

REPORT TO COMMUNITIES COMMITTEE – 21 DECEMBER 2017

POLICE SCOTLAND - PERFORMANCE MONITORING AND OPERATIONAL UPDATE

1 Recommendations

The Committee is recommended to:

- 1.1 Note the attached performance monitoring information relating to the Aberdeenshire component of the North East Division of Police Scotland.
- 1.2 Request the Divisional Commander to continue to report to Committee quarterly on performance measures against service objectives.

2 Background / Discussion

- 2.1 A main purpose of this report is to advise members of how the police service is performing against key performance measures and associated targets, as set out in the Aberdeenshire Police Plan approved at the meeting of the Communities' Services Committee.
- 2.2 The performance monitoring report will provide a regular opportunity for elected members to maintain scrutiny of significant police activities, in order to achieve good outcomes for the residents of Aberdeenshire.
- 2.3 In terms of the Police and Fire Reform (Scotland) Act 2012, it is worth noting the respective powers and duties that are relevant to the Committee's consideration of police matters.

The Chief Constable is responsible for:

- policing of Scotland and must account to the Scottish Police Authority
- ensuring adequate arrangements are in place for the policing of each local authority area
- designating a constable as Divisional Commander after consultation with the local authority

The Divisional Commander is responsible for:

- involving the local authority in setting of priorities and objectives for policing of its area
- providing to the local authority information it may reasonably require
- preparing and submitting a local police plan to their local authority for approval and, if approved, publishing the local police plan
- preparing and submitting replacement plan to the local authority for approval following a review (local police plans must be reviewed at least once every 3 years)

The local authority may:

- monitor and provide feedback to the Divisional Commander on policing of its area
- specify policing measures it wishes the Divisional Commander to include in a local policing plan

2.4 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and their comments are incorporated within the report and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

3. Scheme of Governance

3.1 The Committee is able to consider/comment on this item in terms of Section D.1.1 of the List of Committee Powers in Part 2A of the Scheme of Governance as it relates to matters concerning Police Scotland.

4 Implications and Risk

4.1 An equality impact assessment is not required because this report is principally designed to advise members of the performance of the police service for the relevant quarter. There will be no differential impact, as a result of the report, on people with protected characteristics.

4.2 There are no specific staffing or financial implications arising from this report.

4.3 There are no Risks directly identified in respect of this matter in terms of the Corporate and Directorate Risk Registers as the Committee is monitoring the performance of the Scottish Fire and Rescue Service as required under the Police and Fire Reform (Scotland) Act 2012 however links to the Corporate Risk of Working with Other Organisations.

Richie Johnson
Director of Business Services

Report prepared by Chief Superintendent Campbell Thomson
Date 24/11/2017

Communities Committee

North East Division Aberdeenshire

April - September 2017



**POLICE
SCOTLAND**
Keeping people safe



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Introduction

I present the Communities Committee Report on behalf of Police Scotland, North East Division. This report provides a detailed account of Police Performance in Aberdeenshire in support of agreed priorities, both local and national, for a six month period during Quarters 1 and 2, 1 April to 30 September 2017.

I am particularly pleased to report the significant and sustained progress made with regards to Acquisitive Crime, where the number of crimes, and therefore victims, has reduced and detection rates remain at a consistently high level.

The reduction in persons killed or seriously injured on our roads and the increasing intelligence led and proactive efforts to target those involved in organised criminality provide further positive context to the report.

The 2017 - 2020 Local Policing Plan for Aberdeenshire has been launched and along with the Chief Inspectors for the area, Murray Main (South Aberdeenshire) and Neil McDonald (North Aberdeenshire) we welcome the opportunity, with partners, to participate in the Local Outcome Improvement Plan and Locality Plans as we collectively strive to make Aberdeenshire a safe place to live, work and visit.

Finally I wish to thank my own staff, Police Officers, Police Staff and Special Constables for their ongoing efforts within the communities of Aberdeenshire.

Regards

A handwritten signature in black ink, appearing to read 'C. Thomson', is positioned above the typed name.

Campbell Thomson
Chief Superintendent
North East Division
Police Scotland



Staffing

	Authorised Establishment	September 2017	Difference
Police Officers ¹	1115.0 FTE	1153.98 FTE	+38.98 FTE
	September 2016	September 2017	Difference
Police Staff ¹	121.41 FTE	118.19 FTE	-3.22 FTE

¹North East Division (Aberdeenshire, Moray and Aberdeen City) Full Time Equivalent (FTE)

Officer numbers in North East Division now exceed our authorised establishment. This is a strong position for North East Division given our low Officer numbers over many preceding years.

Across Aberdeenshire there are currently **75** Probationary Constables with another **13** due to commence operational duties in December 2017.

In addition, another **17** Probationary Constables are due to commence training during December 2017, and it is anticipated that some of these Officers will be posted in Aberdeenshire.

This will result in Aberdeenshire Officer numbers being over establishment but as Officers continue their professional development and move to other Divisions and Departments, or leave the organisation through retirement, it is projected that the numbers will even out over the course of the year.

Additionally there are **56** active Special Constables currently working in Aberdeenshire supporting our front line staff and providing a valuable contribution to the safety of our communities.



