

NOT PROTECTIVELY MARKED

Dumfries and Galloway  
Constabulary



# HOW DID WE DO?

An update on  
Scottish Policing Performance Framework and  
Local Force Strategic Action Plan  
Quarter 2  
APRIL – SEPTEMBER 2007



NOT PROTECTIVELY MARKED

# **SCOTTISH POLICING PERFORMANCE FRAMEWORK**

# Scottish Policing Performance Framework

The Scottish Policing Performance Framework became effective across Scotland from the 1 April 2007. The framework is a significant step forward in the way that policing performance will be measured, reported and ultimately managed in Scotland. The framework is the product of significant collaborative working between ACPOS, the eight Scottish Police Forces, the Scottish Executive's Justice Department, Her Majesty's Inspectorate of Constabulary (HMIC), Audit Scotland and the Scottish Police Authorities Conveners' Forum.

The framework provides a coherent national model for the measurement and reporting of performance information. It is intended to assist managers throughout the police service to provide more effective policing within Scottish communities. The framework also aims to improve accountability at local and national levels through the publication of consistent and transparent performance information, which will support Scottish Ministers, Police Authorities and the general public, in their understanding of policing performance.

The framework is divided into four areas, designed to capture the breadth of policing activity. The four areas are:

- *Service Response*
- *Public Reassurance & Community Safety*
- *Criminal Justice & Tackling Crime*
- *Sound Governance & Efficiency*

Within each of these areas of policing, the high level objectives of ACPOS, the Scottish Executive, and HMIC have been identified. The agencies involved in setting the Scottish Policing Performance Framework have clearly stated their objectives to ensure that the resulting measures are placed within context and contribute to their achievement. The following high-level objectives, or outcomes, have been identified from consultation with stakeholders in the provision of policing. These national level outcomes, for the police service and relevant partnerships as a whole, are stated as the combined outcomes of these partnerships.

## *Service Response*

- ▶ Accessible policing services for all
- ▶ Increased public satisfaction with service delivery
- ▶ Keep victims of crime informed and provide them with access to support services
- ▶ Timely and professional response to the public
- ▶ Efficient and effective call handling
- ▶ Meet the needs of communities through effective partnerships
- ▶ Effective response to service delivery complaints
- ▶ Improved custody processing times

## *Public Reassurance & Community Safety*

- ▶ Positive impact on crime, particularly priority crimes
- ▶ Maintaining public order
- ▶ Safeguarding national security
- ▶ Protection of vulnerable people
- ▶ Effective management of registered sex offenders
- ▶ Increased public confidence in the police
- ▶ Improved perceptions of personal safety and reduced fear of crime
- ▶ Reduced antisocial behaviour

- ▶ Reduced harm caused by drugs
- ▶ Road casualty reduction
- ▶ Improved targeting and disruption of specific crime types, e.g. youth crime
- ▶ Improved visibility

#### *Criminal Justice & Tackling Crime*

- ▶ Improved detection rates for crime, particularly priority crimes
- ▶ Support delivery of an efficient, effective and accessible criminal justice system
- ▶ Increased levels of public confidence in the criminal justice system
- ▶ Faster end-to-end criminal justice processes
- ▶ Effective co-operation between Scottish Crime and Drug Enforcement Agency and forces
- ▶ Reduced re-offending
- ▶ Effective use of intelligence
- ▶ Improved working relationships with the Crown Office and Procurator Fiscal Service and Scottish Court Service
- ▶ More effective use of non-court resolutions

#### *Sound Governance & Efficiency*

- ▶ Responsive to the different needs and concerns of all communities
- ▶ Delivery of Best Value
- ▶ Delivery of value for money and efficiency
- ▶ Improved consultation and engagement with the public, stakeholders and partner agencies
- ▶ Improved communication with the public
- ▶ Openness and accountability to the public through audit and inspection agencies
- ▶ Effective management of workforce attendance
- ▶ Effective management of complaints
- ▶ Valued and motivated workforce
- ▶ Ensure that members of the workforce are equipped with the necessary skills to perform their roles
- ▶ Effective co-operation between Scottish Police Services Authority and forces
- ▶ Demonstration of ethical service delivery
- ▶ Improved use of resources

**SCOTTISH POLICING PERFORMANCE FRAMEWORK  
SERVICE RESPONSE**

**OBJECTIVES - What we aim to achieve**

- ▶ Accessible policing services for all
- ▶ Increased public satisfaction with service delivery
- ▶ Keep victims of crime informed and provide them with access to support services
- ▶ Timely and professional response to the public
- ▶ Efficient and effective call handling
- ▶ Meet the needs of communities through effective partnerships
- ▶ Effective response to service delivery complaints
- ▶ Improved custody processing times

**OUTCOMES (Final results) - We will measure our level of service by:**

- Level of service user satisfaction

Measurement	How we performed	3-year average	Performance
Initial contact with the police	Satisfied – 86.2% Dissatisfied – 2.5%	Satisfied – 86.3% Dissatisfied – 5.6%	<b>↓ 0.1%</b> <b>↓ 3.1%</b>
Overall way the police dealt with the incident	Satisfied – 77.2% Dissatisfied - 4.0%	Satisfied – 77.0% Dissatisfied – 9.4%	<b>↑ 0.2%</b> <b>↓ 5.4%</b>
Kept adequately informed about the progress made regarding their enquiry	Yes – 37.6% No – 14.9% No response – 47.5%	Yes – 37.5% No – 26.3% No response – 36.2%	<b>↑ 0.1%</b> <b>↓ 11.4%</b> <b>↑ 11.3%</b>
General performance of the police force	Satisfied – 77.7% Dissatisfied – 4.0%	Satisfied – 69.6% Dissatisfied – 5.9%	<b>↑ 8.1%</b> <b>↓ 1.9%</b>

## ACTIVITIES (activities and processes involved in achieving the outcomes)

- ▶ Proportion of 999 calls answered within 10 seconds

Measurement	How we performed	3-year average	Performance
Number of 999 calls received	7,159	6,220	The number of 999 calls received increased by 939 (15.1%) with the number being answered within 10 seconds improving by 1.2%.
Number of 999 calls answered within 10 seconds	6,855	5,884	
% of 999 calls answered within 10 seconds	95.8%	94.6%	

## INPUTS (resources used)

There are currently no measurements in service response at this time.

