a mechanism for better accountability at local and national levels, through the publication of consistent and transparent performance information that will support the Scottish Government, Police Authorities and the general public in their understanding of policing performance; and
- to provide a basis for robust performance management and, in turn, performance improvement.

The SPPF is divided into four sections, which for the purposes of this report will be referred to as pillars, that are designed to cover the breadth of policing activity:

- **Service response;**
- **Public reassurance & community safety;**
- **Criminal justice & tackling crime;**
- **Sound governance & efficiency.**

In each of the four pillars, high level objectives (HLOs) have been identified, which reflect the fundamental aims of the policing activities they represent. The performance indicators contained in each are divided into **Inputs** (the resources committed), **Activities** (the activity or process used) and **Outcomes** (what is achieved). Additionally, there are **Context** measures, which are not measures of performance but which provide contextual information on the demands facing police forces and the environments in which they operate.

We said in last year's SPPF Annual Report that with another year's data, we would be better positioned to analyse performance in this year's report. Regrettably, due to the number of new and revised indicators, as well as outstanding gaps and inconsistencies in the data, we are limited in the extent to which we can provide any comparative analyses. It is for this reason that no commentary relevant to force performance against the indicators has been included. Instead, we have identified three broad performance areas - user focus, working with partners in the criminal justice system and police personnel - which the available data suggest are worthy of highlighting. Prior to discussing these areas, we examine the evolutionary nature of the framework and provide an outline of the revised structure and content of this report.

¹ Data used in this report is provided by police forces to the Scottish Government's Justice Analytical Services and full details are available at the statistics section of the Scottish Government website <http://www.scotland.gov.uk/Topics/Statistics/Browse/Crime-Justice/Datasets>

² Scottish Policing Performance Framework 2008-09 (2008) <http://www.scotland.gov.uk/Publications/2008/03/31132624/0>

Evolution of the framework

From the outset it was anticipated that the framework would be a developing product, expanding over time to accommodate a more comprehensive suite of indicators. This includes acknowledging the vital role that partner organisations have to play in ensuring that high level outcomes are achieved. Consequently, a number of high level objectives and performance indicators have been introduced that can reflect and reinforce the outcomes of partnership working.

Other ways in which it was anticipated that the framework would evolve include:

- establishing stronger links with the Scottish Strategic Assessment (SSA) and the very high priority risk areas for policing³ identified within it;
- complementing and supporting the Scottish Government's *Purpose and Strategic Objectives*⁴ and associated national indicators relating to criminal justice, and thereby strengthening its links with local single outcome agreements; and
- assimilating the Accounts Commission's former statutory performance indicators⁵ (SPIs) into an overall Commission SPI. This requires each police service to report on its performance in accordance with the requirements of the SPPF.

Ongoing work to integrate these measures has already resulted in quite significant changes to the 2008-09 Framework. These changes are summarised in [Figure 1](#), and relate to the following:

- **Review and rationalisation of high level objectives (HLOs)** – the previous **42** HLOs have been subsumed into **12** overarching objectives that are broader in description, higher level, and reflect core policing responsibilities.
- **Realignment of existing indicators** – there has been considerable movement of existing indicators between the four pillars. This largely marks a move away from the previous proactive – reactive distinction between the *Public reassurance and community safety* and *Criminal justice and tackling crime* pillars, respectively. All indicators are now aligned to the revised HLOs.
- **Increase in number of indicators** – with the continuing development of the SPPF, the 2008-09 framework includes **46** indicators. In 2007-08 the SPPF contained just **28** indicators. Of these, **19** are new indicators, while one has been withdrawn. In the main, the new indicators are reflective of partnership activity and rely on the data held by partner organisations.
- **Withdrawal of expenditure indicators** – the original inclusion of seven new expenditure indicators in the 2008-09 framework was intended to shed light on the connection between expenditure on resources and resulting performance. Concerns about the consistency and meaningfulness of the indicators, as well as problems with the reliability of the activity analysis on which much of the data was based, led the SSSG to withdraw them. A working group has been convened of representatives from ACPOS, Scottish Government and the Chartered Institute of Public Finance and Accountancy, to develop more appropriate indicators. This is a critical piece of work.
- **Revision of existing indicators** – in our first report last year, we drew attention to the need for common recording practices across the police service in Scotland⁶. Since then, a good deal of work has been carried out to clarify and apply consistent counting conventions. As a result, **11** of the existing indicators have now been revised. The revised indicators include police officer and staff numbers, complaints against the police, user satisfaction and racist crime and incidents (see [Figure 1](#) for a complete list of revised indicators). Work is continuing to resolve outstanding inconsistencies.

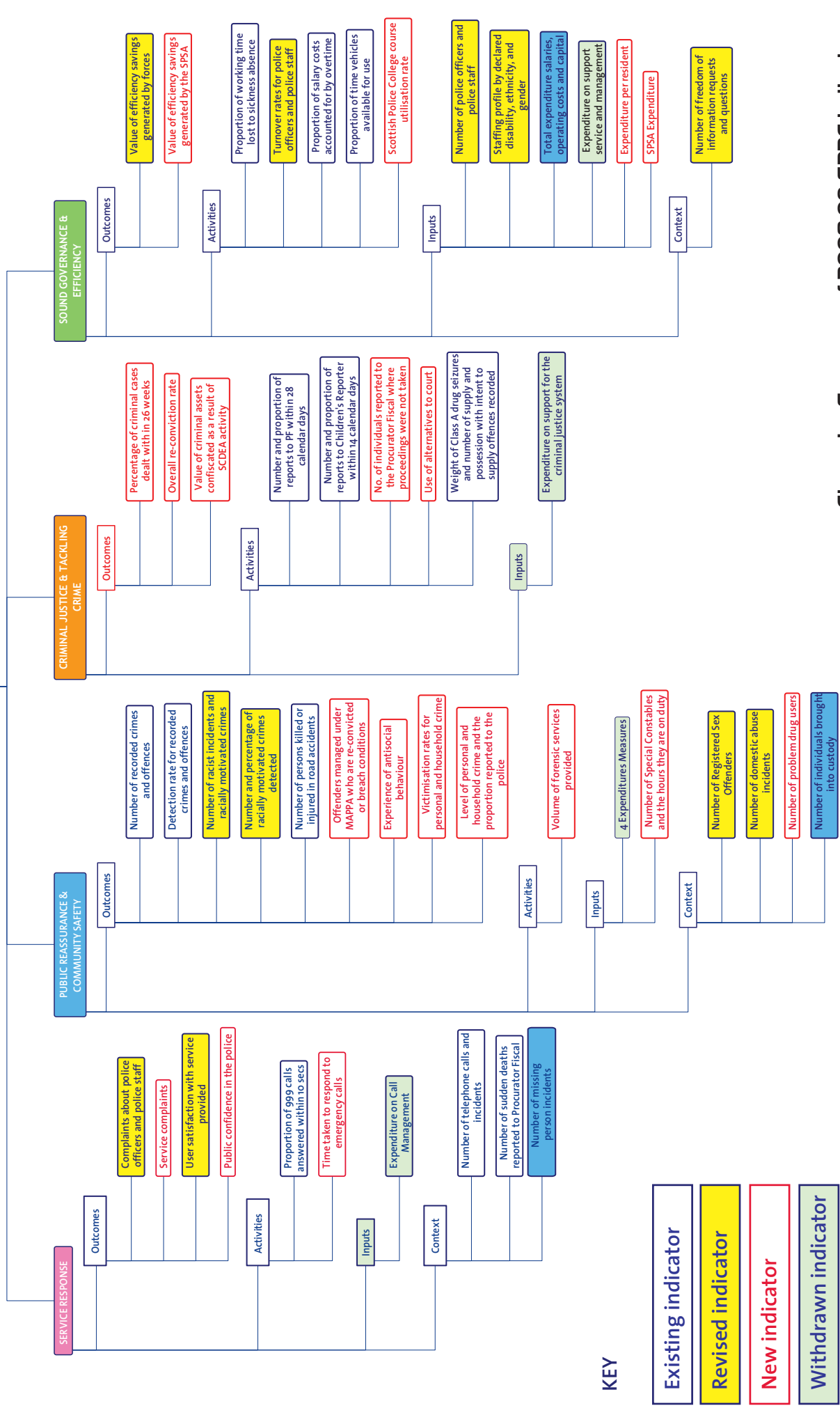
³ Further information on the Scottish Policing Strategic Priorities can be found at: <http://www.acpos.police.uk/BusAreas/SSA.html>

⁴ The Scottish Government's *Purpose and Strategic Objectives*: <http://www.scotland.gov.uk/About/purposestratobjis>

⁵ The Accounts Commission's Statutory Performance Indicators: <http://www.audit-scotland.gov.uk/performance/police>

⁶ HMICS SPPF Annual Report 2007-08 (2008): <http://www.scotland.gov.uk/Publications/2008/12/08094452/0>

2008-09 SPPF REPORT



KEY

- Existing indicator
- Revised indicator
- New indicator
- Withdrawn indicator
- Data inconsistencies

Figure 1 – Summary of 2008-09 SPPF indicators

Structure and content of the report

The format of the report is as follows:

- **Each of the four pillars has its own dedicated section** – this contains a summary page describing the types of policing activity covered by the pillar, its relevant HLOs and its indicators. Each indicator is hyperlinked to a table containing the available performance data, all of which are reproduced in the pages following.
- **New indicators** – where data for 2007-08 has been provided by the majority of forces and partner services, these have been included.
- **Revised indicators** – where changes have been made to counting conventions for existing indicators not all forces have been able to provide revised data retrospectively. For this reason, comparative data for 2007-08 have not been provided.
- **Context measures** – due to the scarcity of comparative data for most of the context measures we have decided, for the sake of consistency, to present only the 2008-09 data for all such measures.
- **Comparative data** – all annual comparisons appearing in the report reflect the change against 2008-09 data. Thus, ‘% change on 07-08’ and ‘change on 06-07’ refer to the change between that particular year and 2008-09. Where there are differences in numerical figures these are shown as a ‘percentage change’, while differences in percentages are indicated as a ‘percentage point change’.
- **Scottish-wide figures** – tables contain a Scottish average and/or Scottish total only where all forces have been able to provide data.
- **Supporting information for indicators** – accompanying each indicator and, where required, its associated performance data table, is a description of what it includes. In addition, where appropriate, web links to references and/or further reading have been provided.
- **Population estimates** – where data has been provided in tables in relation to population estimates, 2008 mid-year estimates from the General Register Office for Scotland (GROS)⁷ have been used.

We turn now to the performance areas that we consider worthy of highlighting. Hyperlinks to the relevant tables have been included to allow cross-reference to the associated performance data.

1. User focus

■ Public confidence and user satisfaction with the police

The police service in Scotland recognises the importance of *user focus* in delivering services, and there are a number of indicators in the framework that reflect this ethos. *User* for these purposes refers to those who have already had reason to contact a police force, as well as those who may in the future need to do so.

People’s confidence in the activities of their local police is measured through the Scottish Government’s Scottish Crime and Justice Survey⁸ (SCJS). The latest figures show that although the majority of respondents are confident in their force’s abilities, confidence levels are nevertheless relatively low on a number of activities including preventing crime, responding quickly to calls and catching criminals.

The SCJS findings also show that certain victim groups, i.e. users of police services, are among those less likely to have confidence in the police. Further information on the perceptions of users is gathered through postal surveys of satisfaction carried out by individual forces. Like most organisations using this kind of methodology, forces typically experience poor return rates. It is notable that Grampian Police, which uses telephone surveys, enjoys a significantly higher response rate. We understand that a number of forces are looking into the possibility of adopting a similar format. In the meantime, the picture they are getting of user experiences is likely to be limited. (It should be noted that this indicator centres on only six of the common questions included by forces in their satisfaction surveys).

⁷ General Register Office for Scotland (GROS)⁷: <http://www.gro-scotland.gov.uk/statistics/publications-and-data/population-estimates/mid-2008-population-estimates-scotland/index.html>

⁸ Scottish Crime and Justice Survey First Findings (2009) <http://www.scotland.gov.uk/Publications/2009/12/14120636/0>

Scottish forces tend to record reasonably high levels of public satisfaction with aspects of their initial contact. After that, satisfaction tends to decline, particularly in terms of how respondents were treated by attending police officers and the actions taken to resolve their query.

One of the key findings of the 2007 Audit Scotland report, *Police Call Management – An Initial Review*⁹, was that while people are generally satisfied with the response they receive when they call the police, they are less than satisfied with how they are then kept informed. A similar finding in our 2008 thematic inspection on *Quality of service and feedback to police service users*¹⁰ led us to make the following recommendation:

“That all forces have clear internal guidance on dealing with members of the public. This should focus on quality of service and with a specific requirement to manage expectations and provide feedback about progress as necessary. This guidance should set out the entire process for dealing with service users, from beginning to end, and define the relationships between the various parts of that process. Appropriate systems to promote compliance will be required.”

The SPPF indicator measuring the extent to which members of the public feel that they are ‘kept adequately informed’ of progress suggests that forces continue to under-perform in this area. However, this is just one aspect of the contact between forces and members of the public. Other factors may be equally or more important, such as the personal behaviour of police officers/staff or force policies and procedures, or the expectations of users.

A strong theme that emerges from this section on user focus is the need to understand what affects the confidence that victims have in the police. In this section we have considered just two indicators, but others such as those relating to complaints and time taken to respond to or attend calls may provide further insights into problematic aspects of service provision. As indicated above, both Audit Scotland and HMICS have produced recent thematic reports on how the Service approaches user focus. We believe that what is required now is further exploratory questions of the public and more in-depth analysis of their experiences and views. In this way, forces will be better able to reflect on how they can both better understand and improve performance in this area.

■ Recorded and unrecorded crime

With a reduction of two per cent on the previous year, recorded crime in 2008-09 was at its lowest level in over 25 years. Four of the five crime groups contributed to this decline, the largest decrease being recorded for the group containing crimes of vandalism. Crimes of dishonesty, which include shoplifting, rose slightly for the first time in ten years.

Balanced against this positive picture, is the level of crime that goes unreported to the police and thus does not make it into recorded crime figures. This is assessed through the Scottish Crime and Justice Survey, and has been included as an indicator in the 2008-09 Framework. The SCJS is designed to capture the views of a representative sample of Scotland’s population on their experiences, perceptions and attitudes towards crime and victimisation, and their contact with the police and other parts of the criminal justice system. The first report of the latest survey was published in autumn 2009¹¹. The expected publication of data sets that will provide analysis down to police force area should make the results more accessible and relevant.

In 2008-09, just over one in three (36.5%) of all household crimes¹² occurring in Scotland were reported to the police, while for personal crimes¹³ the figure was 40.3%. Although the underlying level of unreported crimes has not increased significantly since the time of the last survey in 2006, these proportions remain low.