Complaints About the Police

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference
Overall Satisfaction of How Police Dealt With Your incident ²	N/A	81.2%	86.2%	-5.0%
Complaints Received About The Police	N/A	88	75	+17.3%
Number of Complaints Per 10,000 Police Incidents	N/A	31.3	30.2	+3.6%
On Duty Allegations Raised	N/A	90	102	-11.8%
Off Duty Allegations Raised	N/A	0	0	0.0%
Quality of Service Allegations	N/A	22	24	-8.3%
Total Allegations	N/A	112	126	-11.1%

² North East Division (Aberdeenshire, Moray, and Aberdeen City)

All complaints are investigated thoroughly but we find that on many occasions when individuals feel they have been wronged, once an explanation of the circumstances is provided or they understand why a particular action is taken, they are satisfied with the actions of the Police. Of the **88** recorded complaints, only **16** have required full investigation by North East Division Officers with the others either being withdrawn or resolved after early explanation.

To put the figure of **88** complaints into context, between April and September 2017, over **28,100** incidents have been recorded in the Aberdeenshire area. This means there is **1** complaint for every **319** incidents dealt with. Each complaint and allegation, whether explained or fully investigated, is treated as an opportunity for learning and improving future service.

Overall satisfaction with the way an incident has been dealt with has slightly reduced in satisfaction levels compared to last year, but it should be noted that this is a figure which fluctuates throughout the year and **81.2%** is still above the national average recorded by Police Scotland.

We survey customers on a monthly basis and monitor comments to ascertain areas for improvement and any learning is shared to prevent re-occurrence.



Antisocial Behaviour, Violence and Disorder

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Serious Assault - Recorded ³		42	57		
Serious Assault - Detection Rate		81.0%	96.5%		
Common Assault - Recorded	997	994	934	-3	-0.3%
Common Assault - Detection Rate	71.9%	71.9%	71.7%		0.0%
Robbery - Recorded	14.0	28	22	+14	+100.0%
Robbery - Detection Rate	72.9%	85.7%	81.8%		+12.8%
Group 1 Crimes - Recorded ⁴		109	110		
Group 1 Crimes - Detection Rate		71.6%	87.3%		
Vandalism - Recorded	740.8	725	681	-15.8	-2.1%
Vandalism - Detection Rate	22.9%	28.0%	22.8%		+5.1%
Licensed Premises Visits	1,631	3,053	1,718	+1,422	+87.2%
Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 2016
Number of Complaints of Disorder ⁵	N/A	3,352	2,820	+532	+18.9%

³ April 2016 - implementation of broader definition of what constitutes a Serious Assault.

⁴ Crimes of Violence include Murder, Attempted Murder, Culpable Homicide, Cruelty, Neglect and Un-natural Treatment of Children and Adults, Abduction, Robbery, Assault with intent to Rob, Serious Assault, and Threats and extortion.

⁵ Disorder includes Public Nuisance, Disturbance, Noise, Neighbour Dispute and Nuisance Phone Call incidents.

Overall Group 1 crime (non-sexual crimes of violence) levels, although similar to 2015-2016, have reduced slightly year to date. Serious assaults are down significantly on last year's figure (**15** less crimes) and common assaults are slightly down on the 5 year average (**3** less crimes), although up on last year's figure.

We know that a proportion of violent crime is linked to the night time economy and we work in partnership to ensure that licensed premises are managed properly and that license holders and their staff are working with us to prevent such crimes. The level of ongoing work in this area is evident through the significantly increased number of licensed premise visits this year (**3053**), up substantially both on last year's number and the 5 year average.

Activity under 'Operation Pine' took place in North East Division, including activity in Aberdeenshire, during August 2017. **96** people were arrested during the two-week crackdown on serious violent crime in the North East. **134** warrants were executed across the region and more than **£4,000** in fines resolved with offenders who had failed to pay. These included **1** arrested for an attempted murder, **6** arrested for robbery/attempted robbery, **22** arrested for assault/serious assault and **4** for carrying offensive weapons.



Whilst these types of proactive preventative work continue, detection rates across serious and common assaults remain strong, and since the figures were presented, the detection rate for serious assault has increased and is now in excess of **90%**. Whilst we are detecting a consistently high number of violent crimes, we also understand the impact on victims and we offer specific safety advice depending on the nature of the crime and support this with bail conditions or other care as appropriate. We also refer victims to victim support services to ensure that those who need further support are provided it by specialists.

Incidents of Robbery have increased by 6 and as has been highlighted in previous reports, causation factors for these are monitored closely. It is evident that this type of crime is all too often committed by perpetrators known to victims through criminal association mainly linked to drug dealing activity. The detection rate for all robberies remains buoyant (**85.7%**) and has increased compared to 2016 and the 5 year average.

The number of disorder calls has increased and as highlighted in the Q1 report, this appears at least in part to be due to changes in call handling arrangements introduced by Police Scotland in April 2017. The increased level of disorder calls is not resulting in an increased number of recorded crimes as partly evidenced by the fact that crimes of vandalism are down **2.1%** when compared to the 5 year average. The detection rate for vandalism is up **5.1%** which is a positive trend.