**CONTEXT - Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the environment within which a police force operates.**

- ▶ Number of telephone calls and incidents
- ▶ Proportion of population from minority ethnic groups<sup>1</sup>
- ▶ Number of sudden deaths reported to the Procurator Fiscal

	Current Level	3-year average	+/- increase on 3-year average
Number of telephone calls and incidents	Emergency – 7,159 Non Emergency – 96,063 Incidents – 44,278	With changes in IT such as the introduction of the Call Management System a 3-year average cannot be produced for comparison.	
Proportion of population from minority ethnic groups	The figures available show that the total minority ethnic population is currently 0.65%, which equates to 960 people in Dumfries and Galloway. The figures are based on declared minority ethnic groups.		
Number of sudden deaths reported to the Procurator Fiscal	86	85	Up 1 (1.2%) on 3-year average.

<sup>1</sup> Census figures are produced by the National Statistics Standards and the latest available are for 2001. This is included to provide contextual data on the ethnic demography of an area.

**SCOTTISH POLICING PERFORMANCE FRAMEWORK  
PUBLIC REASSURANCE & COMMUNITY SAFETY**

**OBJECTIVES - What we aim to achieve**

- ▶ Positive impact on crime, particularly priority crimes
- ▶ Maintaining public order
- ▶ Safeguarding national security
- ▶ Protection of vulnerable people
- ▶ Effective management of registered sex offenders
- ▶ Increased public confidence in the police
- ▶ Improved perceptions of personal safety and reduced fear of crime
- ▶ Reduced antisocial behaviour
- ▶ Reduced harm caused by drugs
- ▶ Road casualty reduction
- ▶ Improved targeting and disruption of specific crime types, e.g. youth crime
- ▶ Improved visibility

**OUTCOMES (Final results) - We will measure our level of service by:**

- Number of recorded crimes and offences
- Number of persons killed or injured in road accidents
- Number of racist incidents

Measurement	How we performed	3-year average	Performance
Group 1 – Crimes of Violence	73	84	↓ 11 crimes
Group 2 – Crimes of Indecency	72	69	↑ 3 crimes
Group 3 – Crimes of Dishonesty	1,687	2,095	↓ 408 crimes
Group 4 – Fireraising, Malicious Mischief etc	1,608	1,718	↓ 110 crimes
Group 5 – Crimes (Miscellaneous)	1,256	1,042	↑ 214 crimes
Group 6 – Offences (Miscellaneous)	2,835	2,688	↑ 147 offences
Group 7 – Road Traffic Offences	10,800	13,636	↓ 2,836 offences
The number of persons killed or seriously injured per million vehicle kilometres	93 (0.04784)	72 (0.03704)	↑ 21 (0.0108)
The number of children killed or seriously injured per million vehicle kilometres	5 (0.00257)	6 (0.00309)	↓ 1 (0.0005)
The number of persons slightly injured per million vehicle kilometres	242 (0.12449)	266 (0.13683)	↓ 24 (0.0123)
The number of racist incidents	31	46	↓ 15 incidents
The number of racist incidents per 1,000 population	(0.21)	(0.31)	↓ (0.10)

**ACTIVITIES (activities and processes involved in achieving the outcomes)**

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

Measurement	How we performed	3-year average	Performance
Weight of class A drug seizures (grams)	7,579.4	3,575	↑ 4,004.4
Quantity of class A drug seizures (tablets)	8,196.5	18,115	↓ 9,918.5
Millilitres of Class A drug seizures	675	768	↓ 93
Number of offences of supply and possession with intent to supply (Class A)	155	107	↑ 48

**INPUTS (resources used)**

There are currently no measurements in public reassurance and community safety at this time.

**CONTEXT - Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the environment within which a police force operates.**

- ▶ Number of registered sex offenders
- ▶ Number of domestic abuse incidents
- ▶ Number of problem drug users
- ▶ Number of missing persons incidents

Measurement	Current Level	Performance
Number of registered sex offenders	111	These are new measurements and as such there is no 3-year comparison.
Number of domestic abuse incidents	631	
Number of problem drug users	1,806	
Number of missing persons incidents	514	

*The number of domestic abuse and missing persons incidents are those which have occurred between April – September. The number of registered sex offenders and problem drug users is the total number currently held on record.*

**SCOTTISH POLICING PERFORMANCE FRAMEWORK  
CRIMINAL JUSTICE & TACKLING CRIME**

**OBJECTIVES - What we aim to achieve**

- ▶ Improved detection rates for crime, particularly priority crimes
- ▶ Support delivery of an efficient, effective and accessible criminal justice system
- ▶ Increased levels of public confidence in the criminal justice system
- ▶ Faster end-to-end criminal justice processes
- ▶ Effective co-operation between Scottish Crime and Drug Enforcement Agency and forces
- ▶ Reduced re-offending
- ▶ Effective use of intelligence
- ▶ Improved working relationships with the Crown Office and Procurator Fiscal Service and Scottish Court Service
- ▶ More effective use of non-court resolutions

**OUTCOMES (Final results) - We will measure our level of service by:**

- Detection rate for recorded crimes and offences
- Number and proportion of racially aggravated crimes detected