⁹ Audit Scotland *Police Call Management – An Initial Review* (2007) Key Messages:

http://www.audit-scotland.gov.uk/docs/central/2007/nr_070927_police_call_management_km.pdf

¹⁰ HMICS Thematic Inspection: *Quality of service and feedback to users of police services in Scotland*:

<http://www.scotland.gov.uk/Publications/2008/05/29140329/5>

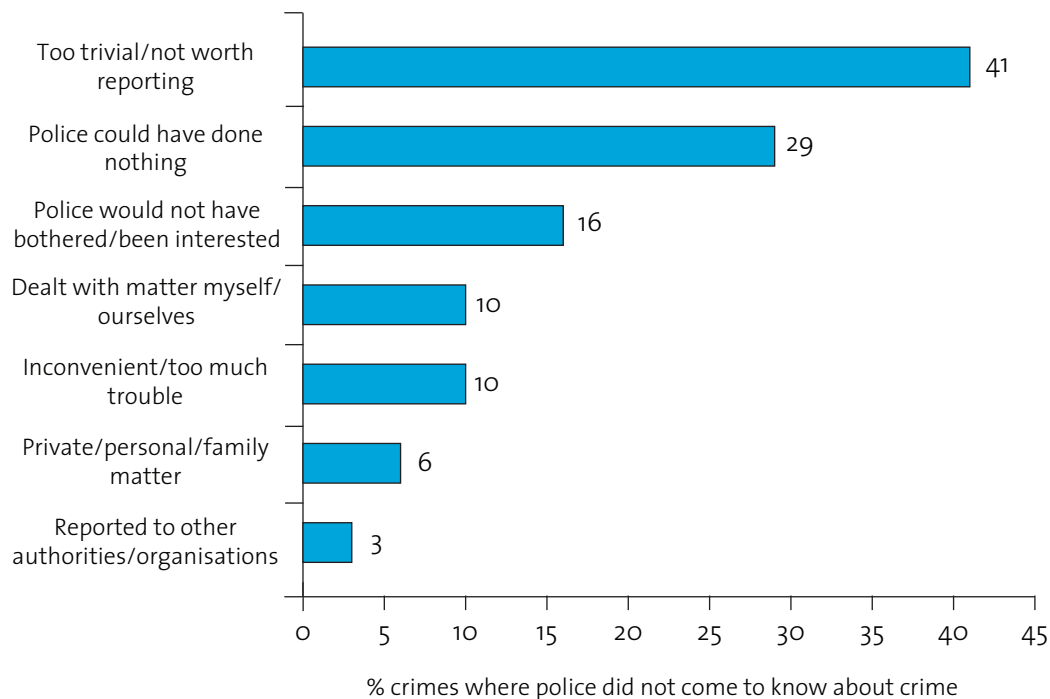
¹¹ Scottish Crime and Justice Survey (2009): <http://www.scotland.gov.uk/Publications/2009/12/14120636/0>

¹² ‘Household’ crime includes vandalism, theft (attempted theft) of or from a motor vehicle, housebreaking, bicycle theft, and other household theft.

¹³ Crimes against individuals or ‘personal’ crime comprise assault (minor and serious), robbery, theft from the person and other personal theft.

The graph below shows the explanations given by respondents for not reporting crimes to the police. Returning to our theme of *user focus*, more in-depth examination of the reasons behind these top-line figures could help forces to identify ways of encouraging the public to report more incidents. Possible questions include, which crimes did respondents feel were too trivial, which particular groups of respondent thought this and why was it too much trouble to report it to the police.

All SCJS crime where the police were not informed about the matter
(base: 2,347)



(Victims could give more than one response to this question, hence the reason the percentages total over 100%.)

Figure 5.6: Most common reasons crime was not reported SCJS 2008/09, page 91.

The relatively low level of actual crime subsequently reported to the police undermines the ability of forces to prioritise and deploy their resources based on the full picture of crime within their area. In the previous section of this report on user focus, we indicated that we would carry out further inspection work in relation to the service provided to victims of crime. In doing so it will clearly be important to consider both reported and unreported crime. In the meantime both forces and ACPOS will wish to consider why so much crime is unreported, what impact this has on the analysis of crime and what improvements can be made.

2. Working with partners in the criminal justice system

■ Number of individuals reported to the Procurator Fiscal where proceedings were not taken

The Scottish criminal justice system is made up of a number of constituent organisations, including the police service. While the roles of each are distinctive, the challenge is for these organisations to work together coherently and effectively.

One of the key objectives of the criminal justice reforms is to bring offenders to justice more quickly. A crucial initial stage of this process is the reporting of offenders by the police to the procurator fiscal. It is these reports that help to inform the decisions of procurators fiscal on whether or not to proceed with prosecution. It is therefore important that the reports are completed timeously and to a high standard in terms of the quality of admissible evidence contained within them. In 2006 we published our own report on case management in forces¹⁴, which contained a number of recommendations for further improving performance in this area of activity.

Due to the criminal justice reforms, criminal justice has been given an increasingly higher profile in forces and arrangements for reporting cases to procurators fiscal have come under increased scrutiny. As can be seen from Table 41, procurators fiscal have recourse to a wide range of categories when deciding whether to take no proceedings against individuals. The basis for these decisions, not all of which are the direct result of police action or inaction, is contained in the Crown Office and Procurator Fiscal (COPFS) Prosecution Code¹⁵. It is now common practice for area procurator fiscals to share this kind of information with forces and local police commanders, giving them more opportunity to monitor and improve performance.

In 2008-09, the proportion of individuals against whom no proceedings were taken across Scotland was 12.9%, or approximately one in eight. In less than half these cases, the reason for the no proceedings decision was insufficient admissible evidence. Nevertheless, at 4.6% of the total cases reported across Scotland, it remains the most common reason for proceedings not being taken.

While forces should strive to reduce this percentage, this has to be balanced against the need to increase the reporting of crimes generally. We accept that, for a variety of reasons, there will always be reports that are deemed not to have sufficient evidence. The decision as to whether to prosecute ultimately lies with COPFS. Indeed, subject to the routine monitoring and review as set out in the following paragraph, a consistent, if low, level of reported crimes deemed to have insufficient admissible evidence, reflects the different functions of police and prosecutors.

Discussions between procurators fiscal and forces will continue to identify areas for improvement such as training, processes and quality assurance. Equally necessary is the continuation of joint working and collaboration to enhance the contribution and impact of all constituent criminal justice agencies.

■ Use of alternatives to court

The Criminal Proceedings etc (Reform) (Scotland) Act 2007 introduced a number of changes to the way in which the summary justice system operates. It included a variety of alternative measures for both police and procurators fiscal that could be used to reduce the number of police reports produced and minor cases taken to summary courts. Alternatives to prosecution or to court now include anti-social behaviour fixed penalty notices (FPNs) and formal police warnings. Restorative justice warnings and conference schemes, first introduced in 2004, are seen as being effective means of dealing with young persons who commit minor crimes or offences.

A significant proportion of minor, anti-social crimes and offences are committed by people who would otherwise not come into contact with the police. A fair and effective non-reporting disposal around the time of the offence can remove the need for the offender to enter the criminal justice system. In this way, police and procurator fiscal time is saved in terms of reporting and preparing cases for prosecution in court.

¹⁴ A Case Study: a joint thematic inspection of case management, HMIC (2006): <http://www.scotland.gov.uk/Publications/2006/08/08132435/0>

¹⁵ COPFS Prosecution Code <http://www.copfs.gov.uk/Resource/Doc/13423/0000034.pdf>

From the numbers alone we cannot say what proportion of relevant cases and acceptance are disposed of in this way. For this reason it is the outcome of using alternative measures, i.e. in terms of the compliance rates, that are more informative here. As not all forces have recorded these rates, we have been unable to derive a Scottish average for compliance with either fixed penalty notices or acceptance of formal warnings.

The figures in Table 42 imply, individuals involved in nearly 50,000 minor crimes or offences were potentially diverted from the criminal justice system in 2008-09. What cannot be seen here are the reasons for the subsequent non-compliance for FPNs, e.g. errors, non-payments or contested cases, and the numbers eventually ending up in court as a result. From the data we do have, the rate of acceptance for adult formal warnings tends to sit around 100%, while FPN compliance ranges from 45.8% to 62.1%. Forces need to examine the reasons for FPN non-compliance with a view to improving performance in this area. What is also noticeable across forces is the variations in the use of these alternatives to court which is closely linked to force policies. We are of the view that ACPOS should consider whether a more consistent approach by forces to the use of these alternatives is needed.

Of further interest will be the extent to which this sub-set of the summary justice reforms is contributing to achieving the longer-term goals of the reform agenda, in terms of reducing re-offending and increasing public confidence in the summary justice system. This is something that the police service and its criminal justice partners, in conjunction with the Scottish Government, will be assessing through the summary justice monitoring and evaluation framework¹⁶.

3. Police personnel

■ Sickness absence

Forces continue to work to reduce sickness absence rates, by putting in place more robust attendance management policies and creating and maintaining a positive working environment. As the figures in this report show, such efforts appear to be having a positive effect, with sickness absence amongst police officers and police staff down on previous years.

With an average working time lost of 4.3%, police officers in Scotland have a lower rate of sickness absence than the 4.5% recorded by the Chartered Institute of Personnel and Development (CIPD)¹⁷ in 2009 for police officers in the UK as a whole, and the same rate as that recorded for the public sector overall. Those working in health (4.8%) and local government (4.7%) in the UK exhibited higher rates.

Although sickness absence amongst police staff also shows a downward trend, their rates consistently sit above those of their police officer colleagues. In fact, their average rate of 5.1% of working time lost is equal to the highest recorded for any sector by the CIPD survey.

The reason for the difference in the police officer and police staff absence rates is worthy of further exploration by forces. The publication, at the beginning of 2010, of our thematic inspection on attendance management in the police service will further inform this area.

■ Staffing profile by declared disability, ethnicity and gender

The Service's commitment to creating and maintaining positive working conditions extends to ensuring an equitable and inclusive environment for all its employees. In its Diversity Strategy, ACPOS has pledged to: *recruit, develop and maintain a skilled workforce that reflects and understands the diverse communities of Scotland, respects personal dignity, difference and individuality and actively promotes equality and diversity*. Having consistent mechanisms in place to monitor the diversity of the workforce is essential to achieving this.

¹⁶ Summary Justice Reform: system performance, monitoring and evaluation, Scottish Government 2009:

<http://www.scotland.gov.uk/Resource/Doc/279187/0084023.pdf>

¹⁷ Absence management: annual survey report 2009, CIPD: <http://www.cipd.co.uk/onlineinfodocuments/surveys>

Tables 59 and 60 in this report show the proportions of police officers and staff in Scotland who have declared themselves disabled or being of a black or minority ethnic group, and gives a breakdown by gender. The proportion of female police officers continues to rise, sitting at a little over one in four of all police officers in 2008-09. Females remain the highest proportion of police staff employees.

The statutory introduction of race, disabled and gender equality duties places an obligation on the police service to undertake equality monitoring for declared disability, ethnicity and gender within the workforce¹⁸. For the period 2008-09 we are unable to provide a Scotland-wide figure for declared disabled police officers and staff, but proportions recorded by individual forces range from 0% to 1.9%. Amongst police staff the proportions tend to be higher, at between 0.5% and 6.1%. Forces will wish to reflect on their contribution and we will work with the Equality and Human Rights Commission (EHRC) to monitor this very important area.

The percentage of minority ethnic residents in Scotland at the time of the 2001 census stood at two per cent. It is likely that this figure is now higher. Although the actual number of black or minority ethnic police recruits has not changed from 2007-08¹⁹, the numbers as a proportion of all police officers have fallen to just over one per cent.

Given the importance of having a workforce that is reflective of our increasingly diverse society the current position is unsatisfactory. We have raised our concerns in this regard with ACPOS.

While there is no obligation on existing members of the workforce to provide certain personal details such as their ethnicity or disability, forces should continue to actively encourage staff to provide such details. ACPOS has reaffirmed, in its recently published equality and diversity 2009-11 strategy²⁰, that it is committed to positive action to encourage and support potential and existing personnel. Thorough evaluation of the various methods employed to achieve this, will be fundamental to future success.

CONCLUDING COMMENTS

The Scottish Policing Performance Framework is becoming one of the main mechanisms by which the performance of the policing service in Scotland is monitored. This should include internal monitoring and challenge by forces and common services, as well as external scrutiny by police boards and authorities, Scottish Government and other police stakeholders, especially where there is robust comparative data that indicates significant variation in performance between forces.

With increasing use has come greater awareness of existing gaps and inconsistencies in the indicators and the data behind them. We are pleased to note that, as a result, work has been and continues to be carried out to resolve these shortcomings. Meanwhile, ACPOS is committed to introducing common standards and national information and communications technology (ICT) systems that will facilitate consistent recording and efficient retrieval of performance data. This is crucial if the framework is to be seen as a viable tool for assessing performance against the police service's Scottish Strategic Assessment priorities, Scottish Government's national objectives and local government single outcome agreements. For this reason, it is likely that additional indicators will be identified for inclusion in future years. At present the 2009-10 iteration will include three new indicators.

The next stage in the evolution of the framework is to ensure that it fulfils its ultimate purpose, that of identifying areas for improvement and driving improvement activity. Under its Performance Management business area, ACPOS has two sub-groups - Continuous Improvement and Performance - that will be responsible for taking this forward. We will continue to monitor developments and look forward to working closely with the Service and stakeholders to make Scotland a safer place.

¹⁸ EHRC webpage on equality duties. <http://www.equalityhumanrights.com/advice-and-guidance/public-sector-duties/>

¹⁹ HMICS Annual Statistical Return. <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/local/15403/Statistical>

²⁰ ACPOS Equality and Diversity Strategy 2009-2011 (2009) <http://www.acpos.police.uk/BusAreas/EDStrategy.html>

Indicators in this section are intended to address how effectively the police provide their services and corresponding levels of public satisfaction.

HIGH LEVEL OBJECTIVES

- Improve public satisfaction with service delivery
- Increase public confidence in policing

PERFORMANCE INDICATORS 2008/09

OUTCOMES	<ul style="list-style-type: none"> ■ Complaints about police officers and police staff ■ Service complaints <p>Survey measures:</p> <ul style="list-style-type: none"> ■ User satisfaction with service provided ■ Public confidence in the police
ACTIVITIES	<ul style="list-style-type: none"> ■ Proportion of 999 calls answered within 10 seconds ■ Time taken to respond to emergency calls
INPUTS	<ul style="list-style-type: none"> ■ None
CONTEXT[†]	<ul style="list-style-type: none"> ■ Number of telephone calls and incidents ■ Number of sudden deaths reported to the Procurator Fiscal ■ Number of missing persons incidents

[†] Context measures are not measures of performance but provide contextual information to aid understanding of the demands on police forces and the environment in which they operate.

OUTCOMES

Complaints about police officers and police staff

Description: This Accounts Commission Statutory Performance Indicator (SPI) provides a measure of the level of dissatisfaction that users experience in relation to their contact with police officers and police staff. It has been revised to take into account changes to legislation and national recording practices and now shows:

- the number of allegations arising from complaints about the conduct of police officers and police staff; and of those,
- the proportion where action has been taken.

The Police, Public Order and Criminal Justice (Scotland) Act 2006 defines a complaint as “...a written statement expressing dissatisfaction about an act or omission by a person who, at the time of the act or omission, was a person serving with the police.” Although the definition extends to the off-duty behaviour of police personnel, this indicator covers complaints resulting from their on-duty conduct only. A complaint can contain more than one allegation concerning the conduct of a member of a police force. Such allegations may refer to criminal conduct, e.g. assault, or (non-criminal) professional misconduct, e.g. incivility.

The part of the indicator concerning action taken, reports on what, if any, action is taken in dealing with allegations. Specifically, it measures the number of allegations resulting in action, rather than the number of actions taken per allegation. Action need not necessarily be restricted to occasions where an allegation has been ‘substantiated’, but may occur in response, for example, to a perceived need for further training. Thus, possible actions include those taken by the force under the police conduct regulations/staff discipline procedures, as well as other measures such as training or redeployment. They can also include action taken by the Crown Office Procurator Fiscal Service (COPFS) in relation to allegations of criminal conduct. (remainder of description on following page)

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of complaints received	159	109	394	409	775	159	1,446	346	3,797
	% change on 07-08	23.3	17.2	55.1	35.9	32.5	-3.6	-1.7	-7.2	12.6
2008-09	Total number of incidents	112,016	79,827	146,864	160,754	363,803	133,608	1,135,802	159,417	2,292,091
	% change on 07-08	-6.2	-6.7	-7.5	1.7	-2.1	-5.9	-1.7	-2.4	-2.7
2008-09	Number of complaints per 10,000 incidents recorded	14.2	13.7	26.8	25.4	21.3	11.9	12.7	21.7	16.6
	Number of allegations arising from complaints	274	147	407	888	1,060	260	3,068	427	6,531
	Proportion of allegations where action was taken	12.4	14.3	13.3	9.8	3.4	14.2	2.6	3.7	5.6

Table 1

As complaints of this type arise through the interactions of police officers/staff with the public, the number of complaints is measured against the number of incidents recorded by each force. However, not all such interactions are recorded in this way. Nor, at the present time, is there an agreed national standard for incident recording across the police service in Scotland. As a result there will be some variation in what each force records.