As we move towards the festive period our patrols on the street will increase under our 'Safer Streets' operation working alongside partners including Aberdeenshire Council and other emergency services to target our resources to protect the vulnerable and prevent violent crime and disorder.

In addition, Operation HOLM is a partnership initiative delivered by Police Scotland and Aberdeenshire Council to address issues around gender based abuse. It aims to protect the lives of both adults and children who are at risk as a result of domestic and gender based abuse, allows additional resources to investigate all reports and facilitates effective action and a multi-agency approach in reducing this type of abuse.

Additional funding will cover staffing costs of targeting offenders, safety equipment to help victims stay safely in their homes and training for Officers to enable dealing with victims and perpetrators more effectively.



Acquisitive Crime

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Crimes of Dishonesty - Recorded	1,614.4	1,395	1,435	-219.4	-13.6%
Crimes of Dishonesty - Detection Rate	33.3%	43.4%	42.6%		+10.1%
Housebreakings - Recorded	270.6	158	219	-112.6	-41.6%
Housebreakings - Detection Rate	19.7%	27.8%	28.3%		+8.1%
Motor Vehicle Crime - Recorded ⁶	245.8	134	196	-111.8	-45.5%
Motor Vehicle Crime - Detection Rate	27.6%	38.1%	39.3%		+10.5%
Theft of Motor Vehicle - Recorded	73.8	55	67	-18.8	-25.5%
Common Theft - Recorded	554.6	437	404	-117.6	-21.2%
Common Theft - Detection Rate	21.1%	27.5%	23.3%		+6.4%

⁶ Theft from secure motor vehicle; Theft from insecure motor vehicle; Theft of a motor vehicle; Attempted Theft of a Motor Vehicle.

Acquisitive crime levels continue to fall across Aberdeenshire, with notable reductions in the number of housebreakings, which have almost halved when compared to the 5 year average. This has resulted in **61** less victims of this type of crime when compared to already significant reductions recorded last year.

Overall crimes of dishonesty are down **13.6%** when compared to the 5 year average and **2.8%** in comparison to 2016 figures. As well as the significant reductions in housebreaking, there have been similar noteworthy reductions in the number of motor vehicle crimes, which has reduced by **45.5%** when compared to the 5 year average and **31.6%** when compared to last year.

In addition to there being less victims of these types of crime, more perpetrators are being caught with the overall crimes of dishonesty detection rate, building and improving upon last year's positive figures and increasing by the significant margin of **10.1%** when compared to the 5 year average.

Despite the positive results, we will not be complacent and will continue our positive and proactive approach to this type of offending.

We strive to maintain a preventative agenda and to do so, through Operation Magpie and other local initiatives, we will continue to target the right people in relation to these crimes as we know our proactive action against them will prevent future offending. We will utilise intelligence, experience and local knowledge to patrol the right areas at the right times and furthermore, where we identify potential weaknesses in security of premises, vehicles or personal / business practices, we will continue to provide crime prevention advice.



Road Safety and Road Crime

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 2016
People Killed/Seriously Injured	N/A	57	84	-27	-32.1%
Children Killed/Seriously Injured	N/A	2	4	-2	-50.0%
People Killed	N/A	5	12	-7	-58.3%
Children Killed ⁷	N/A	0	0	0	0.0%
Road Safety Education Inputs	N/A	4	9	-5	-55.6%
Advice/Education Given to Motorists ⁸	N/A	10,148	13,721	-3,573	-26.0%
Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Mobile Phone Offences	121.8	83	62	-38.8	-31.9%
Speeding Offences	1,419.2	1,653	884	-233.8	+16.5%
Drink/ Drug Driving Offences	135.0	126	132	-9	-6.7%
Dangerous Driving	75.2	84	77	+8.8	+11.7%
Disqualified Driving	26.8	39	33	+12.2	+45.5%
Detected Offences Relating to Motor Vehicles	3,334.8	3,781	2,534	+446.2	+13.4%
Parking Fixed Penalties Issued ⁹	1,330.8	615	349	-715.8	-53.78%

⁷ Child is under 16 years of age.

⁸ North East Division (figures area for Aberdeenshire, Moray, and Aberdeen City) figures by Road Policing Officers.

⁹ North East Division (figures area for Aberdeenshire, Moray, and Aberdeen City).

There have been 7 less people fatally injured on Aberdeenshire roads when compared to last year and a noted reduction in those seriously injured.

Whilst this is a positive reduction, we recognise the impact these incidents have on those involved, including their families and friends who we support through these traumatic experiences. Whilst our first thoughts are always with them, the impact on our Officers and emergency service colleagues in attending such incidents is also a significant one. Therefore, there will be no reduction in our efforts or commitment to work with partners through the North East Strategic Road Safety Group to prevent future collisions and make our roads safer.

Through the North East Division Operation CEDAR (Challenge, Educate, Detect and Reduce) we continue to strike the balance between enforcement and education to improve people's awareness of road safety and the consequences of inappropriate driving.



We have regular thematic or focused campaigns or operations, which last for various durations. Recently these events have focused on:

- Mobile phones / distractions;
- Trucks and buses;
- Motorcycles;
- Drink driving;
- Speeding;
- Seatbelts; and
- Carriage of dangerous goods.