Measurement	How we performed		3-year average		Performance
Group 1 – Crimes of Violence (detected)	61	(83.6%)	71	(84.5%)	↓ 0.9%
Group 2 – Crimes of Indecency (detected)	58	(80.6%)	47	(68.1%)	↑ 12.5%
Group 3 – Crimes of Dishonesty (detected)	876	(51.9%)	1,166	(55.7%)	↓ 3.8%
Group 4 – Fireraising, Malicious Mischief etc (detected)	725	(45.1%)	720	(41.9%)	↑ 3.2%
Group 5 – Crimes (Miscellaneous) (detected)	1,250	(99.5%)	1,042	(100.0%)	↓ 0.5%
Group 6 – Offences (Miscellaneous) (detected)	2,621	(92.5%)	2,490	(92.6%)	↓ 0.1%
Group 7 – Road Traffic Offences (detected)	10,800	(100.0%)	13,636	(100.0%)	↔
Racially aggravated crimes (reported)		11		24	↓ 13 reported crimes
Racially aggravated crimes (detected)	6	(54.5%)	22	(91.7%)	↓ 37.2%

**ACTIVITIES (activities and processes involved in achieving the outcomes)**

- ▶ Number and proportion of reports submitted to the Procurator Fiscal within 28 calendar days
- ▶ Number and proportion of reports submitted to the Children’s Reporter within 14 calendar days

Measurement	How we performed	3-year average	Performance
Number of reports submitted to the Procurator Fiscal	5,761	5,199	Submission times to the Procurator Fiscal has increased by 4.9%.
Number of reports submitted within 28 calendar days	5,225	4,459	
% of reports submitted within 28 calendar days	90.7%	85.8%	Submission times to the Children’s Reporter has decreased by 4.4%.
Number of reports submitted to the Children’s Reporter	355	368	
Number of reports submitted within 14 calendar days	271	297	
% of reports submitted within 14 calendar days	76.3%	80.7%	

**INPUTS (resources used)**

There are currently no measurements in public reassurance and community safety at this time.

**CONTEXT - Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the environment within which a police force operates.**

- ▶ Number of individuals brought into custody

Measurement	Current Level	Performance
Number of individuals brought into custody	4,497	The force has recently implemented a custody processing system. Prior to this the number of persons arrested/custodies was only collated yearly therefore any comparison against a 3-year average will be made at the end of the year.

**SCOTTISH POLICING PERFORMANCE FRAMEWORK  
SOUND GOVERNANCE & EFFICIENCY**

**OBJECTIVES - What we aim to achieve**

- ▶ Responsive to the different needs and concerns of all communities
- ▶ Delivery of Best Value
- ▶ Delivery of value for money and efficiency
- ▶ Improved consultation and engagement with the public, stakeholders and partner agencies
- ▶ Improved communication with the public
- ▶ Openness and accountability to the public through audit and inspection agencies
- ▶ Effective management of workforce attendance
- ▶ Effective management of complaints
- ▶ Valued and motivated workforce
- ▶ Ensure that members of the workforce are equipped with the necessary skills to perform their roles
- ▶ Effective co-operation between SPSA and forces
- ▶ Demonstration of ethical service delivery
- ▶ Improved use of resources

**OUTCOMES (Final results) - We will measure our level of service by:**

- Value of efficiency savings generated
- Number of complaints per 100 members of the police force

Measurement	How we performed	3-year average	Performance
Value of efficiency savings generated	This will only be reported at the end of the financial year once it has been subjected to audit by the Scottish Executive.		
The number of complaints received per 100 members of the force	4.8	4.0	<b>↑ 0.8</b>

**ACTIVITIES (activities and processes involved in achieving the outcomes)**

- ▶ Proportion of working time lost to sickness absence for police officers and police staff
- ▶ Turnover rates for police officers and police staff
- ▶ Proportion of salary costs accounted for by overtime
- ▶ Proportion of time vehicles are available for use

Measurement	How we performed	Performance
Proportion of working time lost to sickness - police	2.9%	This is slightly up on last year's sickness rate of 2.5%.
Proportion of working time lost to sickness - support staff	4.4%	This is up on last year's sickness rate of 3.5%.
Staff turnover rates	4.0% (total)	Police staff turnover rate was 1.6% and support staff turnover rate was 7.7%. This is primarily due to movement within the force and the transfer of certain staff to the newly formed SPSA.
Proportion of salary costs accounted for by overtime	3.9%	Police overtime accounted for 4.6% and support staff accounted for 1.7%.
Proportion of time vehicles are available for use	The vehicle fleet was available 99.7% of the time for operational use.	

#### INPUTS (resources used)

- ▶ Expenditure on salaries, operating costs and capital
- ▶ Staffing profile by disability, ethnicity, gender and length of service
- ▶ Number of police officers and police staff

Measurement	How we performed												
Expenditure on salaries, operating costs and capital	<p>Police salaries - £8,379,547  Police staff salaries - £2,558,232</p> <p>Based on 2003 GAE calculation operational costs were as follows:</p> <table> <tr> <td>Crime</td> <td>£2,346,099.93</td> </tr> <tr> <td>Traffic</td> <td>£649,689.21</td> </tr> <tr> <td>Call Management</td> <td>£101,062.77</td> </tr> <tr> <td>Community Safety</td> <td>£1,017,846.43</td> </tr> <tr> <td>Public Order</td> <td>£346,500.91</td> </tr> <tr> <td>Support Activities</td> <td>£2,757,569.76</td> </tr> </table> <p>Capital Spend - £134,191</p>	Crime	£2,346,099.93	Traffic	£649,689.21	Call Management	£101,062.77	Community Safety	£1,017,846.43	Public Order	£346,500.91	Support Activities	£2,757,569.76
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Call Management	£101,062.77												
Community Safety	£1,017,846.43												
Public Order	£346,500.91												
Support Activities	£2,757,569.76												