References/further reading: The position of Police Complaints Commissioner for Scotland (PCCS) was established by the Scottish Parliament in 2006 to consider and review the way police organisations handle complaints from the public. The PCCS' 2008-09 Annual Report containing further statistics on complaints against the police, can be found at: http://www.pcc-scotland.org/assets/0000/0455/PCCS_Annual_Report_FINAL.pdf

It should be noted that the figures provided in this report have been calculated using a methodology agreed by the stakeholders involved in the development of the SPPF, which is different to that used by the PCCS in their report. We therefore acknowledge that there will be differences in the data presented in each report. Police Complaints Commissioner for Scotland (PCCS) Police Complaints: Statistics for Scotland 08/09 Report http://www.pcc-scotland.org/assets/0000/0504/PCCS_ASR_2009.pdf

■ Service complaints

Description: This new indicator provides a measure of the level of public dissatisfaction with the services, policies and procedures of a force, as opposed to the conduct of individual members of staff. The number of these complaints is assessed against the total population resident in each force area. The nature of these complaints is such that it is not possible to record them as having been substantiated or otherwise.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of service complaints raised	82	63	71	121	118	10	206	73	744
	Number of service complaints raised per 10,000 population	2.8	4.2	2.0	2.2	1.3	0.3	0.9	1.8	1.4
	% point change on 07-08	0.9	1.1	0.5	0.6	-0.4	-0.4	0.0	n/a	n/a

Table 2

References/further reading: The Police Complaints Commissioner for Scotland's Annual Report contains further information on quality of service complaints against police forces: http://www.pcc-scotland.org/assets/0000/0455/PCCS_Annual_Report_FINAL.pdf

■ User satisfaction with service provided

Description: Forces regularly survey members of the public who have contacted them, in order to ascertain their levels of satisfaction as users of police services. For the purpose of this Account's Commission statutory performance indicator, users include those who have contacted the police to report a crime (50% of all users surveyed), a disturbance/nuisance, a road traffic collision or a missing person. The number of questions making up this indicator has risen from four to six, in order to measure satisfaction levels at each stage of contact. Force satisfaction surveys, however, contain a much larger question set and readers may wish to refer to individual force websites to access this information.

With the exception of Grampian, which now uses a telephone survey, forces gather this feedback mainly through postal surveys. A number of other forces are, however, currently examining the possibility of adopting a telephone survey format.

In Table 3 below, the data for the first five areas of satisfaction relate to the percentage of respondents who stated that they were *fairly* or *very satisfied*. Percentages in the final row, on whether respondents felt that they had been kept adequately informed, show the percentage of respondents who answered yes.

It should be noted that only valid responses for each question have been included in the data table. Where respondents have not provided a response or 'Not Applicable', which was an option available in the last question; 'Whether you were kept adequately informed', then these type of responses have not been included when calculating the percentages in the data table.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside
2008-09	Number of surveys issued	1,329	800	2,740	2,617	3,464	n/a	4,372	3,600
	Return rate (%)	33.6	54.0	23.7	92.9	33.5	n/a	20.2	29.0
	Satisfaction with initial police contact (%)	83.9	89.0	84.7	91.9	88.8	n/a	77.8	89.4
	Satisfaction with actions taken by the police to resolve your enquiry (%)	n/a	83.2	69.4	86.5	66.8	n/a	70.8	80.1
	Satisfaction with the way you were treated by the police at initial contact (%)	n/a	n/a	88.9	94.6	90.3	n/a	84.7	91.5
	Satisfaction with the way you were treated by the police officers who attended (%)	n/a	72.2	88.0	93.4	90.6	n/a	84.8	92.5
	Satisfaction with overall way the police dealt with the matter (%)	79.7	83.1	73.1	86.0	76.7	n/a	68.0	80.0
	Kept adequately informed (%)	55.4	61.5	54.7	62.9	54.5	n/a	53.3	50.4

Table 3

References/further reading: Further information about the way in which forces are applying a user focus to the services they provide can be found in our 2008 thematic inspection report, *Quality of service and feedback to users of police services in Scotland*, at <http://www.scotland.gov.uk/Publications/2008/05/29140329/0>

Public confidence in the police

Description: This indicator, and its constituent questions, has been introduced to provide a measure of public confidence in the ability of local police forces to carry out various policing roles. Confidence is rated on a four-point scale ranging from very confident to not at all confident, with options for respondents who 'don't know' or refuse to answer. The data are gathered through the Scottish Government's Scottish Crime and Justice Survey (SCJS), an annual survey of just over 16,000 residents in Scotland. Table 4 presents the combined proportions of people who were very or fairly confident.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland	
2008-09	Number surveyed (un-weighted)	1,373	1,416	1,343	1,297	2,073	1,620	5,658	1,223	16,003	
	Total (weighted 000's)	236	123	297	445	771	236	1,819	329	4,255	
	How confident are you in the ability of local police to:										
	Prevent crime (%)	50	52	48	45	45	55	44	50	46	
	Respond quickly to appropriate calls and information from the public (%)	53	61	59	51	57	69	50	58	54	
	Deal with incidents as they occur (%)	56	67	60	57	58	72	54	64	58	
	Investigate incidents after they occur (%)	60	69	67	62	61	75	63	71	64	
	Solve crimes (%)	56	64	58	57	55	66	55	64	57	
	Catch criminals (%)	54	62	59	54	53	67	53	61	55	

Table 4

Reference/further reading: The first findings of the most recent Scottish Crime and Justice Survey were published in October 2009, and can be found at: <http://www.scotland.gov.uk/Publications/2009/12/14120636/0>

ACTIVITIES

■ Proportion of 999 calls answered within 10 seconds

Description: Answering 999 calls promptly is a priority for the police, and as such, all forces aim to answer at least 90% of such calls within ten seconds. For the purpose of this Accounts Commission statutory performance indicator, the time is counted from the first ring of the call at the police switchboard until a police employee answers it. It does not examine the subsequent speed with which police attend these incidents.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of 999 calls	29,964	13,144	46,911	59,260	127,592	21,404	334,350	51,027	683,652
	Proportion answered within 10 seconds	91.7	95.7	96.2	90.6	95.0	86.8	94.2	92.8	93.8
	% change on 07-08	1.0	0.1	0.7	-0.9	4.0	1.5	2.4	5.2	2.4

Table 5

Reference/further reading: More information on the Accounts Commission/Audit Scotland statutory performance indicators can be found at: <http://www.audit-scotland.gov.uk/>

■ Time taken to respond to emergency calls

Description: This new indicator aims to provide a measure of service quality, based on the speed at which emergency calls are responded to. It is calculated from the time the call is logged on a force's command and control system until an officer arrives at the location. However, in the absence of a common national command and control system, there is no standard call grading system or Scottish-wide target response time. With the exceptions of Northern and Strathclyde, forces have applied their own target response times. These are ten minutes and 20 minutes, for urban and rural emergency calls respectively.

(This indicator is under review to provide more consistent and comparable data from forces)

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside
2008-09	Number of emergency response calls	8,215	931	35,830	5,294	11,178	n/a	13,545	47,368
	Proportion of emergency response calls responded to within the target time	86.2	77.4	89.1	n/a	94.5	n/a	n/a	66.6
	Average response time (minutes: seconds)	7:25	8:07	7:01	7:01	9:13	n/a	17:02	16:23

Table 6

Reference/further reading: See individual force websites for further information on force targets in this area.

CONTEXT

■ Number of telephone calls and incidents

Description: These context measures are intended to demonstrate the level of demand incurred through telephone calls from members of the public. All forces now use electronic incident management systems, known as 'command and control' systems, which generate unique incidents following a call from a member of the public, police officer or other organisation/emergency service. However, there is no standard definition of 'incident' in use in Scotland and so what is recorded as an incident will vary from force to force.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of incidents per 10,000 population	3,857	5,373	4,058	2,979	3,911	4,648	5,132	4,016	4,435
	Number of calls per 10,000 population	11,347	12,970	12,096	7,998	9,194	16,267	8,597	9,399	9,655
	Proportion of 999 calls	9.1	6.8	10.7	13.7	14.9	4.6	17.6	13.7	13.7

Table 7

Reference/further reading: See individual force websites for further information on force activities.

■ Number of sudden deaths reported to the Procurator Fiscal

Description: The police, on behalf of the procurator fiscal, investigate all sudden, suspicious and unexplained deaths. These include deaths occurring outdoors, suicides, and those where a general practitioner cannot certify the cause. The police will also examine deaths where the circumstances give rise to serious public concern.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number reported to the procurator fiscal	488	173	761	554	1,460	466	4,067	668	8,637

Table 8

Reference/further reading: More information on the role of the procurator fiscal in investigating sudden deaths can be found at: <http://www.copfs.gov.uk/About/roles/pf-role/investigation-deaths/sudden-deaths>

■ Number of missing person incidents

Description: Forces deal with a variety of missing person incidents, ranging from children reported missing by their parents or guardians, and absconders from residential care establishments or other institutions, to people classed as 'long-term' missing. It is their duty to investigate every incident, in order to make sure that the missing person is safe and well, and that no crime has been committed.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of incidents reported	957	779	3,457	2,458	6,414	1,420	25,322	2,973	43,780

Table 9

Reference/further reading: For further information on how the police service in Scotland records missing persons, visit the Scottish Police Services Authority (SPSA) website at:

http://www.spsa.police.uk/services/information_services_criminal_justice

This section looks at how forces are dealing with some areas of particular concern to local communities. Most indicators here relate to crimes and offences recorded by the police. Definitions of recorded crime, the Scottish Crime Recording Standard which determines whether a crime/offence is recorded, and an explanation of what constitutes a detected crime, are given in [Appendix B](#).

HIGH LEVEL OBJECTIVES

- Support the delivery of safer communities
- Preserve and restore public order
- Investigate crime effectively
- Contribute to the reduction of crime
- Contribute to increased public reassurance

PERFORMANCE INDICATORS 2008/09

OUTCOMES	<ul style="list-style-type: none"> ■ Number of recorded crimes and offences ■ Detection rate for recorded crimes and offences ■ Number of racist incidents and racially motivated crimes ■ Number and percentage of racially motivated crimes detected ■ Number of persons killed or injured in road accidents ■ Offenders managed under MAPPA who are re-convicted or breach conditions <p>Survey measures:</p> <ul style="list-style-type: none"> ■ Experience of anti-social behaviour ■ Perception of the general crime rate in the local area ■ Victimization rates for personal and household crime ■ Levels of personal and household crime and the proportion reported to the police
ACTIVITIES	<ul style="list-style-type: none"> ■ Volume of forensic services provided
INPUTS	<ul style="list-style-type: none"> ■ Number of Special Constables and the hours they are on duty
CONTEXT†	<ul style="list-style-type: none"> ■ Number of registered sex offenders ■ Number of domestic abuse incidents ■ Number of problem drug users ■ Number of individuals brought into custody

† Context measures are not measures of performance but provide contextual information to aid understanding of the demands on police forces and the environment in which they operate.

OUTCOMES

■ Number and detection rate for recorded crimes and offences

Description: Group 1 – crimes of violence – this category of crimes include crimes of murder, attempted murder, serious assault, robbery and assault with intent to rob, cruelty to children, threats and extortion. Assaults are classified as ‘serious’ as opposed to ‘minor’ if the victim sustains either an injury that leads to him or her being detained in hospital as an in-patient, or any of the following injuries that do not result in a hospital admission: fractures, internal injuries, severe concussion, loss of consciousness, lacerations requiring sutures which may lead to impairment or disfigurement, or any other injury that may cause impairment or disfigurement.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
3 year avg.	Number recorded	493	165	567	892	2,051	535	8,243	615	13,561
2008-09	Number recorded	432	149	527	869	1,945	511	7,483	696	12,612
	% change on 07-08	-7.1	-2.6	5.2	3.5	-3.2	5.8	-4.2	14.5	-2.0
	% change on 06-07	-17.7	-7.5	-9.1	-8.3	-7.4	-20.2	-11.8	5.1	-10.5
2008-09	Number per 10,000 population	14.9	10.0	14.6	16.1	20.9	17.8	33.8	17.5	24.4
	Number per FTE police officer	0.5	0.3	0.5	0.6	0.7	0.7	0.9	0.6	0.7
3 year avg.	Detection rate	95.9	86.7	81.0	70.4	60.6	92.9	51.5	80.5	60.3
2008-09	Detection rate	97.2	88.6	83.9	75.0	66.8	90.8	54.4	82.8	63.9
	% point change on 07-08	1.1	4.3	1.8	-0.8	4.4	-2.4	1.7	4.8	2.4
	% point change on 06-07	2.2	-3.3	-1.6	6.6	5.5	-2.3	3.9	1.5	3.6
2008-09	Number detected per FTE police officer	0.5	0.3	0.4	0.4	0.4	0.6	0.5	0.5	0.5

FTE - full-time equivalent

Table 10

References/further reading: A breakdown of the number of constituent group 1 crimes recorded and detected can be found in the Scottish Government’s statistical bulletins on recorded crime in Scotland. The following link takes you to the latest, 2008-09, bulletin: <http://www.scotland.gov.uk/Resource/Doc/286378/0087196.pdf>

Description: Group 2 – crimes of indecency – this group includes crimes of rape, indecent assault, and lewd and libidinous practices against children as well as indecent exposure. The often highly sensitive nature of these crimes can make it difficult for victims to approach the police. This may mean that certain crimes go unreported for many years, and thus it is widely recognised that under-reporting can be a significant factor in this group.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
3 year avg.	Number recorded	428	129	513	991	1,139	392	2,558	470	6,620
2008-09	Number recorded	315	111	457	978	1,110	428	2,507	424	6,330
	% change on 07-08	-34.2	-14.6	-21.7	2.5	6.0	11.7	-2.6	4.7	-3.4
	% change on 06-07	-21.1	-9.0	-4.0	-5.4	-9.1	-5.9	-2.1	-12.0	-6.2
2008-09	Number per 10,000 population	10.8	7.5	12.6	18.1	11.9	14.9	11.3	10.7	12.2
	Number per FTE police officer	0.4	0.2	0.4	0.6	0.4	0.6	0.3	0.4	0.4
3 year avg.	Detection rate	97.7	72.1	89.3	66.4	63.9	80.4	68.1	93.4	73.3
2008-09	Detection rate	80.0	83.8	66.5	72.2	64.3	84.1	61.5	80.2	68.1
	% point change on 07-08	-17.7	3.0	-16.5	5.5	1.3	3.2	-3.7	1.2	-3.0
	% point change on 06-07	-18.0	23.9	-28.6	4.8	4.2	5.0	-7.0	-20.6	-5.2
2008-09	Number detected per FTE police officer	0.3	0.2	0.3	0.5	0.2	0.5	0.2	0.3	0.3

Table 11

References/further reading: A breakdown of the number of constituent group 2 crimes recorded and detected can be found in the Scottish Government’s statistical bulletins on recorded crime in Scotland. The following link takes you to the latest, 2008-09, bulletin: <http://www.scotland.gov.uk/Resource/Doc/286378/0087196.pdf>