These specific operations and day-to-day activities have resulted in an increase in the number of mobile phone offences, speeding offences, drink/drug driving offences, dangerous and disqualified driving offences and all other motor vehicle offences when compared to last year.

In the forthcoming period we will continue to focus on these types of offences at our priority locations, which are identified through collision and casualty analysis. In the run up to the festive period the planned proactive operations will include the festive drink drive campaign, due to commence in December.



Protecting People at Risk of Harm

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Group 2 Crimes - Recorded ¹⁰	174.4	260	250	+85.6	+49.1%
Group 2 Crimes - Detection Rate	71.4%	66.9%	72.0%		-4.5%
Rape - Recorded	24.0	30	24	+6	+25.0%
Rape - Detection Rate	66.7%	80%	54.2%		+13.3%
Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Hate Crime - Recorded	N/A	40	36	+4	+11.1%
Hate Crime - Detection Rate	N/A	70.0%	72.2%		-2.2%

¹⁰ Group 2 Crimes of Indecency include Rape, Assault with intent to Rape, Indecent Assault, Sexual Assault, Prostitution related crime and others with an indecent element.

There has been an increase in the number of Group 2 crimes recorded when compared to both last year's figures and the 5 year average.

All sexual crimes are investigated thoroughly and for more serious offences, enquiries are conducted by the Public Protection Unit with tight governance provided by a Senior Investigating Officer. This approach has resulted a high detection rate for rape and an overall detection rate for Group 2 crime of **66.9%**, which is above the national average.

The increase in reported crimes demonstrates the growth in confidence of the public in how their complaint will be professionally handled. The work of dedicated Sexual Offences Liaison Officers and close liaison with Rape Crisis Grampian ensures a commitment to the safety, welfare and support of those who report such crimes.

There is also an increased number of offences where the use of technology is involved. This is in keeping with a national trend and there are a number of younger offenders and victims.

Therefore, in relation to preventing sexual crimes, School Liaison Officers are delivering inputs to both primary and secondary schools throughout the area to raise awareness of internet safety, sex and the law, 'sexting' and personal safety. These inputs are well received by both pupils and staff.

Hate crime figures and detection rates in Aberdeenshire are relatively static when compared to last year. There are no noticeable trends in these crimes and there is a detection rate of **70.0%**, which is above the national average. We continue to work with partners to ensure victims are provided appropriate support.



Serious Organised Crime

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Proceeds of Crime Act Seizures ¹¹	£76,980.57	£150,560.16	£161,345.46	+£73,579.59	+95.6%
Drug Possession Offences	261.6	447	327	+185.4	+70.9%
Drug Supply Offences	50.4	76	57	+25.6	+50.8
Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 2016
Drug Deaths	N/A	15	18	-3	-16.7%
Educational Inputs	N/A	48	50	-2	-4.0%

¹¹ A Division (Aberdeenshire, Moray & City) reported seizures (reported figures only, this may mean that the money might finally be returned to the defender, forfeit at court or seized and remitted to Crown office Procurator Fiscal Service.

We will continue to proactively target those who cause harm to our communities and exploit the vulnerable.

There have been significant increases in Proceeds of Crime Act seizures (+95.6%), drugs possession offences (+70.9%) and drug supply offences (+50.8%) when compared to the 5 year average. These results build on the positive work last year with **80** more drugs possession offences and **19** more drug supply offences when compared to 2016. Such positive results are only possible when we build levels of trust in the community which then allows members of the public to have the confidence to report suspicious activity to us.

We assess all information provided thus allowing us to be intelligence led, targeting those who cause the most harm in our communities. In turn this allows all our Officers to be proactive and focus on individuals they are made aware of through effective briefing and local knowledge.

Our efforts are coordinated through Operation Aspen which is an overarching strategy aimed at disrupting organised crime in the Aberdeenshire area. Through this operation a total of **98** drug search warrants were executed in Aberdeenshire resulting in seizures of a number of controlled drugs including Diamorphine, Cocaine, Cannabis, Diazepam, MDMA (Ecstasy), Amphetamine and Ketamine.

We recognise that organised criminals do not respect divisional, national or indeed international boundaries and we work closely with other divisions and forces to ensure our efforts are coordinated.

Furthermore, we understand that only by working in local partnerships can we truly disrupt the activities and tactics of those involved in this type of criminality.

Whilst these efforts are ongoing throughout Aberdeenshire recent efforts in the north area, and in particular Fraserburgh and Peterhead, have brought especially positive results. Through gathering intelligence in communities a significant number of addresses linked to organised crime were identified. Enforcement activity resulted in a number of organised criminals from various locations in England being charged with offences and either excluded



from the area or remanded in custody. Over the reporting period, this enforcement activity has contributed to recoveries of nearly **1.5 kilograms** of Diamorphine, **just under 1 kilogram** of Cannabis and **over 3/4 of a kilogram** of Cocaine, amongst other drugs.