Measurement	How we performed
Staffing profile by disability, ethnicity, gender and length of service	<p><b>Police</b>  385 male officers  125 female officers  3 declared ethnicity as black and minority  103 have under 5 years service  118 have between 5 and 10 years service  155 have over 10 years and under 20 years service  134 have over 20 years service</p> <p><i>(includes secondments e.g. officers at SCDEA etc, as well as 3 officers on career breaks).</i></p>
Number of police officers and police staff	<p><b>Support</b>  110 male  212 females  0 declared ethnicity as black and minority  132 have under 5 years service  82 have between 5 and 10 years service  78 have over 10 years and under 20 years  30 have over 20 years service</p> <p><i>(includes cadets)</i></p> <p><b>Headcount – 829</b>  <b>Full-time equivalent - 776</b></p> <p>There are currently 507 officers employed by Dumfries and Galloway Constabulary (<i>not including the three officers who are currently on a career break</i>). Taking into account the number of officers who work part-time or job-share, the full-time equivalent staff is 499.</p> <p>There are currently 322 police support staff employed by Dumfries and Galloway Constabulary. Taking into account the number of staff who work part-time or job-share, the full-time equivalent is 277.</p>

**CONTEXT - Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the environment within which a police force operates.**

- ▶ Number of freedom of information requests

Measurement	Current Level	2-year average	+/- increase on 2-year average
Number of freedom of information requests	114 requests with a total of 359 questions	108 requests with a total of 305 questions	Up 6 requests and 54 questions.

Freedom of information was introduced on 1 January 2005 and therefore a 3-year average is unavailable and a two year average has been used.

LOCAL  
STRATEGIC PLAN  
UPDATE

# COMMUNITY PROMISE

*We will work with, respect and protect the community*

We aim to be **open, available** and **approachable** to all. We will **listen, understand** and **work** with the community in **dealing** with local concerns and explain what we are doing and why.

## Community Promise

The Community Promise is a simple document outlining the force's strategic aims and objectives in key policing areas and is formulated following extensive consultation. The more detailed Strategic Action Plan identifies specific measurements/actions that will be used in ensuring aims and objectives are met.

## Our Standards of Service

- ▶ Promptly reply to enquiries from members of the public
- ▶ Respond promptly and professionally to complaints about the service we provide
- ▶ Treat all people in a courteous, polite and respectful manner
- ▶ Ensure that all our police stations are easy to access and welcoming
- ▶ Keep you informed on the progress of your incident
- ▶ Working with others, continue to aim to improve the quality of life in our community
- ▶ Provide information on other agencies or support groups
- ▶ Ensure that we actively engage with our customers, partners and staff
- ▶ Continue to develop and improve the service we provide

## What We Will Do

The force priorities were agreed following extensive consultation with the community. The Community Promise and Strategic Action Plan also reflect what is in the Scottish Policing Performance Framework, ACPOS policing priorities, the Scottish Strategic Assessment and local community and corporate plans.

The Community Promise and Strategic Action Plan will help us to provide more effective policing to the community, while improving local and national accountability through the publication of transparent performance information about how policing is being delivered in your area.

## How We Will Do It

Modern day policing is dynamic and how we tackle policing issues constantly needs to be reviewed. Throughout the year the force will monitor its performance against the force priorities. Any emerging issues will be quickly identified and suitable action taken.

## How We Will Measure

Constantly monitoring and measuring will ensure that the force will do what we say "we will do".

## Targets/Continuous Improvement

Whilst some of the measurements have targets against them, the aim is for continuous improvement. Where possible the measurements will be compared against a 3-year average (baseline)<sup>2</sup>. Some of the measurements are new and data may not previously have been collated or can only be compared to the previous year's figures. Many of the measurements require a contextual response.

## Terminology

An explanation of some of the terminology used throughout the report appears at the end.

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<sup>2</sup> The 3-year average will be calculated by using the following three years 2004/05, 2005/06 and 2006/07.

## COMMUNITY POLICING

### What we will do

- Reduce antisocial behaviour
- Improve police presence
- Improve community consultation and feedback
- Increase public confidence and reduce the fear of crime
- Promote active citizenship

### How we measured up

Objective	Measurement	Performance
Reduce antisocial behaviour	Number of incidents recorded	6,547 incidents, up 241 (3.8%) on the 3-year average.
	Quality of service returns	14.9% of those who returned a survey form stated that antisocial behaviour should be a force priority whilst 16.8% stated they felt likely to encounter antisocial behaviour.  This is an increase of 0.7% and 1.8% respectively from April – September in 2006.  In addition as part of its Community Voice initiative, members of the public were asked to complete a questionnaire. So far 383 people have completed a survey and 57.2% stated the fear of antisocial behaviour affected their lifestyle.
	Number of intelligence logs submitted	4,169 intelligence logs were submitted, of which 156 related to antisocial behaviour.
	Number of antisocial behaviour orders	9 antisocial behaviour orders were issued during this period.
	Number of closure orders	There were no closure orders.
	Number of dispersal orders	1 - Dumfries and Galloway Constabulary issued a Dispersal Notice under the Antisocial Behaviour (Scotland) Act 2004 for Calside Road, Dumfries, following a number of complaints by concerned local residents about groups of youths. The Dispersal Notice came into effect on 6 July, initially until 5 October, however this has been extended until January 2008.