Description: Group 3 – crimes of dishonesty – crimes in this group include thefts by housebreaking (e.g. from someone’s home or business premises) or opening lockfast places (e.g. from a safe or changing room locker), thefts of or from motor vehicles, fraud and shoplifting.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
3 year avg.	Number recorded	8,440	3,494	13,434	20,034	37,914	5,926	76,529	13,714	179,485
2008-09	Number recorded	8,059	2,763	10,549	17,071	36,288	5,977	74,281	12,824	167,812
	% change on 07-08	-1.6	-6.7	-7.8	-3.6	6.8	4.1	1.2	-3.6	0.7
	% change on 06-07	-6.1	-24.3	-25.4	-16.2	-4.2	-1.0	-6.2	-7.0	-8.6
2008-09	Number per 10,000 population	277.5	186.0	291.5	316.3	390.1	207.9	335.6	323.1	324.7
	Number per FTE police officer	9.6	5.3	9.8	11.3	12.4	7.7	9.1	10.7	9.8
3 year avg.	Detection rate	55.6	54.6	47.6	32.4	35.1	55.2	31.5	50.2	37.4
2008-09	Detection rate	50.3	56.1	48.2	38.5	37.0	53.4	33.3	52.1	38.9
	% point change on 07-08	1.8	2.9	-2.1	1.8	0.9	-0.2	1.6	2.8	1.1
	% point change on 06-07	-2.0	-0.9	-0.4	6.9	-0.5	-2.2	2.5	1.3	1.4
2008-09	Number detected per FTE police officer	4.8	3.0	4.7	4.3	4.6	4.1	3.0	5.6	3.8

Table 12

References/further reading: A breakdown of the number of constituent group 3 crimes recorded and detected can be found in the Scottish Government’s statistical bulletins on recorded crime in Scotland. The following link takes you to the latest, 2008-09, bulletin: <http://www.scotland.gov.uk/Resource/Doc/286378/0087196.pdf>

Description: Group 4 – fire-raising, malicious and reckless conduct – this group includes vandalism, malicious mischief (destroying or damaging the property of another person), fire-raising and reckless conduct.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
3 year avg.	Number recorded	6,353	3,248	9,926	11,364	23,481	5,161	57,943	7,741	125,217
2008-09	Number recorded	5,857	2,594	7,797	9,550	19,973	5,012	52,034	6,604	109,421
	% change on 07-08	-5.0	-12.8	-10.3	-6.0	-10.3	-2.5	-6.1	-9.2	-7.4
	% change on 06-07	-16.2	-21.3	-26.2	-19.3	-17.6	-8.7	-12.5	-15.6	-15.6
2008-09	Number per 10,000 population	201.7	174.6	215.5	177.0	214.7	174.3	235.1	166.4	211.7
	Number per FTE police officer	7.0	5.0	7.3	6.3	6.8	6.5	6.3	5.5	6.4
3 year avg.	Detection rate	42.6	41.5	31.5	25.9	23.7	41.5	17.0	32.3	24.1
2008-09	Detection rate	34.6	51.3	34.6	32.6	24.6	39.9	17.5	33.0	25.0
	% point change on 07-08	-4.7	12.8	-0.9	3.0	1.2	0.8	-0.2	1.3	0.4
	% point change on 06-07	-8.2	8.0	2.2	6.1	-2.2	-4.3	0.7	0.8	0.0
2008-09	Number detected per FTE police officer	2.4	2.6	2.5	2.1	1.7	2.6	1.1	1.8	1.6

Table 13

References/further reading: A breakdown of the number of constituent group 4 crimes recorded and detected can be found in the Scottish Government’s statistical bulletins on recorded crime in Scotland. The following link takes you to the latest, 2008-09, bulletin: <http://www.scotland.gov.uk/Resource/Doc/286378/0087196.pdf>

Description: Group 5 – drugs and other crimes – included in this group are all drug offences, bail offences, and crimes against justice such as perjury. The nature of these crimes means that they are usually ‘detected’ by virtue of coming to the attention of the police. For example, when a police computer check on an individual reveals that he or she is in breach of a bail condition imposed by a court, this offence has been ‘detected’.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
3 year avg.	Number recorded	4,473	2,187	4,221	5,956	11,827	4,260	43,858	5,994	82,776
2008-09	Number recorded	4,268	1,886	4,745	6,504	11,208	4,189	42,949	5,499	81,248
	% change on 07-08	-5.9	-13.2	14.3	6.6	-2.1	-4.5	-0.7	3.5	-0.1
	% change on 06-07	-0.8	-18.8	4.5	11.8	-11.1	-10.0	-2.4	-15.1	-4.5
2008-09	Number per 10,000 population	147.0	126.9	131.1	120.5	120.5	145.7	194.0	138.5	157.2
	Number per FTE police officer	5.1	3.6	4.4	4.3	3.8	5.4	5.2	4.6	4.8
3 year avg.	Detection rate	101.1	99.7	99.7	96.2	99.8	98.6	97.8	99.0	98.4
2008-09	Detection rate	99.6	99.4	99.6	97.1	99.4	99.2	97.4	98.7	98.1
	% point change on 07-08	-1.1	0.0	0.8	-0.6	-0.3	0.5	-0.3	-0.9	-0.3
	% point change on 06-07	0.7	-0.3	0.6	-0.2	-0.6	1.1	-1.4	1.5	-0.6
2008-09	Number detected per FTE police officer	5.0	3.6	4.4	4.2	3.8	5.4	5.1	4.5	4.7

Table 14

References/further reading: A breakdown of the number of constituent group 5 crimes recorded and detected can be found in the Scottish Government’s statistical bulletins on recorded crime in Scotland. The following link takes you to the latest, 2008-09, bulletin: <http://www.scotland.gov.uk/Resource/Doc/286378/0087196.pdf>

Description: Group 6 offences (miscellaneous) – this group includes racist conduct or harassment, minor assault, breach of the peace and alcohol-related offences. Together they represent a mix of proactive (consuming alcohol in public places) and reactive (breach of the peace) offences.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
3 year avg.	Number recorded	10,921	5,297	13,110	20,956	27,368	11,063	122,286	14,871	225,872
2008-09	Number recorded	10,668	4,982	13,242	20,326	28,284	12,047	123,856	13,416	226,821
	% change on 07-08	-6.7	-4.1	1.1	6.3	1.7	5.9	1.3	-3.9	1.2
	% change on 06-07	-6.4	-13.8	-0.9	-6.3	-3.4	3.7	-0.3	-14.7	-2.7
2008-09	Number per 10,000 population	367.4	335.3	365.9	376.7	304.0	419.1	559.6	338.0	438.9
2008-09	Number per FTE police officer	12.7	9.6	12.3	13.4	9.7	15.6	15.1	11.2	13.3
3 year avg.	Detection rate	98.5	93.1	88.2	73.3	76.4	93.6	84.3	92.2	84.4
2008-09	Detection rate	89.9	91.7	87.7	75.9	78.7	91.0	83.0	89.2	83.4
	% point change on 07-08	-4.2	-0.5	-1.5	-0.2	3.1	-1.6	-1.3	-1.6	-0.9
	% point change on 06-07	-2.3	-1.3	-1.2	1.4	3.2	-2.1	-1.2	-2.5	-0.6
2008-09	Number detected per FTE police officer	11.4	8.8	10.8	10.2	7.6	14.2	12.5	10.0	11.1

Table 15

References/further reading: A breakdown of the number of constituent group 6 crimes recorded and detected can be found in the Scottish Government’s statistical bulletins on recorded crime in Scotland. The following link takes you to the latest, 2008-09, bulletin: <http://www.scotland.gov.uk/Resource/Doc/286378/0087196.pdf>

Description: Group 7 offences (road traffic) – this group includes road traffic offences such as speeding (including tickets issued by camera safety partnerships), seat belt offences and motor vehicle defects (e.g. a faulty headlight). Like group 5 crimes, they tend to be detected as a result of proactive policing rather than being reported to the police by members of the public.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
3 year avg.	Number recorded	18,218	23,802	24,582	40,842	74,008	18,425	116,371	41,511	357,759
2008-09	Number recorded	20,832	19,177	21,637	34,738	60,055	18,667	121,479	28,558	325,143
	% change on 07-08	10.6	-0.5	-13.3	-14.7	-2.6	10.8	2.0	-22.5	-3.9
	% change on 06-07	13.0	-28.9	-9.7	-18.4	-18.1	0.8	12.4	-34.2	-8.5
2008-09	Number per 10,000 population	717.4	1,290.7	597.9	643.7	645.6	649.4	548.9	719.4	629.1
	Number per FTE police officer	24.7	36.9	20.1	23.0	20.5	24.2	14.8	23.9	19.1
3 year avg.	Detection rate	106.4	100.0	99.9	92.8	99.6	99.9	98.3	100.0	98.8
2008-09	Detection rate	99.0	100.0	99.0	94.0	99.9	99.5	98.9	100.0	98.8
	% point change on 07-08	-4.2	0.0	-0.8	-0.4	-0.1	-0.2	0.2	0.0	-0.2
	% point change on 06-07	-0.8	0.0	-0.6	0.0	0.1	-0.3	0.8	0.0	0.2
2008-09	Number detected per FTE police officer	24.5	36.9	20.0	21.6	20.5	24.1	14.6	23.9	18.8

Table 16

References/further reading: A breakdown of the number of constituent group 7 crimes recorded and detected can be found in the Scottish Government’s statistical bulletins on recorded crime in Scotland. The following link takes you to the latest, 2008-09, bulletin: <http://www.scotland.gov.uk/Resource/Doc/286378/0087196.pdf>

■ Number of racist incidents and racially motivated crimes and detections

Description: A racist incident is any incident that is perceived to be racist by the victim or any other person. Not all need be of a criminal nature. Conversely, one incident may involve several crimes or offences, e.g. a person could be both assaulted and verbally abused. This definition, and the need for forces to record such incidents, followed criticism of police practices made in the Stephen Lawrence inquiry report of 1999. The importance and sensitivity of this area of policing has meant that this indicator is also a statutory requirement of the Accounts Commission.

The second part of this indicator has been extended from last year to include not just racially aggravated crimes and detections but all racially motivated crimes and associated detections.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09.	Number of racist incidents	378	99	138	649	684	142	2,287	368	4,745
	% change on 07-08	12.5	45.6	-12.1	59.5	-54.5	0.7	-4.5	-3.2	-11.9
2008-09	Number of racially motivated crimes	355	89	189	854	1,397	94	2,822	368	6,168
	% change on 07-08	4.7	34.8	-5.5	109.3	26.4	32.4	-9.0	31.9	10.7
2008-09	Number of racially motivated crimes detected	270	66	157	537	874	79	1,492	279	3,754
	Detection rate for racially motivated crimes	76.1	74.2	83.1	62.9	62.6	84.0	52.9	75.8	60.9

Table 17

References/further reading: The latest Scottish Government racist incident bulletin can be found at: <http://www.scotland.gov.uk/Publications/2009/04/02093844/0>. ACPOS' Equality and Diversity Strategy 2009-2011, *Celebrating and Valuing Difference*, is available at: <http://www.acpos.police.uk/BusAreas/EDStrategy.html>

■ Number of persons killed or injured in road accidents

Description: This set of indicators considers the numbers of people killed, seriously injured and slightly injured in road accidents across Scotland. Its purpose is to reflect the effectiveness of partnership efforts to reduce road casualties. In March 2000 the UK governments, including the Scottish Government, agreed a new set of reduction targets to be achieved by 2010. The resulting indicators and associated targets have been adopted as statutory indicators by the Accounts Commission.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	All people killed/seriously injured	167	107	114	406	418	179	1,082	250	2,723
	Difference on 07-08	10	-46	-38	55	-36	-9	199	-10	125
	Difference on 06-07	-6	-97	-70	133	-15	-50	-65	-78	-248
2008-09	Children killed/seriously injured	22	6	13	31	38	6	130	20	266
	Difference on 07-08	12	-3	-1	-1	-11	-10	5	-5	-14
	Difference on 06-07	-4	-9	-12	5	-32	-8	-42	-16	-118
2008-09	All people slightly injured	700	415	580	1,261	2,762	844	4,818	852	12,232
	Difference on 07-08	-23	-69	-53	44	-24	35	-1,143	-105	-1,338
	Difference on 06-07	-83	-84	-88	46	-364	-52	-1,405	-118	-2,148
2008-09	Road traffic volume in million vehicle kilometres (mVkm)	3,003	1,979	2,862	4,882	7,367	3,083	16,365	4,338	43,879
	All people killed/seriously injured per mVkm	0.056	0.054	0.040	0.083	0.057	0.058	0.066	0.058	0.062
	Children killed/seriously injured per mVkm	0.007	0.003	0.005	0.006	0.005	0.002	0.008	0.005	0.006
	All people slightly injured per mVkm	0.233	0.210	0.203	0.258	0.375	0.274	0.294	0.196	0.279

Table 18

References/further reading: Further statistics on this topic can be obtained from the Scottish Government's *Reported road casualties Scotland 2008* publication, at: <http://www.scotland.gov.uk/Publications/2009/11/23103624/0>. The number of million vehicle kilometres by local authority is available from the Scottish Government website, at: www.scotland.gov.uk/Topics/Statistics/Browse/Transport-Travel/TablesPublications/STS24

■ **Offenders managed under MAPPA who are re-convicted or breach conditions**

Description: This indicator has been introduced to provide a measure of the effectiveness of Multi-Agency Public Protection Arrangements (MAPPA) in protecting the public from offenders living in Scottish communities.

The agencies involved in MAPPA are the police, Scottish Prison Service, criminal justice social work and NHS Scotland. Its fundamental purpose is to ensure public safety and reduce serious harm through a co-ordinated and risk-based approach to managing sexual and violent offenders. Within this, the protection of children, vulnerable adults and other victims is paramount.

At the present time, the indicator only covers registered sex offenders managed by MAPPA, and within these, the percentage of offenders who fall into the following categories:

- convicted of a further serious sexual or violent offence;
- returned to custody for a breach of licence (including those returned to custody because a conviction of a serious sexual or violent offence);
- returned to custody for a breach of a sexual offences prevention order or risk of sexual harm order;
- breached their licence but were not returned to custody;
- breached their conditions of hospital discharge and were recalled to hospital;
- breached their conditions of hospital discharge but were not returned to hospital; and
- subject to formal disclosure.

Year	Description	Northern Highlands	Northern Grampian	Tayside	Fife	Forth Valley	L&B	Glasgow	Lanarkshire	South West	D&G	North Strathclyde	Scotland
2008-09	Convicted for a further serious sexual or violent offence	2	5	4	1	1	14	5	4	1	1	6	44

Table 19

References/further reading: The above statistics have been taken from the various area Community Justice Authority Annual Reports for 2008-09, which can be found at: <http://www.scotland.gov.uk/Topics/Justice/public-safety/offender-management/protection/reports/annual-reports>. For further information on MAPPA, go to: <http://www.scotland.gov.uk/Topics/Justice/public-safety/offender-management/protection>

■ **Experience of anti-social behaviour**

Description: This indicator is concerned with the proportion of people who report having experienced anti-social behaviour. The data are taken from the Scottish Household Survey (SHS), the most recent available at the time of writing being that for 2007-08. For the purpose of this report, the council data are displayed under the relevant police force area headings.

The SHS is a continuous survey based on a sample of the general population living in private residences across Scotland. It is designed to provide reliable information on the composition, characteristics and behaviour of Scottish households. One of its sections is concerned specifically with neighbourhoods and communities, and the experiences and perceptions of people living in them. It is from that section that this indicator has been taken.

References/further reading: More detailed information on the methodology and sampling used in the SHS, as well as further statistical data are available in the Scottish Household Survey annual report, *Scotland's People*, published this year: <http://www.scotland.gov.uk/Topics/Statistics/16002/PublicationAnnual>

Experience of anti-social behaviour

Force and Local Authorities	Noisy neighbours/ loud parties	Vandalism/ graffiti/ damage to property	Rubbish or litter lying around	Neighbour disputes	Groups or individuals harassing others	Drug misuse or dealing	Rowdy behaviour	Abandoned or burnt out vehicles	None	Base
Central										
Clackmannanshire	14	13	31	6	9	10	25	3	48	369
Falkirk	10	10	25	6	7	6	16	2	61	436
Stirling	9	9	26	7	6	7	19	2	61	401
D&G										
Dumfries & Galloway	6	6	12	3	3	3	6	1	78	641
Fife										
Fife	7	9	15	5	4	5	13	2	70	1,339
Grampian										
Aberdeen City	12	13	26	5	5	8	14	3	55	726
Aberdeenshire	4	7	17	3	3	3	10	1	71	1,005
Moray	8	12	24	4	8	8	14	1	62	439
L&B										
Edinburgh, City of	12	13	24	5	4	4	17	3	59	1,422
Midlothian	10	14	32	10	7	7	22	3	50	368

Table 20

Experience of anti-social behaviour (contd.)