To enhance and build on these positive enforcement results, whilst working closely with partners, the local people involved and the addresses themselves were subject to further scrutiny. Individuals were dealt with for their offending and where vulnerabilities were identified we have worked in partnership to address them. Through interventions, enforcement and continuing to collaborate with partners to truly work to the advantage of those people who report suspicious activity to us, the aim is to make Aberdeenshire a hostile area for those intent on causing harm in our communities.



Counter Terrorism and Domestic Extremism

This reporting period saw a continuation of high-profile terrorist activity across Europe, as well as closer to home in England. Following an incident on the London Underground on 15 September 2017, the UK saw its threat level for international terrorism increase to Critical (an attack is expected imminently) for the second time this year. The threat level returned to Severe (an attack is highly likely) two days later on 17 September, where it remains. Whilst the horrific events elsewhere in the UK undoubtedly affected communities and individuals in the North East, throughout this period there was no specific threat to Scotland, however we continue to urge the public to remain vigilant and to report any concerns to us.

National Security remains an ever present consideration and is very much day business for Police Scotland, with preventative messaging, reassurance patrols and educational inputs routinely provided to communities.

Exercise Border Reiver took place in Scotland during October 2017, which tested the Police response to a Counter Terrorist Incident. This was a three day event which challenged Police on dealing with a complex scenario and confirmed their ability to deal with such matters.

Aberdeenshire continues to be an active partner within the North East Division Pan-Grampian Multi-Agency CONTEST Group, which benefits from the partnerships links with all three Local Authority Areas (Aberdeen City, Aberdeenshire and Moray). This work drives the local CONTEST Action Plans which are supported by the existing Pan-Grampian partnership structures including Education, Emergency Services, Resilience and Third Sector Partners. The structure is further mirrored in the Prevent Sub-Group which allows maximum benefit to be gained by all partners, ensuring an excellent integrated approach to the potential of a terrorist attack.

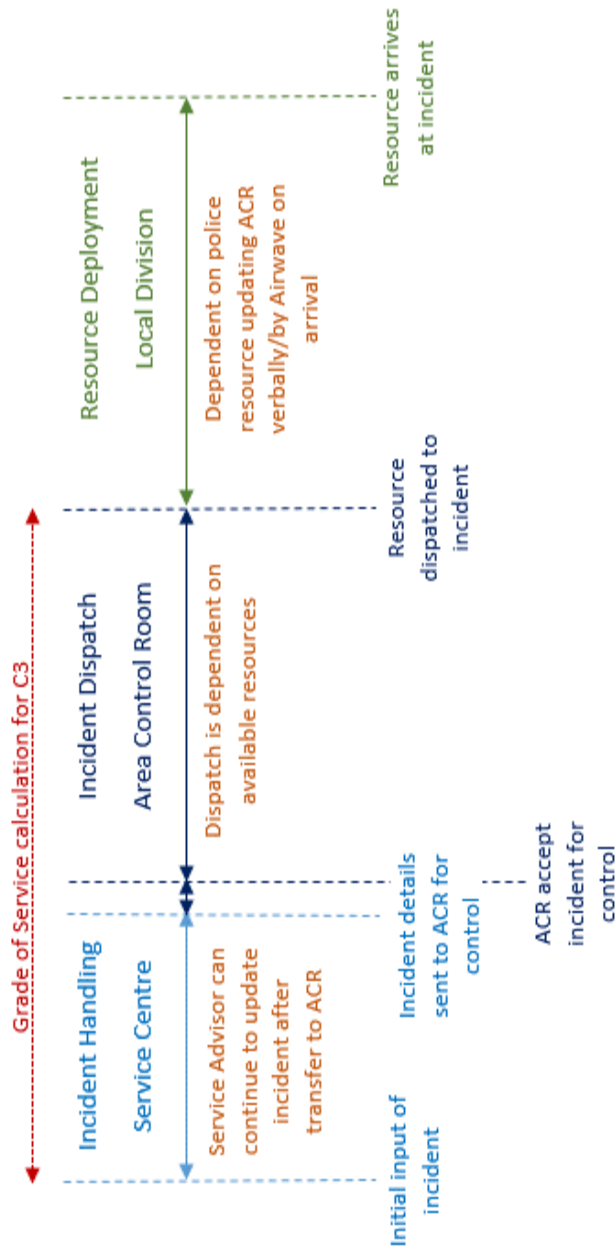


Miscellaneous

Stop and Search

Indicator	Apr 2017 - Sept 2017	Apr 2017 - Sept 2017 (positive)
Consensual	2	0
Legislative	1007	233
Number of Consensual Stop and Searches Refused	0	0

Response Times



Police response times are based on incident handling and measure the time taken from the initial input to the incident (first keystroke in a new incident) to the time of arrival of the resource at scene (Officer updating the ACR via their airwave). The police response time is thereafter broken down into its component parts, giving an indication of efficiency at each stage.



This is the measure of time from creation of a command and control incident by a service adviser until the time the incident is sent to the relevant ACR for control. For the Police Scotland Service Centre (PSSC) this calculation is the difference between two timestamps: time the incident is created (first keystroke on a new incident, known as initial input) and the time the incident is sent to the ACR for control.