Objective	Measurement	Performance			
<p>Reduce antisocial behaviour contd/..</p> <p>Improve police presence</p>	Number of acceptable behaviour contracts	45 acceptable behaviour contracts were issued during this period.			
	Number of antisocial behaviour warnings for drivers	76 antisocial behaviour warnings were given.			
	Number of vehicles seized	There have been 13 vehicles seized under antisocial behaviour legislation.			
	Time spent in the community	<p>During the period April – June the force carried out an activity analysis exercise. During this period each section of the force was asked to complete a form for a seven-day period of duty. 14,565 hours of information on how officers were deployed was captured. During this period officers spent approximately 347 hours on foot patrol and 1,498 hours on mobile patrol.</p>			
	Quality of service returns	<table border="0"> <tr> <td data-bbox="1077 773 1430 935"> <p><b>April – September 2007</b></p> <p><b>Patrolling on foot</b></p> <p>Saw an officer –47.0%</p> <p>Never saw an officer – 44.6%</p> <p>No response – 8.4%</p> </td> <td data-bbox="1591 773 1988 935"> <p><b>April – September 2006</b></p> <p><b>Patrolling on foot</b></p> <p>Saw an officer –43.1%</p> <p>Never saw an officer – 51.5%</p> <p>No response – 5.4%</p> </td> </tr> <tr> <td data-bbox="1077 976 1430 1105"> <p><b>Patrolling in a Vehicle</b></p> <p>Saw a patrol car – 83.7%</p> <p>Never saw a patrol car – 7.4%</p> <p>No response – 8.9%</p> </td> <td data-bbox="1591 976 1988 1105"> <p><b>Patrolling in a Vehicle</b></p> <p>Saw a patrol car – 72.6%</p> <p>Never saw a patrol car – 19.1%</p> <p>No response -8.3%</p> </td> </tr> </table>	<p><b>April – September 2007</b></p> <p><b>Patrolling on foot</b></p> <p>Saw an officer –47.0%</p> <p>Never saw an officer – 44.6%</p> <p>No response – 8.4%</p>	<p><b>April – September 2006</b></p> <p><b>Patrolling on foot</b></p> <p>Saw an officer –43.1%</p> <p>Never saw an officer – 51.5%</p> <p>No response – 5.4%</p>	<p><b>Patrolling in a Vehicle</b></p> <p>Saw a patrol car – 83.7%</p> <p>Never saw a patrol car – 7.4%</p> <p>No response – 8.9%</p>
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Availability of vehicles	<p><b>99.7%</b></p> <p>There are currently 126 operational vehicles in the force fleet and out of a possible 23,058 days during this quarter they were available 99.7% of that time. <i>(Availability % calculated by the number of days vehicle in use divided by the 183 day period x 126 vehicles)</i></p>				



Objective	Measurement	Performance
Improve community consultation and feedback contd/...	<p>Number of community and public meetings attended</p> <p>Hits on force website</p> <p>Participation in citizen panels/consultation groups</p> <p>Staff surveys</p> <p>Number of letters of appreciation</p>	<p>Members of the force attended 103 public and 207 community meetings during this period.</p> <p>Staff regularly attend meetings with many groups and agencies from across the region providing information and advice. The profile of staff and accessibility to the service results in engagement at many levels. This can be in a formal setting of vulnerable adult or child protection meetings, to local groups seeking assistance in planning and managing events or police participation in such events.</p> <p>There were 58,137 unique visits with each visitor accessing the website on 1.7 occasions. 1,009,160 pages were viewed with the latest news being the most popular.</p> <p>The force is currently building up a network of people who are interested in getting involved with local services and commenting on different issues relating to life in Dumfries and Galloway. Currently 373 people have signed up to take part in the Community Voice consultation group.</p> <p>The results of a stress audit carried out early in the year are now in and the personnel department will shortly begin working on the findings.</p> <p>83 letters of appreciation – down 19 on the 3-year average of 102.</p>
Increase public confidence and reduce the fear of crime	Quality of service returns	<p><b>Daylight</b>  Felt very or fairly safe – 89.1%  Felt a bit unsafe – 6.9%  Don't go out – 0.5%  Did not answer – 3.5%</p> <p><b>Darkness</b>  Felt very or fairly safe – 57.4%  Felt a bit or very unsafe – 23.2%  Don't go out – 13.4%  Did not answer – 5.9%</p> <p>The number of those who felt very or fairly safe during the hours of daylight is slightly down on the same time last year (2.6%), whilst those who felt very or fairly save during the hours of darkness is down by 7.8%.</p>

Objective	Measurement	Performance
<p>Increase public confidence and reduce the fear of crime contd/..</p>	<p>Scottish Crime and Victimization Survey</p> <p>Reduction in crime</p> <p>Improved detection rates</p>	<p>The Scottish Crime and Victimization Survey is currently being progressed nationally</p> <p>Violent crime is down by 9 crimes (11.0%)  Sexual Crime is up by 5 crimes (7.5%)  Dishonesty is down by 163 crimes (8.8%)  Criminal damage is up by 16 crimes (1.0%)</p> <p>Whilst sexual crime is up it should be noted that crimes in this category are generally committed by someone known to the victim and the crimes have often occurred many years before the victim has felt able to report the incident to the police. Often an accused is responsible for more than one crime. In early July one male was reported for 13 crimes of indecency.</p> <p>Property damage is slightly up and can range from minor damage to major damage. E.g. from graffiti on a wall to a scout hut in Dumfries being set on fire and totally destroyed.</p> <p>Violent Crime is down by 4.2%  Sexual crime is up by 26.9%  Dishonesty is down by 4.7%  Criminal damage is down by 1.1%</p> <p>Whilst detection rates are slightly down the force continues to have some notable success e.g.</p> <ul style="list-style-type: none"> <li>- A male was caught in the Stranraer area in possession of a large quantity of suspected counterfeit DVDs. The potential value was approximately £2,000.</li> <li>- Two males from the north of England were charged with attempting to break into 12 HGV lorries in an attempt to steal property.</li> <li>- A female was arrested with obtaining monies under false pretences when she obtained money from 45 separate people who believed she was carrying out a sponsored walk for charity.</li> <li>- A significant number of vandalisms were cleared up, most notable the damage caused to the Dirom Mausoleum in Annan.</li> </ul>