Force and Local Authorities	Noisy neighbours/ loud parties	Vandalism graffiti/ damage to property	Rubbish or litter lying around	Neighbour disputes	Groups or individuals harassing others	Drug misuse or dealing	Rowdy behaviour	Abandoned or burnt out vehicles	None	Base
L&B										
East Lothian	6	6	18	5	4	6	10	1	71	437
West Lothian	8	11	23	5	7	3	15	2	62	432
Scottish Borders	7	6	15	5	4	3	10	1	73	427
Northern										
Highland	8	8	17	5	4	3	11	3	68	915
Orkney Islands	4	3	8	2	1	0	5	2	84	398
Shetland Islands	4	2	13	1	1	2	4	1	80	315
Eilean Siar	3	3	8	2	1	1	3	3	86	364
Strathclyde										
Argyll & Bute	9	7	17	5	4	5	10	3	70	576
East Dunbartonshire	8	10	23	5	4	4	16	1	58	353
West Dunbartonshire	10	16	27	6	4	7	20	3	52	400
East Renfrewshire	5	13	24	4	5	3	19	2	57	337
Renfrewshire	9	11	20	6	5	6	15	2	61	581

Table 20 contd

Experience of anti-social behaviour (contd.)

Force and Local Authorities	Noisy neighbours/ loud parties	Vandalism graffiti/ damage to property	Rubbish or litter lying around	Neighbour disputes	Groups or individuals harassing others	Drug misuse or dealing	Rowdy behaviour	Abandoned or burnt out vehicles	None	Base
Strathclyde										
Inverclyde	6	11	22	4	6	6	13	3	64	382
Glasgow City	14	23	37	7	11	10	26	3	42	2,032
North Lanarkshire	8	14	21	6	8	7	16	3	60	988
South Lanarkshire	8	11	23	6	6	8	21	3	58	884
North Ayrshire	10	14	23	5	9	9	18	2	58	506
East Ayrshire	7	13	27	5	7	5	18	3	57	447
South Ayrshire	6	12	25	4	4	3	15	1	62	403
Tayside										
Angus	7	7	16	4	3	4	10	1	71	378
Dundee City	13	11	21	9	6	7	15	1	64	475
Perth & Kinross	10	7	15	4	3	2	12	2	69	523
Scotland	9	12	23	5	6	6	16	2	61	19,699

Table 20 contd

Estimates: The SHS is a sample survey and therefore all figures quoted are estimates rather than precise percentages.

Weighted results: The percentages for each category of anti-social behaviour have been calculated using weighted data.

Base total: The final column is an un-weighted count of population examined in each Local Authority area.

Reporting procedures: In general, percentages in tables have been rounded to the nearest whole number. Zero values are shown as a dash (-), values greater than 0% but less than 0.5% are shown as 0%, and values of 0.5% but less than 1% are rounded up to 1%.

Rounding: Columns or rows may not add to 100% because of rounding or where multiple responses to a question are possible.

Source: The above analysis has been taken from the findings of the Scottish Household Survey. For further information about limitations and uses of SHS data, please see the Data Sources and Suitability web page – www.scotland.gov.uk/SHSSuitability

■ Perception of the general crime rate in the local area

Description: This indicator measures the public’s perceptions of changing crime levels in their neighbourhoods. It is also a Scottish Government National Performance Framework indicator. In both cases, it aims to reflect the effectiveness of measures to increase positive perceptions about local crime levels. The data are gathered through the Scottish Government’s annual Scottish Crime and Justice Survey (SCJS). Only respondents who have lived in their local area for two years or more are eligible to answer this particular question.

Base: All respondents resident two years or more

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland	
2008-09	Number surveyed (un-weighted)	1,230	1,275	1,200	1,140	1,754	1,454	5,078	1,083	14,214	
	Total (weighted 000's)	214	111	264	385	629	209	1,621	289	3,722	
	Question - How does the crime rate in your local area compare with two years ago?										
	More (%)	27	25	22	26	29	28	29	25	28	
	About the same (%)	56	67	63	66	58	67	58	63	60	
Less (%)	8	6	11	8	8	4	11	8	9		

Table 21

References/further reading: Further details on the survey methodology and findings can be found in the 2008-09 *Scottish Crime and Justice Survey: First Findings* report published in 2009, at: <http://www.scotland.gov.uk/Publications/2009/10/26114015/0>. Further information on the Scottish Government’s *Purpose and Strategic Objectives* is available from: <http://www.scotland.gov.uk/About/purposestratobj>

Victimisation rates for personal and household crime

Description: This indicator measures the prevalence of crime against individuals and households in Scotland, that is, the proportion of people aged 16 and over who have been a victim of one or more crimes during the previous year. It is also an indicator in the Scottish Government’s national performance framework. Again, in both cases its purpose is to assess progress on reducing victimisation rates. The data are gathered through the Scottish Government’s annual Scottish Crime and Justice Survey (SCJS).

‘Household’ crime includes vandalism, theft (attempted theft) of or from a motor vehicle, housebreaking, bicycle theft, and other household theft. Crimes against individuals or ‘personal’ crime comprise assault (minor and serious), robbery, theft from the person and other personal theft.

Household crimes

Base: All respondents

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland	
2008-09	Number surveyed (un-weighted)	1,373	1,416	1,343	1,297	2,073	1,620	5,658	1,223	16,003	
	Total (weighted 000’s)	128	68	159	243	417	130	1,003	183	2,331	
	Question – Victim of household crimes?										
	Yes (%)	13	11	15	14	19	9	15	15	15	

Table 22

Personal crimes

Base: All respondents

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland	
2008-09	Number surveyed (un-weighted)	1,373	1,416	1,343	1,297	2,073	1,620	5,658	1,223	16,003	
	Total (weighted 000’s)	236	123	297	445	771	236	1,819	329	4,255	
	Question – Victim of personal crimes?										
	Yes (%)	5	4	4	6	6	5	7	6	6	

Table 23

References/further reading: Further detail on the survey methodology and findings can be found in the 2008-09 *Scottish Crime and Justice Survey: First Findings* report published in 2009, at: <http://www.scotland.gov.uk/Publications/2009/10/26114015/0>. Further information on the Scottish Government’s *Purpose and Strategic Objectives* is available from: <http://www.scotland.gov.uk/About/purposestratobj>

■ Level of personal and household crime and the proportion reported to the police

Description: This indicator measures the number of personal and household crimes reported through the survey and the proportion of these reported to the police. The data are gathered by the Scottish Government’s annual Scottish Crime and Justice Survey (SCJS).

‘Household’ crime includes vandalism, theft (attempted theft) of or from a motor vehicle, housebreaking, bicycle theft, and other household theft. Crimes against individuals or ‘personal’ crime comprise assault (minor and serious), robbery, theft from the person and other personal theft.

Household crimes

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of crimes reported through the survey (000’s)	29	11	37	50	140	20	284	47	618
	Question - Was the incident reported to the police?									
	Yes (%)	37	41	38	38	37	41	35	38	37

Table 24

Personal crimes

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of crimes reported through the survey (000’s)	18	9	19	40	80	21	216	24	426
	Question - Was the incident reported to the police?									
	Yes (%)	35	46	32	42	35	49	40	53	40

Table 25

References/further reading: Further detail on the survey methodology and findings can be found in the 2008-09 *Scottish Crime and Justice Survey: First Findings* report published this year, at: <http://www.scotland.gov.uk/Publications/2009/10/26114015/0>

ACTIVITIES

■ Volume of forensic services provided

Description: The following set of indicators has been introduced to measure the volume of forensic services provided by the Scottish Police Services Authority (SPSA):

- Scenes of crime – where a crime scene is attended and a scene exam conducted. This indicator should not include scenes attended for photographs only, but recording methods are inconsistent at this time. For example, Tayside Scene Exam Branch includes photographic assignments as a scene attended, while Fife includes injury photographs.
- Biology – includes blood traces and extraction of DNA from evidence found at the scene.
- Chemistry – includes analysis of paint and glass, fire debris, accelerants, footmarks and tool marks, etc.

Not all the data are available by force because of the case management systems currently in place in each. In these instances the figures have been merged to reflect the service centre that serves those particular forces, namely:

- Aberdeen service centre – Northern and Grampian
- Dundee service centre – Tayside, Fife, Central and Dundee Other
- Edinburgh service centre – L&B
- Glasgow service centre – D&G, Strathclyde and Glasgow Other

Each forensic service centre uses a different recording system and recording practices, although steps are being taken to address these inconsistencies.

The forensic process can be complicated, and it is difficult to track the movements of every case when these can be withdrawn or re-opened at the request of the police and/or procurator fiscal. In the following tables, the *demand* aspect is the actual number of cases received by the laboratory from the force or forces in question. However, the *output* is generally larger than the demand figure because of the backlog of cases or working caseloads. The *opening caseload* refers to the number of cases either waiting to be worked on or being worked on at the start of the month. The *closing caseload* refers to the number of cases either waiting to be worked on or being worked on at the end of the reporting year and carried over.

References/further reading: The SPSA provides policing and support services to the eight police forces and wider criminal justice community. These services include criminal records, forensic services, specialist ICT, training – including the Scottish Police College - corporate services, and specialist officers and staff for the Scottish Crime and Drug Enforcement Agency. Its website can be found at: <http://www.spsa.police.uk>

Volume of forensic services provided

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of scenes attended	1,636	614	4,792	4,760	7,947	733	15,039	7,606	43,127
	% where evidence recovered	66	91	81	63	68	85	45	70	62

Table 26

Year	Description - Total Biology	Northern	Grampian	Central	Fife	Tayside	Dundee Other	L&B	D&G	Strathclyde	Glasgow Other	Scotland
2008-09	Demand	248	559	815	512	1,473	154	820	44	4,537	8	9,170
	Output	257	567	791	480	1,451	174	1,048		5,373		10,141
	Opening caseload - April 2008		218			155		255		1,633		2,231
	Closing caseload - March 2009		207			184		237		1,137		1,765

Table 27

Volume of forensic services provided (contd)

Year	Description - Drugs	Central	Dundee Other	Fife	Grampian	L&B	Northern	Tayside	D&G	Strathclyde	Glasgow Other	Scotland
2008-09	Demand	495	164	201	1,560	1,401	521	825	144	5,063	22	10,396
	Output	515	143	194	1,642	1,555	577	825	164	6,032	14	11,661
	Opening caseload - April 2008	94	0	23	154	135	70	72		2,273		2,821
	Closing caseload - March 2009	80	22	27	84	95	71	99		938		1,416

Table 28

Year	Description - Chemistry	Central	Dundee Other	Fife	Grampian	L&B	Northern	Tayside	D&G	Strathclyde	Glasgow Other	Scotland
2008-09	Demand	21	7	20	59	100	30	132	2	1,091	46	1,508
	Output	20	11	19	47	115	25	100	4	814	18	1,173
	Opening caseload - April 2008	11	4	8	11	22	4	24		129		213
	Closing caseload - March 2009	15	0	11	19	22	15	56		61		199

Table 29

Volume of forensic services provided (contd)

Year	Description - Fingerprints	L&B	Central	D&G	Strathclyde	Fife	Tayside	Grampian	Northern	Other	Scotland
2008-09	Demand	1,439	357	134	4,937	407	1,204	1,488	230	10	10,206
	Output	1,745	417	145	6,073	432	1,282	1,664	259	38	12,055
	Opening caseload - April 2008	94		183			51		180	0	508
	Closing caseload - March 2009	30	19	12	463	6	4	0	45	0	579

Table 30

INPUTS

■ Number of Special Constables and the hours they are on duty

Description: This new indicator provide a measure of the extent to which forces use the support service provided by special constables. In 2005, a nationally agreed recognition award scheme for all special constables was introduced. Participation is voluntary, but special constables who do participate will receive an annual payment of £1,000 if they regularly complete 180 hours of operational and training duties over a 12-month period.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09.	Number of special constables	100	105	137	181	182	219	455	199	1,578
	% change on 07-08	-15.3	10.5	0.7	19.1	6.4	-7.6	40.9	13.1	12.1
2008-09	Number of hours on duty	18,128	14,751	15,798	28,525	29,143	18,379	45,702	32,424	202,850
	% change on 07-08	-4.0	5.2	-14.2	-2.8	108.4	-21.6	37.5	16.6	13.2

Table 31

References/further reading: Statistics on the strength, recruitment and wastage of special constables and hours worked for previous years are available from HMICS website, at: <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/local/15403/Statistical>

CONTEXT

■ Number of registered sex offenders (RSOs)

Description: This context measure shows the number of sex offenders registered and living in Scotland at the end of March 2009. It excludes those in prison who are registered or required to register on release. The numbers reflect the demand that monitoring and managing offenders under Multi-Agency Public Protection Arrangements (MAPPA) – to ensure public safety and reduce serious harm through a co-ordinated and risk-based approach to managing sexual and violent offenders – places on police forces and partner agencies.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of registered sex offenders	166	103	242	281	544	168	1,182	298	2,984

Table 32

References/further reading: For further information on MAPPA, go to:

<http://www.scotland.gov.uk/Topics/Justice/public-safety/offender-management/protection>

■ Number of domestic abuse incidents

Description: This context measure shows the number of domestic abuse incidents recorded by forces. By definition, not all of these will be recorded as crimes or offences to be dealt with by the procurator fiscal.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of incidents reported	3,644	1,302	3,972	3,343	10,401	1,219	27,593	4,037	55,511

Table 33

References/further reading: more information about how forces deal with domestic abuse can be found in HMICS thematic inspection report on the *Police response to domestic abuse*, published in 2008:

<http://www.scotland.gov.uk/Publications/2008/08/21125841/0>

■ Number of problem drug users

Description: This indicator estimates the size of the problem drug user population amongst those aged between 15 and 64, and which is likely to have a bearing on crime rates. Problem drug use here is defined as opiate or benzodiazepine use, while prevalence is calculated on the basis of the number of identified users and estimates of the hidden misusing population. The data are taken from the Scottish Government-commissioned report, *Estimating the National and Local Prevalence of Problem Drug Misuse in Scotland*, published in 2009. The figures reflect the situation in 2006.

Police force area	Total estimate (2006)
Central	2,149
D&G	1,452
Fife	3,015
Grampian	4,153
L&B	8,347
Northern	1,186
Strathclyde	30,831
Tayside	4,195
Scotland	55,328

Table 34

References/further reading: The report from which these figures were taken can be found at: http://www.drugmisuse.isdscotland.org/publications/local/Prevalence_2009.pdf

■ Numbers of individuals brought into custody

Description: This context measure reports on the number of individuals arrested or detained and processed at police stations, giving an indication of resource demand and productivity.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of individuals brought into custody	13,249	8,944	15,747	20,318	32,276	12,196	110,330	17,559	230,619

Table 35

References/further reading: A number of our thematic inspections in 2008-09 examined custody arrangements in forces. The resulting reports are as follows:

Custody facilities: <http://www.scotland.gov.uk/Publications/2008/03/28152100/0>;

Care of arrested/detained children: <http://www.scotland.gov.uk/Publications/2008/06/24085717/0>; and,

Medical services for people in police custody: <http://www.scotland.gov.uk/Publications/2008/10/13112955/0>

The indicators in this section look at how forces contribute to the effective and efficient operation of the criminal justice system. Most relate to their effectiveness in detecting crimes. Nevertheless, the majority of High Level Objectives under this pillar require effective joint working between the police, the Crown Office and Procurator Fiscal Service, and the Scottish Court Service.