This measure is specifically for police response to incidents reported by the public, but is not a measure of the amount of time a member of the public spends speaking to a service adviser. Instead this measures the length of time a service adviser retains an incident on STORM Unity until notifying the ACR. The incident may continue to be updated by the service adviser with real time information even after it has been accepted at the ACR for control and a resource has been dispatched.

Incident Dispatch – Area Control Room

This is the measure of time from the incident being accepted for control at the ACR until a resource has been dispatched to the incident location. For PSSC this calculation is the difference between the two relevant timestamps.

This measure is specifically for police response to incidents reported by the public, and measures the time taken by a controller to read the information contained on the incident, make a risk assessment using all information available, then find and dispatch a suitable resource. If there is only very limited information available due to the incident being transferred by a service adviser quickly with minimal information, this time may be delayed whilst the incident is updated with more information for a robust risk assessment, it may also be delayed due to there being no resources available to dispatch.



Resource Deployment – Local Division

This is the measure of time from the first resource being dispatched to the incident location until the time first resource arrives at scene (not necessarily the first resource that was dispatched, but the resource which arrived fastest). The arrival time relies on the resource which arrives at scene to update the ACR, either verbally via their airwave or preferably by automatic means via their airwave by pressing the appropriate soft key.

For the PSSC this measure is specifically for police response to incidents reported by the public and may be considered as the “travel time”. For North region this measure is for all incidents where a resource attends and therefore may be artificially reduced due to the travel time for some incidents being zero – i.e. a unit on patrol discovers and incident and is already at scene so does not have to travel.

Overall Response Time

This is the overall measure from the first point of contact with the Police to the resource arriving at scene.

A calculation is made between the times of initial input of the incident on STORM until the time the first resource arrives at scene.

Incident Handling (Service Centre) Time: *One of the time stamp fields which is used to calculate this time is overwritten each time the incident is transferred to the ACR. For instance if a call was disposed but subsequently reopened for updates and transferred to the ACR, this time would be corrupted. This can cause the AVERAGE incident handling time to be skewed in such a way that it appears to take longer to handle a call than it does to take the call and attend the incident. As a result any incidents which have a transfer to ACR time which is later than the first resource allocated to incident time is discounted. This only affects this one timestamp, all others are unaffected.*



RESPONSE TIMES (A DIVISION)

Note 1 - Data extracted and provided by APU from STORM Unity on for A Division showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month. Figures include all resourced incidents (except diary calls) including those which have been generated by police, e.g. pre planned events such as firearms operations or spontaneous deployment to deal with ongoing crime.

Note 2 - Data extracted and provided by APU from STORM Unity on for A Division showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month. Figures are based on resourced incidents where a call is received from the public, incident raised and transferred to ACR, then a resource dispatched which subsequently arrives at scene. Linked incidents and diary calls are excluded. Any incidents not dispatched within the grade of service timescales that are left open/scheduled for a future date will be included in the average calculation.

Protect communities by monitoring the average length of time taken to attend at the scene of Emergency (Grade 1) classified incidents

Grade 1 Incidents	A Division					A Division						
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Monthly Number of Grade 1 Incidents	144	152	149	183	154	147	388	406	359	464	421	369
Monthly number of Calls achieving Grade of Service	135	145	138	171	140	130	339	363	324	426	389	352
% of Calls achieving Grade of Service	93.8%	95.4%	92.6%	9340.0%	90.9%	88.4%	87.4%	89.4%	90.3%	91.8%	92.4%	95.4%

Numbers based on all resourced incidents¹:

Grade 1 Incidents	A Division						A Division					
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Numbers based on responding to public ² :												
Monthly Number of Grade 1 Incidents	143	152	148	180	152	143	382	399	344	455	410	355
Monthly Number of Calls achieving Grade of Service	134	145	137	171	139	129	336	356	309	417	379	340
% of Calls achieving Grade of Service	93.7%	95.4%	92.6%	95.0%	91.4%	90.2%	88.0%	89.2%	89.8%	91.6%	92.4%	95.8%
Public response stage breakdown ² :												
Incident Handling - Service Centre (monthly avg. time)	00:02:19	00:02:12	00:03:15	00:02:35	00:03:04	00:02:54	00:03:18	00:00:32	00:00:40	00:00:28	00:00:30	00:00:30
Incident Dispatch - Area Control Room (monthly avg. time)								00:02:28	00:02:00	00:02:03	00:01:48	00:02:06
Resource Deployment - Local Division (monthly avg. time)	00:06:53	00:06:14	00:07:38	00:07:06	00:07:35	00:06:54	00:13:48	00:13:48	00:13:52	00:12:44	00:12:24	00:16:38
Overall Response Time (monthly avg. time)	00:09:12	00:08:26	00:10:53	00:09:41	00:10:40	00:09:48	00:17:07	00:17:13	00:17:02	00:15:43	00:15:11	00:19:34

Incident handling and incident dispatch times must be below 5 minutes to achieve Grade of Service for Grade 1 incidents. Table shows the percentage of calls which achieve this grade of service. Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.