Objective	Measurement	Performance
<p>Increase public confidence and reduce the fear of crime contd/..</p> <p>Promote active citizenship</p>	Ad hoc online surveys	<p>The force recently launched its “Have Your Say” questionnaire. The questionnaire is linked to “Community Voice” and it gives anyone the chance to have their say and to help influence the future policing plans of Dumfries and Galloway Constabulary, and the way our services are delivered to the public of the region. So far 361 people have completed the survey (<i>this includes paper copies of postal surveys received</i>).</p>
	Number of calls to Crimestoppers	<p>124 – the vast majority related to drugs intelligence; with a significant number also relating to road policing.</p>
	Hits on force website	<p>During the period there were 58,137 unique visits with each visitor accessing the website on 1.7 occasions. 1,009,160 pages were viewed with the latest news being the most popular. Our website is constantly being updated to ensure that it is accessible by all members of the community and both textphone and assistive listening systems are available. The website also has sections titled “Your Area” which allows the viewer to find out what’s happening locally in their community.</p>
	Service delivery returns	<p>Of the 400 service delivery survey forms issued, 202 (50.5%) were completed and returned. This is a slight decrease of 2 (1.0%) on the previous year’s return rate. The service delivery survey forms are sent to persons who have been in contact with the police and asked a variety of questions not only about the service provided but general policing. The comments received are analysed and used to improve our service. Full details of the analysis is published on the force website.</p>
	Quadrant	<p>Quadrant is a statistical bulletin providing the latest performance information as well as other articles of interest. It is aimed at the mass market and all age groups. Articles such as human trafficking and e-crime are contained within the latest edition. In addition to our present circulation, copies of Quadrant will go to all members of the Community Voice consultation group.</p>



## CRIME

### What we will do

- Reduce crime
- Focus resources on crimes that are of most concern and have a high community impact
- Safeguard public order and national security
- Target the most active criminals
- Improve detection rates

### How we measured up

Objective	Measurement	Performance
<p>Reduce crime</p> <p>Focus resources on crimes that are of most concern and have a high community impact</p>	<p>Reported crime (with particular emphasis on crime trends identified by the NIM process)</p> <p>Identify and monitor crimes of concern through crime statistics and community consultation</p>	<p>Crimes of violence have fallen by 9 crimes (11.0%) on the same period last year and are down 11 (13.1%) on the 3-year average.</p> <p>Vandalism has risen slightly by 28 crimes (1.9%). Breach of the peace and petty assault have fallen by 192 offences (8.1%).</p> <p>Crimes of indecency have also risen by 5 crimes (7.5%). 33 of the crimes in this period were reported more than two years after they had been committed. Two persons have individually been charged with a total of 24 crimes in this category.</p> <p>Criminal damage continues to be of concern and is slightly up on last year (28 crimes – 1.9%).</p> <p><i>What have we been doing? Initiatives such as Operation Kat, have been extremely successful in tackling problems with graffiti. Operations Cooper and Bebido concentrated on issues arising from youths congregating in Dumfries and Annan town centres.</i></p> <p>Fraud has also increased significantly from 113 to 187 (74 – 65.5%). Frauds can be wide-ranging and vary from identity fraud to bogus charity collections and euro lottery scams.</p>

Objective	Measurement	Performance
<p>Focus resources on crimes that are of most concern and have a high community impact contd/...</p>	<p>Monitor specific crimes as identified through Scottish Strategic Assessment and Scottish Policing Performance Framework</p>	<p><i>What are we doing? Along with bogus workmen, e-crime is one of the main types of fraud. The force is currently running presentations on how to combat e-crime and cover topics such as internet fraud, identity theft, worms and viruses and ATM skimming.</i></p> <p>Unacceptable street behaviour.</p> <p><i>What are we doing? Along with operations such as Cooper and Bebido, officers have issued 388 antisocial behaviour fixed penalty tickets during this period. The tickets are issued for low level crimes such as urinating in the street and breach of the peace that adversely impact on the quality of life in our communities.</i></p> <p>The crimes identified through the Scottish Strategic Assessment as being of very high priority are: antisocial behaviour; terrorism; child protection; serious organized crime groups; drugs and violence.</p> <p>Crimes of violence have fallen by 9 crimes (11.0%) on the same period last year and are down by 11 crimes (13.1%) on the 3-year average.</p> <p>There were 11 crimes of cruelty (neglect) of children. General types of neglect include:</p> <ul style="list-style-type: none"> <li>- Being drunk whilst in charge of children</li> <li>- Leaving young children alone to go out socialising</li> <li>- Leaving children with no food and with person unsuitable to look after them</li> <li>- Having children in car when over the limit.</li> </ul> <p>In addition to closely monitoring these crimes, the force has also updated its website to include a section on child protection, making it easier for anyone to find advice and guidance or report a crime.</p> <p>The other crimes identified through the Scottish Strategic Assessment and Scottish Policing Performance Framework are mentioned elsewhere in this report.</p>