HIGH LEVEL OBJECTIVES

- Contribute to an effective, efficient and accessible criminal justice system
- Assist in safeguarding national security
- Tackle serious organised crime

PERFORMANCE INDICATORS 2008/09

OUTCOMES	<ul style="list-style-type: none"> ■ Percentage of criminal cases dealt with in 26 weeks ■ Overall re-conviction rate ■ Value of criminal assets confiscated as a result of SCDEA activity
ACTIVITIES	<ul style="list-style-type: none"> ■ Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days ■ Number and percentage of reports submitted to the Children’s Reporter within 14 calendar days ■ Number of individuals reported to the Procurator Fiscal where proceedings were not taken ■ Use of alternatives to court ■ Weight of class A drug seizures and number of supply and possession with intent to supply offences recorded
INPUTS	<ul style="list-style-type: none"> ■ None
CONTEXT†	<ul style="list-style-type: none"> ■ None

† Context measures are not measures of performance but provide contextual information to aid understanding of the demands on police forces and the environment in which they operate.

OUTCOMES

Percentage of criminal cases dealt with in 26 weeks

Description: This new indicator provides a measure of the efficiency of the criminal justice system in dealing with criminal cases. Police forces have a significant role to play at various stages in the process. The data include the percentage of sheriff summary and district court cases disposed of within 26 weeks of the date of the earliest caution and charge for any accused in a case, by the month that the case is first closed. 'Disposed of' for the purpose of this measure is defined as the latest date on which a verdict for any accused in the case is given.

A joint ACPOS/Crown Office and Procurator Fiscal Service/Scottish Courts Service target is to dispose of at least 60% of cases within 26 weeks of caution and charge. Under the Scottish Government *Scotland Performs* strategy, this target has risen to 68% by 2011.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	% of criminal cases dealt with in 26 weeks	73.3	81.9	71.0	74.4	74.8	81.7	69.4	88.5	73.8
	% point change on 07-08	5.9	-2.2	2.0	-0.9	5.1	0.1	9.1	7.1	5.9
	% point change on 06-07	3.7	-1.9	2.5	-1.6	5.1	1.3	13.1	13.7	8.2

Table 36

References/further reading: Further information about the *Scotland Performs* strategy can be found at: <http://www.scotland.gov.uk/About/scotPerforms>

Overall reconviction rate

Description: This indicator has been introduced to provide a measure of the effectiveness of the efforts to prevent and deter re-offending by individuals released from prison or given a community sentence. It is divided into two parts:

- the percentage of offenders given a non-custodial sentence or discharged from custody in a given year who are thereafter reconvicted within two years of a custodial or non-custodial sentence; and
- of those reconvicted, the percentage receiving a custodial sentence.

The data are taken from the Scottish Offenders Index (SOI). This index covers all convictions in Scottish courts, since 1989, for crimes as well as offences of minor assault, breach of the peace, racially aggravated harassment or conduct, miscellaneous firearms offences and social security offences. The need to monitor the rate of recidivism over a two-year period, coupled with the fact that there is three- to 12-month delay in the SOI data, means that the most up-to-date figures available refer to individuals released from custody or given non-custodial sentences in 2003/04.

Police Force of Index Conviction	Total number	Percentage with a custodial or non-custodial reconviction within:			Percentage with a custodial reconviction within:		
		6 months	1 year	2 years	6 months	1 year	2 years
All	50,242	22	32	45	6	10	15
Central	2,895	24	36	50	6	9	14
Dumfries & Galloway	1,683	22	32	44	7	10	15
Fife	2,514	22	32	46	7	10	15
Grampian	4,254	23	32	44	6	9	13
Lothian & Borders	7,225	20	30	42	6	9	13
Northern	2,635	23	33	45	5	8	12
Strathclyde	24,719	22	32	45	7	10	16
Tayside	4,311	26	36	47	8	12	18
Unknown ⁽¹⁾	6	**	**	**	**	**	**

1. There were six offenders for which the court of the index conviction was unknown.

** rates based on less than 10 people and not suitable for publication

Table 37

References/further reading: Further statistics can be found in the Scottish Government's crime and justice series of statistical bulletins, *Reconviction Rates in Scotland: 2005-06 and 2006-07 Offender Cohorts:*

<http://www.scotland.gov.uk/Publications/2009/08/28132734/0>

Value of criminal assets confiscated as a result of SCDEA activity

Since this indicator was first identified, it has emerged that the necessary data are not available at SCDEA level. However, the total assets collected by the Scottish Courts Service in 2008-09 is available.

Year	Description	Scotland
2008-09	Value of criminal assets collected by the Scottish Courts Service (£'s)	3,999,867.83

Table 38

ACTIVITIES

Number and percentage of reports submitted to Procurator Fiscal within 28 calendar days

Description: This statutory performance indicator gives an indication of the contribution made by police forces to the efficiency and effectiveness of the criminal justice process. Procurators fiscal consider police reports when deciding whether or not to pursue criminal proceedings. A standard has been agreed by COPFS and ACPOS that requires forces to submit no fewer than 80% of these reports to the procurator fiscal within 28 calendar days.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number submitted to the fiscal	13,693	9,935	15,869	22,682	31,578	13,282	115,057	19,724	241,820
	Proportion submitted to the fiscal within 28 calendar days	86.3	93.0	82.5	95.8	79.1	80.2	80.9	86.7	83.4
	% point change on 07-08	2.8	1.6	-1.8	1.3	2.8	0.2	-6.3	8.7	-1.7
	% point change on 06-07	9.1	3.2	1.1	15.1	17.0	5.6	5.4	14.7	8.5

Table 39

References/further reading: Information on the work of the Crown Office and Procurator Fiscal Service can be found on their website: <http://www.copfs.gov.uk/>

■ Number and percentage of reports submitted to the Children’s Reporter within 14 calendar days

Description: The purpose of this measure is to provide an indication of how forces are contributing to the efficiency and effectiveness of the Scottish Children’s Reporter Administration (SCRA). A national target has been agreed that requires forces to submit 80% of police reports to SCRA within 14 calendar days.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number submitted to SCRA	1,299	598	944	1,458	3,939	963	12,187	1,585	22,973
	Proportion submitted to SCRA within 14 calendar days	83.4	83.1	82.0	84.9	95.9	77.5	89.1	69.9	87.4
	% point change on 07-08	1.7	4.9	-3.0	0.1	3.0	-4.0	0.5	-2.3	0.6
	% point change on 06-07	1.2	4.4	-3.2	13.5	4.1	0.8	2.0	-10.7	2.2

Table 40

References/further reading: Information on the work of the Scottish Children’s Reporter Administration can be found on their website: <http://www.scra.gov.uk/home/index.cfm>

■ Number of individuals reported to the police where proceedings were not taken

Description: This indicator shows the number of individuals whose cases, submitted by the police as standard prosecution reports (SPRs) to the Crown Office and Procurator Fiscal Service (COPFS), are subsequently marked as ‘no proceedings’.

The COPFS system records cases in respect of individuals rather than in terms of police reports. It therefore reflects the number of individuals against whom no proceedings were taken. If an individual is reported for more than one charge but only one charge is proceeded with, the case will nevertheless be considered as having been proceeded with.

As Table 41 below shows, there are a number of circumstances in which a no proceedings disposal by a procurator fiscal may be considered appropriate, not all of which are the responsibility of the police.

COPFS Area	Police Force	Subjects reported	Insufficient admissible evidence (%)	Further action disproportionate (%)	Delay police/agency (%)	Timebar on receipt (%)	Not a crime (%)	Other reason (%)	All other codes (%)	Total subjects no action (%)
Central	Central	15,558	5.2	2.7	0.8	0.3	1.4	2.4	2.0	14.8
D&G	D&G	10,804	4.3	1.2	0.6	0.3	1.5	1.3	1.5	10.7
Fife	Fife	17,361	5.6	2.3	0.7	0.1	1.1	1.5	2.5	13.9
Grampian	Grampian	25,766	2.6	1.9	0.6	0.1	0.7	0.5	2.5	9.0
L&B	L&B	40,756	6.2	2.7	0.5	0.0	1.4	1.5	1.8	14.1
Highland & Islands	Northern	15,969	4.0	3.3	0.8	0.3	1.9	1.0	1.9	13.2
Argyll & Clyde		27,680	4.3	1.3	1.0	0.0	0.8	1.9	3.2	12.5
Ayrshire	Strathclyde	20,784	6.3	2.0	1.0	0.2	1.6	1.7	2.6	15.5
Glasgow		62,615	4.5	2.5	0.9	0.3	1.6	0.6	2.6	13.0
Lanarkshire		30,372	3.8	3.1	1.3	0.2	1.0	1.8	1.5	12.7
Tayside	Tayside	22,736	5.0	1.4	0.8	0.1	0.9	2.0	1.4	11.5
	Scotland	290,401	4.6	2.4	0.9	0.2	1.4	1.5	2.0	12.9

Table 41

■ Use of alternatives to court

Description: This set of indicators measures the police use of alternatives to prosecution when dealing with relevant minor offences, and the rate with which they are complied.

The Criminal Proceedings etc (Reform) (Scotland) Act 2007 introduced a number of key changes to the way in which the summary justice system operates. The intention is that greater use of such direct measures by the police will reduce the number of standard prosecution reports they must draw up for consideration by COPFS for prosecution in summary courts.

- **Anti-social behaviour fixed penalty notices (FPNs)** – the Antisocial Behaviour etc (Scotland) Act 2004 introduced fixed penalty notices for persons aged 16 years or over, for various minor crimes/offences. These commonly include minor breaches of the peace, urinating, and drinking in a public place. The notice gives offenders the opportunity to pay a fixed penalty of £40, or they can request a court hearing which will result in the officer submitting a standard prosecution report (SPR).
- **Formal police warning scheme (FPWS)** – this scheme only applies to accused persons aged 16 years or over who are not the subject of a supervision order, and is dependent on other specified criteria being met. In order for an incident to be suitable there must be sufficient evidence to submit an SPR and the officer concerned must carry out the necessary enquiries as normal. If the accused accepts the warning, the case will be recorded on the force and national criminal history systems as ‘detected’. Only if they refuse the warning will an SPR be submitted to the procurator fiscal.
- **Restorative justice warning and conference scheme** – the police can administer restorative warnings and warning conferences to young people aged eight to 15 inclusively, and to 16- and 17-year olds under supervision. These must be for minor offences, where there are no previous offences or welfare concerns. The warning process requires the young person to admit responsibility for the offence, their parents to accept the admission, and both to consent to the warning. The restorative element further requires that the impact on the victim and the community be addressed. A police restorative conference is similar, but here, subject to the agreement of the young person, the victim is invited to discuss the impact of the offence.

The indicators for the first two measures show the number of FPNs and warnings administered, and the percentage of these complied with or accepted, respectively, over a 12-month period. Those issued in the latter stages of the year and not yet complied with at the conclusion of the reporting period will be counted in the figures for the following year. The indicator for the third measure shows the number of restorative justice warnings issued and conferences held as a combined figure. Where warnings and conferences are administered for the same incident, this is recorded as a single use of the scheme.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of anti-social behaviour FPNs issued	2,391	684	1,960	2,914	3,497	1,584	32,918	3,896	49,384
	Proportion of anti-social behaviour FPNs complied with (%)	56.7	67.1	58.1	62.1	59.5	n/a	45.8	56.2	n/a
	Number of formal police warnings issued	680	179	1,068	1,689	856	65	843	196	5,576
	Proportion of formal police warnings accepted (%)	100.0	98.9	99.5	100.0	n/a	n/a	100.0	100.0	n/a
	Number of restorative justice warnings issued and conferences held	438	251	103	193	343	131	1,505	285	3,249

Table 42

References/further reading: For further information, a recent report, *Summary justice reform: system performance, monitoring and evaluation* is available at: <http://www.scotland.gov.uk/Resource/Doc/279187/0084023.pdf>. Scottish Government guidance on police restorative warnings in Scotland (2004) can be found at: <http://www.scotland.gov.uk/Publications/2004/06/19497/38776>

Weight of class A drug seizures and number of supply and possession with intent to supply offences recorded

Description: The aim of these indicators, both of which are Accounts Commission statutory indicators, is to show the effectiveness of police activity in tackling drug crime.

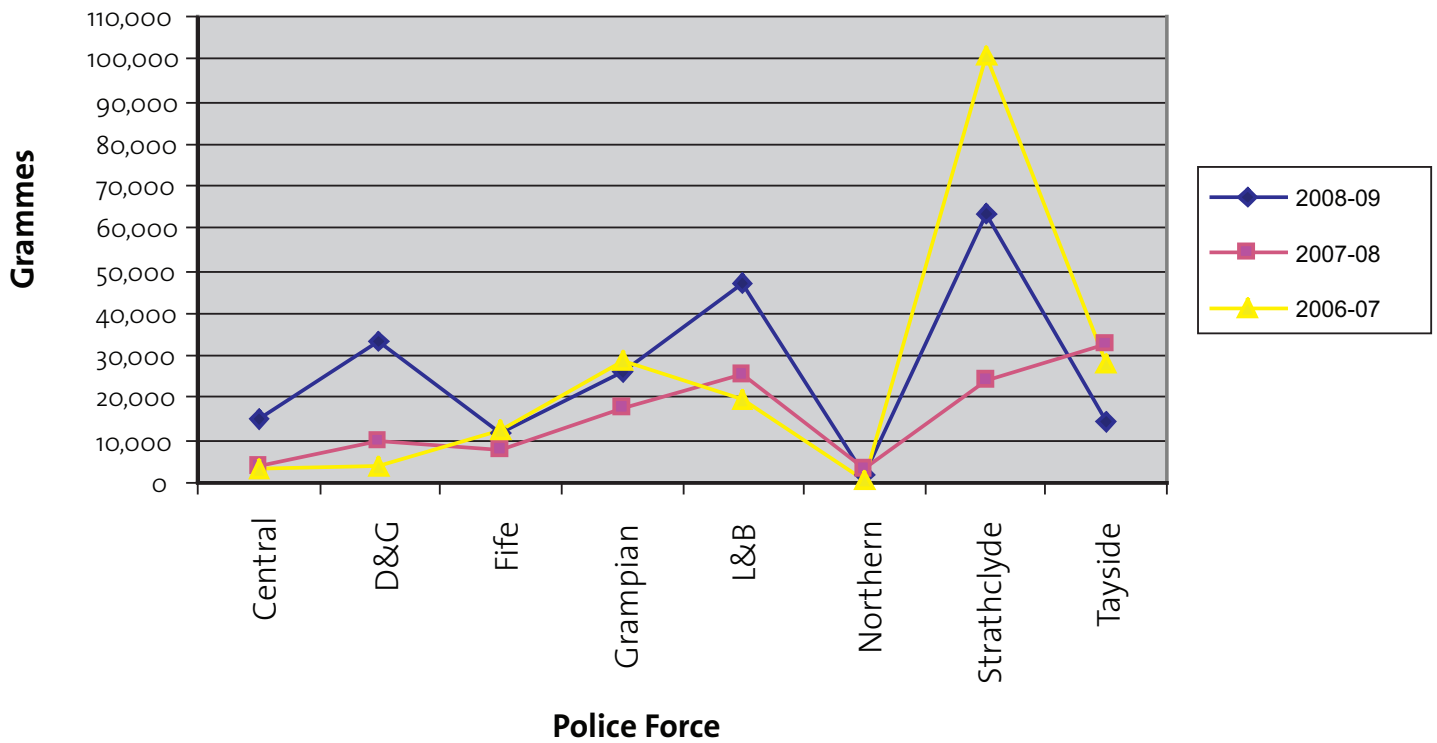
Under the Misuse of Drugs Act 1971 (controlled) drugs are categorised as being class A, B or C, depending on the amount of harm, or potential for harm, they cause individuals and society. Class A is considered the most harmful group. Drugs in this class include cocaine, diamorphine (heroin), methadone (heroin substitute), opium, ecstasy and LSD. They are available in various forms, the main ones being powder, tablets and liquid.