Protect communities by monitoring the average length of time taken to attend at the scene of Grade 2 classified incidents

Grade 2 Incidents	A Division					A Division						
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Numbers based on all resourced incidents¹:												
Monthly Number of Grade 2 Incidents	1,866	1,957	1,906	2,077	2,311	2,360	3,660	3,623	3,378	3,680	3,165	3,279
Monthly number of Calls achieving Grade of Service	1,729	1,778	1,738	1,851	2,031	2,129	2,901	2,119	2,925	3,214	3,211	2,926
% of Calls achieving Grade of Service	92.7%	90.9%	91.2%	89.1%	87.9%	90.2%	79.3%	90.8%	86.6%	87.3%	88.8%	89.2%
Numbers based on responding to public²:												
Monthly Number of Grade 2 Incidents	1,808	1,903	1,850	2,034	2,232	2,287	3,360	3,471	3,225	3,536	3,502	3,141
Monthly Number of Calls achieving Grade of Service	1,706	1,753	1,707	1,851	2,007	2,105	2,882	3,045	2,797	3,095	3,114	2,809
% of Calls achieving Grade of Service	94.4%	92.1%	92.3%	91.0%	89.9%	92.0%	85.8%	87.7%	86.7%	87.5%	88.9%	89.4%
Public response stage breakdown²:												
Incident Handling - Service Centre (monthly avg. time)	00:06:50	00:07:08	00:10:35	00:15:14	00:08:07	00:08:38	00:12:43	00:00:49	00:00:50	00:00:44	00:00:46	00:00:44
Incident Dispatch - Area Control Room (monthly avg. time)								00:09:22	00:11:00	00:11:03	00:09:47	00:10:00
Resource Deployment - Local Division (monthly avg. time)	00:14:10	00:14:05	00:20:48	00:14:20	00:17:01	00:16:35	00:25:55	00:25:47	00:26:03	00:23:39	00:23:26	00:22:49
Overall Response Time (monthly avg. time)	00:21:00	00:21:14	00:31:23	00:29:34	00:25:08	00:25:14	00:38:39	00:36:58	00:38:20	00:35:52	00:34:40	00:34:00

Incident handling and incident dispatch times must be below 15 minutes to achieve Grade of Service for Grade 2 incidents. Table shows the percentage of calls which achieve this grade of service. Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.

Protect communities by monitoring the average length of time taken to attend at the scene of Grade 3 classified incidents												
Grade 3 Incidents	A Division					A Division						
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Numbers based on all resourced incidents ¹ :												
Monthly Number of Grade 3 Incidents	5,112	5,530	5,467	5,717	5,594	5,247	5,199	4,063	3,702	3,869	3,963	3,829
Monthly number of Calls achieving Grade of Service	3,678	3,945	3,773	3,931	3,733	3,411	2,479	2,762	2,416	2,577	2,677	2,569
% of Calls achieving Grade of Service	71.9%	71.3%	69.0%	68.8%	66.7%	65.0%	47.7%	68.0%	65.3%	66.6%	67.5%	67.1%
Numbers based on responding to public ² :												
Monthly Number of Grade 3 Incidents	4,391	4,769	4,597	4,952	4,650	4,379	3,783	3,547	3,227	3,365	3,466	3,344
Monthly Number of Calls achieving Grade of Service	3,568	3,858	3,663	3,931	3,640	3,339	2,453	2,368	2,038	2,192	2,291	2,188
% of Calls achieving Grade of Service	81.8%	80.9%	79.7%	79.4%	78.3%	76.4%	64.8%	66.8%	63.2%	65.1%	66.1%	65.4%
Public response stage breakdown ² :												
Incident Handling - Service Centre (monthly avg. time)	00:49:51	01:02:00	01:00:57	01:05:12	01:13:44	01:28:46	03:06:26	00:01:28	00:02:41	00:00:59	00:00:57	00:00:59
Incident Dispatch - Area Control Room (monthly avg. time)								02:23:36	02:41:33	02:26:35	02:29:42	02:35:10
Resource Deployment - Local Division (monthly avg. time)	00:29:26	00:29:34	00:29:01	00:28:42	00:31:06	00:40:42	01:05:56	00:57:54	00:54:16	00:47:52	00:59:52	01:00:56
Overall Response Time (monthly avg. time)	01:19:17	01:31:34	01:29:59	01:33:55	01:44:50	02:09:28	04:12:22	03:14:58	03:30:41	03:05:58	03:23:37	03:29:25

Incident handling and incident dispatch times must be below 40 minutes to achieve Grade of Service for Grade 3 incidents. Table shows the percentage of calls which achieve this grade of service. Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.

Breakdown of Grades 4-5												
Grade 4-5 Incidents	A Division					A Division						
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Monthly Number of Grade 4 Calls	576	722	562	483	474	708	353	302	290	264	311	296
Monthly Number of Grade 5 Calls	223	230	217	190	236	205	247	241	218	251	208	210
Total Number of Calls Overall	7,921	8,591	8,301	8,650	8,769	8,667	9,847	8,635	7,947	8,528	8,518	7,983

Numbers based on all resourced incidents¹:

The control room function for A Division moved from Aberdeen to Dundee on 01 April 2017, and as a result of this a number of processes have changed.