Objective	Measurement	Performance
<p>Focus resources on crimes that are of most concern and have a high community impact contd/...</p> <p>Safeguard public order and national security</p>	<p>Number of domestic abuse interventions</p>	<p>There were 631 domestic abuse incidents with 215 interventions. Domestic abuse is defined as any physical, sexual or mental and emotional abuse which might amount to criminal conduct and takes place within the context of a close relationship. The relationship will be between partners (married, cohabiting or otherwise) or ex-partners. The abuse can be committed in the home or elsewhere. Any incident which is reported to the police will be the subject of a domestic abuse intervention. The level of intervention will be dependent on the circumstances of the incident. The number of interventions in this instance are based on those which have been reported to the Procurator Fiscal.</p>
	<p>Number of persons involved in Multi Agency Public Protection Arrangements (MAPPA) conferences</p>	<p>40 persons were subject to a MAPPA conference. Types of offenders likely to be subject of a MAPPA conference include registered sex offenders; violent offenders subject to a probation order or who are or will be subject to supervision on release; other offenders who are considered by virtue of their convictions to pose a risk of serious harm to the public; and mentally disordered offenders with the above category.</p>
	<p>Number of persons arrested</p>	<p>4,497 persons were arrested and brought into custody. The average time that a custody was detained for was 9 hours with those arrested on warrant being held in custody for an average of 19 hours.</p>
	<p>Number of registered offenders on ViSOR</p>	<p>119 offenders are registered on ViSOR.</p> <p>ViSOR is a national database providing intelligence on known offenders to law enforcement officers from across the UK. Each offender will have one record on the system, which is populated by the police and probation and prison services so all agencies can make informed decisions based on all the available information.</p> <p>The use of ViSOR should make it difficult for offenders to “go underground” and slip through the net.</p>



Objective	Measurement	Performance
Target the most active criminals contd/..	Number and quantity of drug seizures	<p>481 seizures with the greatest number of seizures being diamorphine, cannabis/cannabis resin and herbal cannabis.</p> <p>Details of actual amounts are reported elsewhere in this report.</p>
	Number of persons referred to arrest referral	<p>1,544 have been offered the arrest referral option of which 191 (12.4%) have opted to undertake.</p> <p>By offering those who come into custody the option to be referred for drug or alcohol treatment, the force aims to re-educate those who may commit crime through addiction.</p>
	Crime statistics	<p>Group 1 – 4 crime has decreased by 151 crimes (4.2%) over the same period last year. The increases are in group 2 crimes of indecency and group 4 criminal damage.</p>
	Improve detection rates	Number and percentage of detected crimes

### Contextual Information

Group 1 – 4 crime is slightly down on last year by 151 crimes (4.2%) and down by 528 (13.3%) on the 3-year average. The likelihood of being a victim of a reported crime in Dumfries and Galloway is 0.02 per head of population.

## DRUGS AND ALCOHOL

### What we will do

- Reduce the availability of drugs
- Reduce the harm caused by drugs and alcohol
- Contribute to education in relation to drugs and alcohol
- Seize the assets of offenders
- Monitor emerging trends and future issues

### How we measured up

Objective	Measurement	Performance																				
Reduce the availability of drugs	Number of drug deaths	There have been 3 confirmed, with 4 still to be determined.  This is a considerable increase on the same period last year when there were 3 confirmed drug deaths.																				
	Number of drug overdoses	35 – an increase of 3 on the same period last year. ( <i>Drug deaths/overdoses recorded are where a “controlled” drug is involved so an overdose of paracetamol or prescribed drugs would not be included in these figures</i> ).																				
	Number of problem drug users	1,806 – the number of problem drug users is taken from national statistics and the latest figure available is for 2003.																				
	Quantity of drugs seized	<table> <thead> <tr> <th>Class A</th> <th>Class B</th> <th>Class C</th> </tr> </thead> <tbody> <tr> <td>Diamorphine - 2,218.2g</td> <td>Amphetamine – 1,033.18g</td> <td>Cannabis resin – 53,471.9g</td> </tr> <tr> <td>Cocaine – 3,681.2g</td> <td>Dihydrocodeine – 131 tablets</td> <td>Herbal cannabis – 4,373.6g</td> </tr> <tr> <td>Crack cocaine – 1,680g</td> <td>Codeine Phosphate – 3 tablets</td> <td>Cannabis plants – 71</td> </tr> <tr> <td>Methadone – 675ml</td> <td></td> <td>Diazepam – 474 tablets</td> </tr> <tr> <td>Ecstasy – 8,196.5 tablets</td> <td></td> <td>Nitrazepam/Temazepan – 6 tablets</td> </tr> <tr> <td></td> <td></td> <td>Ketamine – 1 tablet</td> </tr> </tbody> </table>	Class A	Class B	Class C	Diamorphine - 2,218.2g	Amphetamine – 1,033.18g	Cannabis resin – 53,471.9g	Cocaine – 3,681.2g	Dihydrocodeine – 131 tablets	Herbal cannabis – 4,373.6g	Crack cocaine – 1,680g	Codeine Phosphate – 3 tablets	Cannabis plants – 71	Methadone – 675ml		Diazepam – 474 tablets	Ecstasy – 8,196.5 tablets		Nitrazepam/Temazepan – 6 tablets		
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Objective	Measurement	Performance
Reduce the availability of drugs contd/...	<p>Number of supply charges</p> <p>Number of suppliers arrested</p>	<p>203 supply charges.</p> <p>This is an increase of 42 crimes (26.1%) on the same period last year and an increase of 50 (32.7%) on the 3-year average. 155 of the supply crimes were for Class A drug offences.</p> <p>90 suppliers were arrested.</p> <p>Significant arrests have included:</p> <ul style="list-style-type: none"> <li>- 6/9/07 – 51 year old male from London found traveling with 1,680g of crack cocaine on A74(M).</li> <li>- 6/9/07 – 47 cannabis plants at various stages of growth, with street value of £13,160, were seized from local premises.</li> <li>- A number of persons were arrested for supplying drugs at the annual Wickerman festival.</li> </ul>
Reduce the harm caused by drugs and alcohol	<p>Number of searches</p> <p>Number of alcohol licensing offences</p> <p>Number of SID logs re underage drinking</p> <p>Local and national initiatives such as Operation Seesit</p>	<p>34 searches were carried out.</p> <p>There were 7 licensing offences allegedly committed by licensing premises. In the period July - September</p> <ul style="list-style-type: none"> <li>▶ 1 shop was charged with selling alcohol outwith permitted hours</li> </ul> <p>In addition there were:</p> <ul style="list-style-type: none"> <li>▶ 4 persons under 18 buying alcohol</li> <li>▶ 19 persons buying alcohol for someone under 18</li> </ul> <p>There were 16 intelligence logs created relating to underage drinking.</p> <ul style="list-style-type: none"> <li>▶ Cooper dealing with underage drinking in the Dumfries Division.</li> <li>▶ Big world – preparation for the Big World. The Big World takes school leavers and highlights the dangers of drugs and alcohol through a series of interactive events such as a virtual nightclub.</li> </ul>