Data on supply and possession with intent to supply drug offences are provided below.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Class A drug seizures (grammes)	15,116	33,594	11,590	26,364	47,438	1,767	63,795	14,112	213,776

Table 43

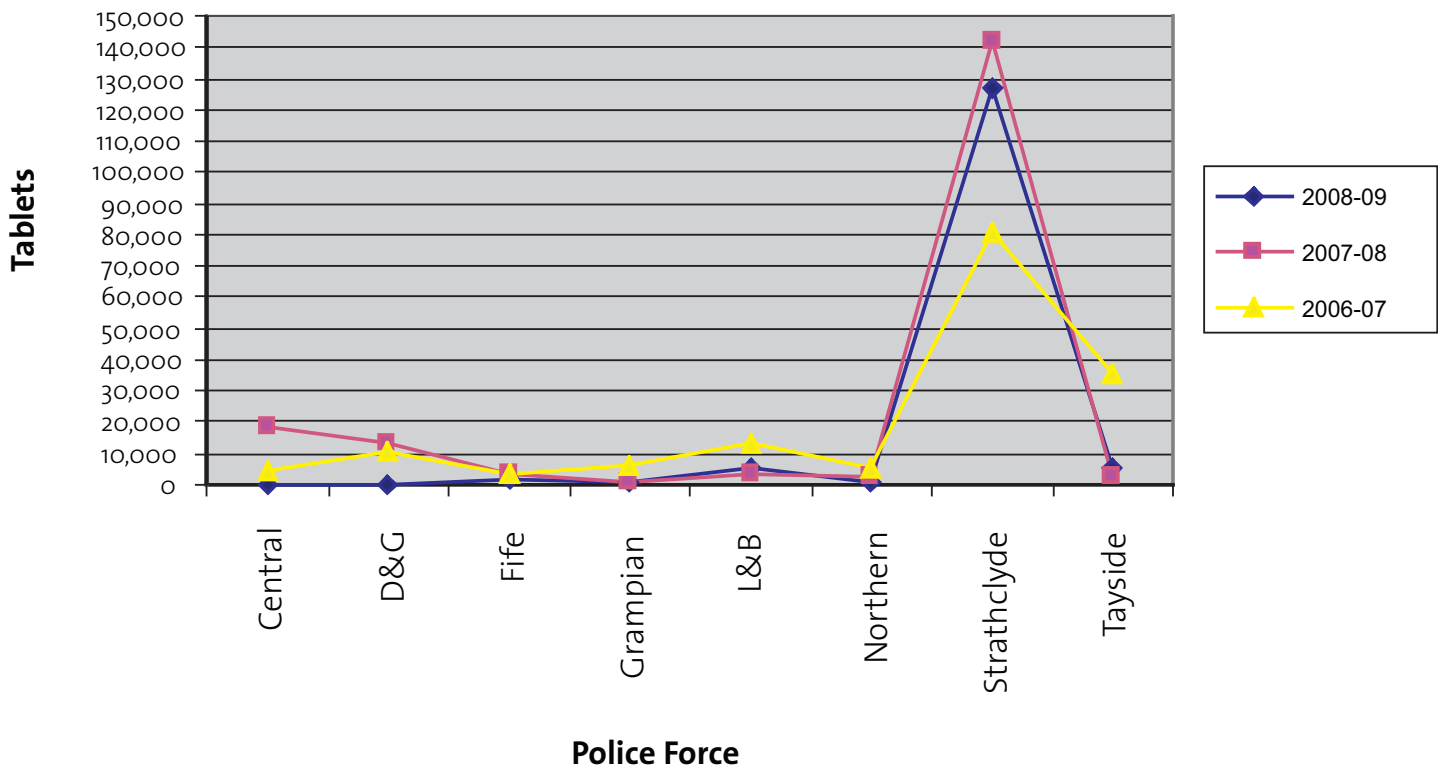
Class A drug seizures (grammes)



Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Class A drug seizures (tablet form)	9	131	2,063	1,060	5,080	975	127,063	5,203	141,583

Table 44

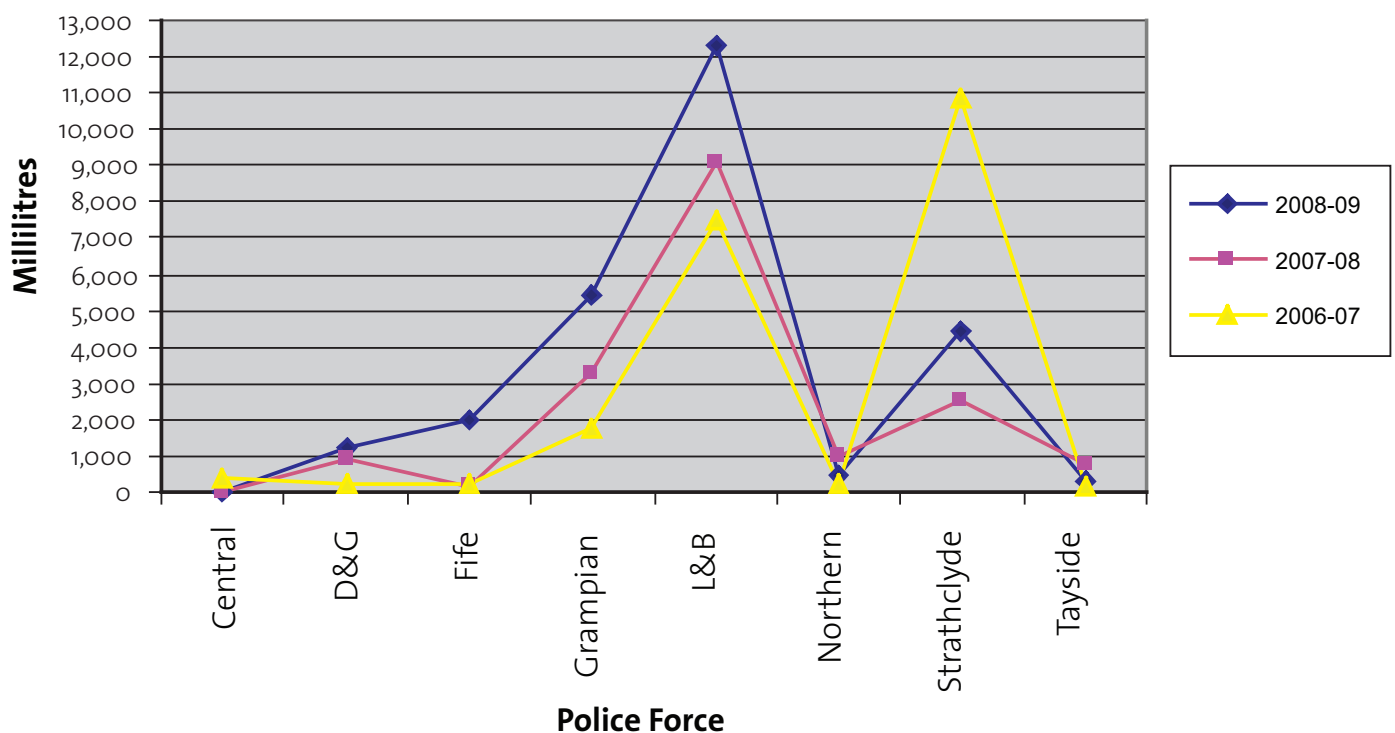
Class A drug seizures (tablet form)



Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Class A drug seizures (ml)	0	1,246	1,990	5,427	12,342	496	4,464	343	26,308

Table 45

Class A drug seizures (liquid form)



Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of supply offences recorded	579	282	873	909	2,128	504	3,906	675	9,856
	% change on 07-08	-14.2	-16.6	76.4	16.5	-4.2	2.4	3.0	8.9	4.7
	% change on 06-07	-9.7	-9.6	41.7	22.8	-15.7	-2.1	-10.4	-16.9	-6.3

Table 46

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of Class A supply offences recorded	284	188	347	613	1,548	211	2,190	362	5,743
	% change on 07-08	-3.4	-20.0	16.8	7.4	21.8	91.8	-4.5	35.6	7.6
	% change on 06-07	-1.4	-12.1	-1.1	4.6	n/a	124.5	-20.9	12.4	n/a

Table 47

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Proportion of supply offences that are Class A drugs (%)	49.1	66.7	39.7	67.4	72.7	41.9	56.1	53.6	58.3
	% point change on 07-08	5.5	-2.9	-20.3	-5.8	15.5	19.5	-4.4	10.6	1.6
	% point change on 06-07	4.1	-1.9	-17.2	-11.8	72.7	23.6	-7.5	14.0	14.3

Table 48

References/further reading: Further information and statistics on drug misuse is available from the drug misuse Scotland website: <http://www.drugmisuse.isdscotland.org>

This section is concerned with how forces manage their resources. Under the Local Government in Scotland Act 2003, forces have a statutory duty to provide Best Value.

HIGH LEVEL OBJECTIVES

- Manage resources effectively and efficiently
- Operate in a manner that is ethical, accountable and transparent

PERFORMANCE INDICATORS 2008/09

OUTCOMES	<ul style="list-style-type: none"> ■ Value of efficiency savings generated by forces ■ Value of efficiency savings generated by the SPSA
ACTIVITIES	<ul style="list-style-type: none"> ■ Proportion of working time lost to sickness absence ■ Turnover rates for police officers and police staff ■ Proportion of salary costs accounted for by overtime ■ Proportion of time vehicles are available for use ■ Scottish Police College course take-up rate
INPUTS	<ul style="list-style-type: none"> ■ Number of police officers and police staff ■ Staffing profile by declared disability, ethnicity and gender ■ Total expenditure on salaries, operating costs and capital ■ Expenditure per resident ■ SPSA expenditure
CONTEXT†	<ul style="list-style-type: none"> ■ Number of freedom of information requests and questions

† Context measures are not measures of performance but provide contextual information to aid understanding of the demands on police forces and the environment in which they operate.

OUTCOMES

Value of efficiency savings generated by forces

Description: In line with Scottish Government national indicators and targets, forces have been asked to generate two per cent cash-releasing efficiencies per annum, over each of the three years to 2010-11. This measure has been revised to relate to cashable efficiency savings only, i.e. the same or better output at a lower financial cost. An example of a cashable saving would be releasing a police officer from an administrative post in order to fill a front-line vacancy, and replacing them with a police staff member at a lower salary.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Cash released (£000's)	895	533	2,416	2,461	4,078	3,446	13,605	1,900	29,334

Table 49

References/further reading: The ACPOS Annual Report on Best Value sets out the work undertaken by the police service in Scotland to improve the efficiency and cost-effectiveness of its activities. A copy of the 2007-08 report can be found at: <http://www.acpos.police.uk/Documents/Policies/Best%20Value%20Annual%20Report%202007-08%20DC.pdf>

Value of efficiency savings generated by the SPSA

Description: This indicator provide a measure of the efficiencies generated by the Scottish Police Services Authority (SPSA) against the Scottish Government's efficiency targets, as outlined in the indicator above.

Cash releasing efficiencies target (£'s)	1,447,737
Cash releasing efficiencies achieved (£'s)	1,555,220

Table 50

References/further reading: More information on the Scottish Police Services Authority can be found on its website, at: <http://www.spsa.police.uk>

ACTIVITIES

■ Proportion of working time lost to sickness absence

Description: This measure, which is also an Accounts Commission statutory indicator, reports on the amount of working time lost through sickness and injury absence by police officers and police staff. It includes self-certificated absences as well as those supported by a doctor's certificate, long-term sickness and industrial injury. Excluded are absences not caused by sickness, e.g. compassionate leave, career leave, special/unpaid leave, maternity and paternity leave and maternity support.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Proportion of working days lost – police officers	3.6	2.9	3.5	3.3	3.9	4.0	5.1	4.3	4.3
	% point change on 07-08	0.1	-0.4	-1.0	0.0	-0.9	-0.4	-0.3	-0.3	-0.4
	% point change on 06-07	-0.8	-0.1	-2.1	-0.4	-1.0	-1.1	-0.2	-0.5	-0.6
2008-09	Proportion of working days lost - police staff	4.3	4.4	4.4	4.9	5.0	4.4	5.6	5.2	5.1
	% point change on 07-08	0.0	-0.4	-0.9	0.0	-0.9	0.3	0.1	-0.4	-0.2
	% point change on 06-07	-0.5	0.4	-0.7	-0.1	-0.9	-0.1	-1.1	-0.3	-0.7

Table 51

References/further reading: A breakdown of historical sickness absence statistics can be found on the HMICS website, at: <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/local/15403/Statistical>

■ Turnover rates for police officers and police staff

Description: This is a measure of the rate at which staff leave the organisation each year. It does not include temporary and agency staff, staff seconded to posts in central services or on career breaks, or special constables. Reasons for turnover will vary, from full-service retirement, retirement on ill-health to voluntary resignations and dismissal. The calculation of what is included has been revised, to ensure that the data provided by forces are now consistent. In all cases, the figures refer to headcounts as opposed to full time equivalents.

Police Officers

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of police officers at beginning of year	855	500	1,078	1,500	2,943	736	7,621	1,179	16,412
	Number of police officers at end of year	852	528	1,093	1,557	3,002	784	8,345	1,213	17,374
	Average number of police officers working in year	853.5	514	1,085.5	1,528.5	2,972.5	760	7,983	1,196.5	16,893
	Number of police officers who left during the year	37	22	43	89	145	43	496	61	936
	Proportion of police officers leaving the force (%)	4.3	4.3	4.0	5.8	4.9	5.7	6.2	5.1	5.5

Table 52

Turnover rates for police officers and police staff contd

Police Staff

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of police staff at beginning of year	373	300	573	798	1,324	421	2,793	602	7,184
	Number of police staff at end year	370	293	552	845	1,330	407	2,687	588	7,072
	Average number of police staff working in year	371.5	296.5	562.5	821.5	1,327	414	2,740	595	7,128
	Number of police staff who left during the year	38	36	41	133	159	62	309	47	825
	Proportion of police staff leaving the force (%)	10.2	12.1	7.3	16.2	12.0	15.0	11.3	7.9	11.6

Table 53

References/further reading: A breakdown of the reasons behind staff turnover figures are available on the HMICS website: <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/local/15403/Statistical>. A Scottish Government paper examining the recent rise in police retirements is available at: <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/facts/Policing-Capacity/pfps>

■ Proportion of salary costs accounted for by overtime

Description: This indicator provides a measure of the cost of overtime to each force in response to demands placed on the Service. Expenditure on overtime is expressed as a percentage of salary costs for police officers and for police staff. While all forces aim to minimise levels of overtime, operational circumstances beyond their control – such as major incidents or large-scale events – can necessitate additional expenditure on resources.