Response times for reporting periods (April 2016 - June 2016) were extracted from the previous system - STORM Multi-Agency (MA) using the following indicators:

- Overall Response Time = Initial Input to At Scene;
- Incident Handling and Incident Dispatch = These were combined due to system limitations Initial Input to Dispatched;
- Resource Deployment = Dispatch to At Scene;

Response times for reporting periods extracted from the current STORM Unity system now use the following indicators:

- Overall Response Time = Incident created to At Scene;
- Incident Handling = Incident Created to Transfer Accepted;
- Incident Dispatch = Incident Created to Resource Dispatched;
- Resource Deployment = Resource Dispatched to Arrive at Scene;



Scottish Crime Recording Standard Quarter 3 & 4 Audit 2016/17 <i>(not available at Local Authority level but detailed at Divisional and Force level for information purposes)</i>						
Audit 1 - Crime Related Incidents and Associated Recorded Crime Audit 2016/17 - Quarters 3/4 (October to March)	Test 1 - Incidents			Test 2 - Recorded Crime		
	Incidents Audited	No. of Errors	SCRS Compliance	Crimes Audited	No. of Recording Errors	SCRS Compliance
A Division	193	9	95.34%	127	6	95.28%
Force	2,193	162	92.61%	1,219	89	92.70%
<i>Details of the methodology for Audit 1 can be found in Appendix A</i>						

Audit 2 - Divisional Crime Audit 2016/17 - Quarter 3/4s (October to March)	Crimes Audited	No. of Recording Errors	SCRS Compliance
A Division	342	26	92.40%
Force	3,435	280	91.85%
<i>Details of the methodology for Audit 2 can be found in Appendix A</i>			

Audit 3 - "No Crime" Audit 2016/17 - Quarters 3/4 (October to March)	Number of "No Crimes" Audited	No. of Errors	SCRS Compliance
A Division	100	3	97.00%
Force	944	48	94.92%
<i>Details of the methodology for Audit 3 can be found in Appendix A</i>			

APPENDIX "A" - AUDIT METHODOLOGY

Audit 1 - Crime Related Incidents and Associated Recorded Crime

The audit sample was selected from Command and Control incidents over a specific four day period with initial call types CR-60 to CR-79 within the Crime category, and incidents with initial call types AB-57 Communications, AB-58 Hate Crime, PW-40 Domestic Incident and PW-76 Child Protection. The incident sample selected for audit ensured, working to a 95% confidence level with a confidence interval of +/-3%, that the sample audited was statistically representative of all incidents of this type recorded during the four day audit period. A formula was applied to the total number of incidents per Command Area and apportioned out between Divisions in that Command Area in order to obtain sample sizes. These were subject to a minimum of 150 and a maximum of 300 per Division.



Compliance in each of the two Tests is achieved with a result of **95%** or above.

The audit tested:

Test 1 – Crime Related Incidents

- That incidents initially inferring a crime or apparent criminal activity and closed as a non-crime contained a satisfactory narrative to eliminate any inference of criminality and fully justify a non-crime disposal.
- That each incident clearly indicated a crime or non-crime as a disposal on the incident text.
- Where an incident was closed as a crime, the corresponding crime record was traced.

Test 2 – Recorded Crime

- The correct application of SCRS on recorded crimes in respect of the Scottish Government Counting Rules and the correct classification of crimes. In terms of compliance with SCRS each individual crime over or under-recorded, or incorrectly classified was counted as having failed the audit.

Audit 2 - Recording of Specific Crime Types (Divisional Crime Audit)

To ensure that a number of different areas of crime recording are represented by Audit 2, samples were obtained from the following categories:

- Assault (Common Assault only)
- Group 1 Crime (Crimes of violence)
- Group 2 Crime (Sexual offences)
- Group 3 Crime (Crimes of dishonesty)
- Group 4 Crime (Damage to property)
- Other Crimes from Groups 5, 6 and 7

While not as statistically representative of all records within the audit period as Audit 1, the sample sizes in Audit 2 were weighted to take into account higher volumes of crime being recorded in some Divisions subject to a minimum of 100 records and a maximum of 300 records.

The audit tested the correct application of SCRS on recorded crimes in respect of the Scottish Government Counting Rules and the correct classification of crimes. In terms of compliance with SCRS each individual crime over or under-recorded, or incorrectly classified was counted as having failed the audit.

Compliance in this audit is achieved with a result of **95%** or above.

Audit 3 - Crime Records Reclassified to "No Crime"

The third principle of SCRS states "once recorded, a crime will remain recorded unless there is credible evidence to disprove that a crime had occurred".

The audit tested the correct application of this principle in respect of recorded crime which was reclassified to "No Crime" following Police enquiry into the reported circumstances. In terms of



compliance with SCRS each individual crime reclassified incorrectly was counted as having failed the audit.

The sample sizes in Audit 3 were weighted to take into account the higher number of records reclassified to "No Crime" in some Divisions subject to a minimum of 50 and a maximum of 100.

Compliance in this audit is achieved with a result of **95%** or above.

In order to allow Divisions a reasonable period of time to ensure that records are complete and compliant with SCRS, audits are generally undertaken once a period of three months from the date of the incident/crime has elapsed. Any record incomplete at the time of audit will be audited based on the information available at the time.