Police Officers

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Total payroll costs for police officers (£000's)	46,681.5	19,284.0	41,869.0	61,003.0	115,243.0	27,885.0	320,731.5	47,665.0	680,362.0
	Total overtime costs for police officers (£000's)	2,085.7	914.0	1,987.0	3,687.0	7,009.0	2,518.0	23,619.0	2,283.0	44,102.7
	Overtime as % of total payroll costs	4.5	4.7	4.7	6.0	6.1	9.0	7.4	4.8	6.5
	% point change on 07-08	-1.1	-1.0	0.2	-0.1	0.1	1.1	-1.2	-0.5	-0.6

Table 54

Police Staff

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Total payroll costs for police staff (£000's)	8,764.1	5,401.0	12,899.0	19,971.0	34,687.0	8,456.0	68,166.9	12,718.0	184,946.0
	Total overtime costs for police staff (£000's)	283.5	99.0	165.0	332.0	697.0	301.0	2,869.4	124.0	5,348.4
	Overtime as % of total payroll costs	3.2	1.8	1.3	1.7	2.0	3.6	4.2	1.0	3.1
	% point change on 07-08	-0.2	0.2	-0.3	-0.2	-0.6	0.3	0.2	-0.4	0.2

Table 55

References/further reading: The ACPOS annual report on Best Value 2007-08 contains some statistics on overtime reductions: <http://www.acpos.police.uk/Documents/Policies/Best%20Value%20Annual%20Report%202007-08%20DC.pdf>

■ Proportion of time vehicles are available for use

Description: This indicator is intended to reflect the efficiency with which forces manage their vehicle fleets. It covers all vehicles used for police work, including demonstrator vehicles, those on sponsorship to a force and off-road vehicles.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of vehicles in fleet	186	126	220	346	609	212	1,068	254	3,021
	Number of days vehicles available for use	67,124	45,962	79,743	124,508	220,458	74,892	381,746	91,857	1,086,290
	% availability	98.9	99.9	99.3	98.6	99.2	96.8	97.9	99.1	98.5
	% point change on 07-08	0.4	0.0	0.4	2.2	0.3	-0.1	1.3	0.3	0.8

Table 56

References/further reading: The ACPOS annual report on Best Value refers to efficiency gains that have been made in terms of fleet management:

<http://www.acpos.police.uk/Documents/Policies/Best%20Value%20Annual%20Report%202007-08%20DC.pdf>

■ Scottish Police College course take-up rate

Description: This indicator provides a measure of the effectiveness of the Scottish Police College as a training and development resource for the Service. It shows the demand for/availability of course places at the Scottish Police College (SPC) and forces' take-up rates. The College has set an internal target of 90% attendance on its courses.

References/further reading: For further information on courses listed, visit the Scottish Police College website:

<http://www.tulliallan.police.uk>

Scottish Police College course take-up rate

Division	Central Scotland		Dumfries & Galloway		Fife		Grampian		Lothian & Borders		Northern		Strathclyde	
	Places allocated	Places taken up	Places allocated	Places taken up	Places allocated	Places taken up	Places allocated	Places taken up	Places allocated	Places taken up	Places allocated	Places taken up	Places allocated	Places taken up
Leadership & Management	70	60	75	50	136	140	153	96	311	190	62	66	708	647
LMD: CPDP	101	94	80	71	131	114	143	134	233	186	40	34	674	573
CMD: Detectives	36	36	24	24	67	37	71	54	108	103	44	40	283	277
CMD: Community Safety	47	33	44	35	35	13	53	55	63	55	66	56	245	217
CMD: SCIAT	28	21	14	10	28	18	36	39	51	64	16	15	112	103
CMD: Specialist Training	9	8	10	7	11	11	14	12	24	21	7	6	46	56
CMD: Counter-Terrorism	4	4	29	29	9	9	18	18	42	42	6	6	60	59
Probationer Training	101	65	56	42	128	97	257	234	307	332	117	113	1,114	1,182
Road Policing	44	37	46	33	49	38	89	74	105	98	58	49	305	291
TES	79	76	28	27	46	41	83	77	140	125	19	18	312	292
ANNUAL TOTAL	519	434	406	328	640	518	917	793	1,384	1,216	435	403	3,859	3,697
ANNUAL PERCENTAGE	84%		81%		81%		86%		88%		93%		96%	

Table 57

LMD = Leadership and Management Division for Senior Officers and Staff
 CMD = Crime Management Division
 TES = Training and Educational Standards – Police Diploma and Further Education
 CPDP = Continuous Professional Development Programme
 SCIAT = Scottish Centre for Intelligence Analyst Training

Scottish Police College course take-up rate (contd)

Division	Tayside		British Transport		SCDEA		Other SP5A		Others		YEAR TO DATE TOTAL	
	Places allocated	Places taken up	Places allocated	Places taken up	Places allocated	Places taken up	Places allocated	Places taken up	Places allocated	Places taken up	Places allocated	Places taken up
Leadership & Management	163	120	18	14	10	11	19	7	103	118	1,828	1,519
LMD: CPDP	107	101	7	6	18	14	38	36	245	219	1,817	1,582
CMD: Detectives	45	44	13	12	26	30	0	0	1	15	718	672
CMD: Community Safety	28	14	0	0	2	0	0	0	35	46	618	524
CMD: SCAT	30	30	0	0	9	11	0	0	64	67	388	378
CMD: Specialist Training	17	12	1	1	31	20	0	0	4	5	174	159
CMD: Counter-Terrorism	9	9	0	0	0	0	0	0	5	5	182	181
Probationer Training	138	130	19	15	0	0	0	0	35	34	2,272	2,244
Road Policing	80	73	0	0	21	10	0	2	0	19	797	724
TES	40	31	19	19	0	0	13	12	169	169	948	887
ANNUAL TOTAL	657	564	77	67	117	96	70	57	661	697	9,742	8,870
ANNUAL PERCENTAGE	86%		87%		82%		81%		105%		91%	

Table 57 contd

LMD = Leadership and Management Division for Senior Officers and Staff
 CMD = Crime Management Division
 TES = Training and Educational Standards – Police Diploma and Further Education
 CPDP = Continuous Professional Development Programme
 SCAT = Scottish Centre for Intelligence Analyst Training

INPUTS

■ Number of police officers and police staff

Description: This revised indicator shows the number of police officers and staff resources available to provide policing services across Scotland.

As flexible working practices become increasingly common, a simple 'head count' of employees becomes a less accurate measure. Full-time equivalent (FTE) measures, conversely, take account of different working patterns and hours.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of police officers (FTE)	841.9	519.1	1,073.8	1,512.5	2,928.4	771.8	8,204.0	1,196.8	17,048.3
	Number of police staff (FTE)	334.9	251.9	522.4	720.1	1,210.6	355.3	2,535.8	509.3	6,440.3

Table 58

References/further reading: Further discussion on police numbers is provided in HMICS Annual Report 2008-09: <http://www.scotland.gov.uk/Resource/Doc/925/0089325.pdf>. For more details on staffing profiles and recruitment in forces, visit the statistics section of the HMICS website at: <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/local/15403/Statistical>

Staffing profile by declared disability, ethnicity and gender

Description: This revised set of indicators provides a measure of the diversity profile of forces, in terms of disability, ethnicity and gender. The calculations use headcount figures, as it is the number of people as opposed to hours worked that is relevant here. 'Length of service' has been removed, but these figures are available in most force annual reports.

Police Officers

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Percentage of police officers with a declared disability (%)	n/a	1.9	0.5	0.6	1.3	0.0	1.4	1.4	n/a
	Percentage of police officers who have declared their ethnicity as black or minority ethnic (%)	0.6	0.2	0.6	0.3	1.4	0.3	1.3	1.2	1.1
	Percentage of female police officers (%)	26.1	25.6	25.1	25.5	23.1	23.3	25.8	25.5	25.1

Table 59

Police Staff

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Percentage of police staff with a declared disability (%)	n/a	6.1	1.1	2.1	3.5	0.5	2.8	2.1	n/a
	Percentage of police staff who have declared their ethnicity as black or minority ethnic (%)	0.3	0.0	0.9	0.4	1.0	0.5	1.3	0.9	0.9
	Percentage of female police staff (%)	68.4	68.3	69.0	68.8	59.5	73.2	65.4	66.7	65.9

Table 60

References/further reading: For a further breakdown of the ethnic and gender profile in forces, go to the statistics section on the HMICS website, at: <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/local/15403/Statistical>

■ Total expenditure salaries, operating costs and capital

Description: This revised indicator gives details on actual (as opposed to budgeted) force expenditure on salaries, operational costs and capital. The intention is to demonstrate value for money, greater openness and accountability to the public, and better use of resources. Care should be taken when examining these figures as our understanding is that there are differences in forces' interpretations of the counting conventions for this indicator.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Total expenditure (salaries £000's)	55,445	28,449	55,728	83,949	178,418	45,066	511,068	80,472	1,038,595
	Total expenditure (operating costs £000's)	6,805	3,577	8,673	14,852	27,938	21,063	101,738	14,427	199,073
	Total expenditure (capital £000's)	1,329	893	1,345	2,293	11,329	3,314	14,675	2,066	37,244

Table 61

References/further reading: Again, for further information on how the Service is striving to make better use of resources, see the ACPOS annual report on Best Value:

<http://www.acpos.police.uk/Documents/Policies/Best%20Value%20Annual%20Report%202007-08%20DC.pdf>

■ Expenditure per resident

Description: This indicator provides a measure of the total net revenue expenditure on police activity per person per police force area. The population figures used to calculate these figures are 2008 mid-year estimates from the General Register Office for Scotland (GROS).

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Expenditure per resident (£'s)	192.0	222.6	184.9	216.2	225.1	358.9	224.2	205.3	225.1
2007-08	Expenditure per resident (£'s)	186.3	220.5	181.6	205.9	238.8	369.2	221.9	211.8	212.9

Table 62

References/further reading: Mid-year population estimates are available from the GROS website:

<http://www.gro-scotland.gov.uk/statistics/publications-and-data/population-estimates/mid-2008-population-estimates-scotland/index.html>

■ SPSA Expenditure

Description: This indicator provides a measure of the level of expenditure for the Scottish Police Services Authority. The SPSA brings together a number of business areas/sectors (training – Scottish Police College, forensic services, ICT, criminal justice information services and the Scottish Crime and Drug Enforcement Agency) with the aim of providing national services to the criminal justice community. A Corporate Services function was established to support these activities and to provide internal services. A governance and executive management structure has also been put in place (Board and Secretariat).

The SPSA's resource budget for 2008-09 was £97.9m, including a resource cover of £6.023m for non-cash costs. The total resource out-turn for 2008-09 was £98.532m. The overspend of £0.632m was due to an increase in legal costs relating to various matters.

Year	Description	Spend (£000's)	Percentage (%)
2008-09	Board and Secretariat	808	0.82
	Corporate Services	12,625	12.81
	Forensic Services	24,533	24.90
	Information Services - ICT	19,535	19.83
	Information Services - criminal justice	1,481	1.50
	Scottish Police College	12,932	13.12
	Scottish Crime and Drug Enforcement Agency	22,883	23.22
	Depreciation and cost of capital	3,267	3.32
	FRS 17 adjustment	468	0.48
	TOTAL EXPENDITURE	98,532	100.0

Table 63

Please note that Corporate Services includes property costs for all SPSA.

FRS 17 adjustment – this is a notional expenditure adjustment which relates to the accounting treatment for retirement benefits as required under Financial Reporting Standard 17 (FRS17), for which no additional budget is provided. A detailed explanation of 2008-09 FRS17 transactions is provided in the 2008-09 SPSA Annual Report and Accounts.

References/further reading: For further information, go to the Scottish Police Services Authority website:

<http://www.spsa.police.uk>

CONTEXT

■ Number of freedom of information requests and questions

Description: This revised indicator reports on the number of freedom of information (FOI) requests and questions received by Scottish forces under the Freedom of Information (Scotland) Act 2002 (FOISA). The Act applies to all public authorities in Scotland, including police forces. In essence, the legislation holds that: “[a] person who requests information from a Scottish Public Authority which holds it [is] entitled to be given it by the authority”. The figures, particularly those for the number of questions received, indicate the volume of demand these requests can generate.

Year	Description	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2008-09	Number of FOI questions received	1,580	1,505	2,100	2,151	3,466	1,569	2,381	2,332	17,084
	Number of FOI requests received	450	420	428	557	800	565	777	514	4,511

Table 64

References/further reading: For further information on FOI, visit the Scottish Information Commissioner’s website: <http://www.itspublicknowledge.info/home/ScottishInformationCommissioner.asp>

GLOSSARY

ASB	Anti-social behaviour
ACPOS	Association of Chief Police Officers in Scotland
Central	Central Scotland Police
CIPD	Chartered Institute of Personnel and Development
CJA	Community Justice Authority
CMD	Crime Management Division
COPFS	Crown Office and Procurator Fiscal Service
CPDP	Continuous Professional Development Programme
D&G	Dumfries and Galloway Constabulary
DNA	Deoxyribonucleic acid
EHRC	Equality and Human Rights Commission
Fife	Fife Constabulary
FOI	Freedom of Information
FOISA	Freedom of Information (Scotland) Act
FPN	Fixed Penalty Notice
FPWS	Formal Police Warning Scheme
FRS17	Financial Reporting Standard 17
FTE	Full-time equivalent
Grampian	Grampian Police
GROS	General Register Office for Scotland
HLO	High level objective
HMICS	Her Majesty's Inspectorate of Constabulary for Scotland
ICT	Information and Communications Technology
L&B	Lothian and Borders Police
LMD	Leadership and Management Division for senior officers and staff
MA	Multi-agency
MAPPA	Multi-agency Public Protection Arrangements

GLOSSARY

Northern	Northern Constabulary
PCCS	Police Complaints Commissioner for Scotland
PF	Procurator Fiscal
PMBA	Performance Management Business Area
SCDEA	Scottish Crime and Drug Enforcement Agency
SCiAT	Scottish Centre for Intelligence Analyst Training
SCJS	Scottish Crime and Justice Survey
SCRA	Scottish Children's Reporters Administration
SCRS	Scottish Crime Recording Standard
SCS	Scottish Courts Service
SHS	Scottish Household Survey
SOI	Scottish Offenders Index
SPC	Scottish Police College
SPI	Statutory Performance Indicator
SPR	Standard Prosecution Report
SSA	Scottish Strategic Assessment
SSSG	Senior Strategic Steering Group
SPPF	Scottish Policing Performance Framework
SPSA	Scottish Police Services Authority
Strathclyde	Strathclyde Police
Tayside	Tayside Police
TES	Training and Educational Standards

EXPLANATORY INFORMATION

INDICATOR	DESCRIPTION
Recorded crime	<p>Criminal incidents in Scotland are classified as either crimes or offences: the term ‘crime’ is used for more serious criminal acts, while ‘offences’ describes minor incidents and breaches of road traffic legislation. The distinction is for working purposes only, and the seriousness of the act is generally related to the maximum sentence that can be imposed. The Framework does not reproduce every crime and offence, but instead aggregates them into standard groupings.</p> <p>We understand that for many members of the public, recorded crime is the definitive measure of police effectiveness. However, we would caution against placing too much reliance on such indicators, as recorded crime levels are greatly influenced by other factors, including:</p> <ul style="list-style-type: none"> • prevailing social and economic factors; • advances in technology - e.g. mobile phones, internet; • the fact that not all increases in crime figures are negative – e.g. higher numbers of drug seizures made by the police, victims being more confident in reporting sensitive crime to the police; and • the fact that not all crime gets reported to the police – e.g. the Scottish Crime & Justice Survey²¹ found that the two most common reasons given by people for not going to the police were that they the victims thought the matter too trivial or felt that the police could not have done anything in any case.
Detected crime	<p>A crime is regarded as ‘detected’ where sufficient evidence exists under Scots law to justify that criminal proceedings be considered by the procurator fiscal. Where a report is not submitted to the procurator fiscal, an incident can still be considered detected if:</p> <ol style="list-style-type: none"> 1. the police have used an alternative to prosecution when dealing with relevant minor offences such as a fixed penalty notice (FPN) for anti-social behaviour or a minor traffic violation, have issued a formal adult warning, etc; or, 2. reporting is inappropriate due to the accused being under the age of criminal liability (in Scotland, no child under the age of eight years can be guilty of an offence), the death of the accused, or similar circumstances. <p>Consequently, not every detection means that someone has been arrested. In addition, forces are required to record detections at the time at which they occur. For example, if an assault takes place in May 2007 it will be recorded as occurring that month. If it is then solved in December 2008, then the detection is recorded for December rather than May. This is why forces can sometimes show detection rates of over 100%.</p>
Scottish Crime Recording Standard (SCRS)	<p>Adopted by forces in April 2004, the Scottish Crime Recording Standard (SCRS) adopts a more ethical and public-focused stance by stipulating that where there is supporting evidence that on the ‘balance of probability’ a crime has occurred, it will be recorded as such and in an auditable form. Since the introduction of the SCRS, the accuracy of crime recording has improved considerably.</p>

²¹ Scottish Crime and Justice Survey (2009): <http://www.scotland.gov.uk/Publications/2009/12/14120636/0>