Objective	Measurement	Performance
Reduce the harm caused by drugs and alcohol contd/...	Number of persons accepting arrest referral option	1,544 offered; 191 accepted (12.4%).
Contribute to education in relation to drugs and alcohol	Alcohol Statistics Scotland (NHS)	<p>The latest published figures for Scotland were in early 2007.</p> <p>The figures for Dumfries and Galloway show that in 2005/06, 779 people were discharged with an alcohol-related diagnosis with 355 having mental and behaviour disorders caused by alcohol abuse.</p>
Contribute to education in relation to drugs and alcohol	Number of drug information packages issued	467 – drug information packs are various leaflets sourced from the Scottish Executive which include a guide for parents, alcohol guide and controlled drugs guide plus assorted leaflets and reference cards for particular drugs if required.
Contribute to education in relation to drugs and alcohol	Number of drug talks	59 drug talks. Drug talks included a drug/alcohol presentation to 60 S3 pupils at Langholm; a drug awareness talk to senior management at Gates Power Transmissions; and a drug awareness talk to young people at Reston, Stranraer.
Seize the assets of offenders	Value of assets seized (restrained)	£25,250.
Seize the assets of offenders	Number of asset seizure cases	There have been 68 drug-related financial investigation cases.
Monitor emerging trends and future issues	Crime statistics	The number of supply and possession with intent to supply charges was 203, an increase of 42 (26.1%) on the previous year.
Monitor emerging trends and future issues	Crime statistics	The number of possession charges was 498, an increase of 86 (20.9%) on the previous year. A number of persons were charged with possession of drugs during the Wickerman music festival.
Monitor emerging trends and future issues	Type of drug seizures	<p>The biggest quantity of drugs seized has been in the following categories:</p> <ul style="list-style-type: none"> <li>▶ Diamorphine - 2,218.2g</li> <li>▶ Cocaine – 3,681.2g</li> <li>▶ Ecstasy – 8196.5 tablets</li> <li>▶ Cannabis resin – 53,471.9g</li> <li>▶ Herbal cannabis – 4,373.6g</li> </ul>

Objective	Measurement	Performance
Monitor emerging trends and future issues	Number and type of SID (Scottish Intelligence Database) logs  Number and type of NIM products	Of the 8,072 intelligence logs entered on SID, 2,476 related to drugs.  There were 18 NIM products produced. The majority of which are target profiles relating to suspected drug dealing activity.

### Contextual Information

In addition to the above, a total of around 90 staff were required over four days to police the Wickerman festival, a music festival held locally each year at Dundrennan.

## ROADS POLICING

### What we will do

- Reduce road crashes
- Support and provide road safety education
- Work with partners to improve road design
- Identify and target the causes of road traffic crashes
- Improve police presence on our roads

### How we measured up

Objective	Measurement	Performance		
Reduce road crashes	Road crashes	<b>April – Sept 07</b> <b>Total - 909</b> Fatal – 6 Serious – 76 Slight – 166 Non Injury – 661	<b>3-year average</b> <b>Total – 935</b> Fatal – 6 Serious – 58 Slight – 180 Non injury – 691	<b>Down 26 in total</b> <b>No diff.</b> <b>Up 18</b> <b>Down 14</b> <b>Down 30</b>
	Road casualties	<b>Total – 335</b> Fatal – 7 Serious – 86 Slight – 242	<b>Total – 338</b> Fatal – 7 Serious – 65 Slight - 266	<b>Down 3 in total</b> <b>No diff.</b> <b>Up 21</b> <b>Down 24</b>
	Casualties per million vehicle km	It is estimated the volume of traffic traveling on our roads is 1,944 million vehicle kilometres. The casualty rate for the force area is 17.2 per 100m vehicle kilometres, which is a decrease on the 3-year average of 0.1 per 100m vehicle kilometres.		
Support and provide road safety education	Number of participants in cycle training	2,479 undertook cycle training during this period.		

Objective	Measurement	Performance
Support and provide road safety education contd/...	<p>Number of participants in local initiatives</p> <p>Number of persons referred to the Driver Improvement Scheme</p> <p>Number of education inputs/presentations</p>	<p>2,081 – one local initiative is Bikesafe, aimed at improving the driving skills of motorcyclists. During the presentation a DVD using 3D graphics and real time video footage is shown highlighting the various elements of advanced motorcycling. The presentation also highlights the various risks and hazards to motorcyclists, and good advice on how to avoid them.</p> <p>68 – drivers who are referred to the Driver Improvement Scheme have been stopped for minor careless or inconsiderate driving behaviour. They are offered the opportunity to take some further training on one occasion only. Should they re-offend they will be reported to the Procurator Fiscal.</p> <p>69 education inputs/presentations were given during this period including:</p> <ul style="list-style-type: none"> <li>▶ Throughout August, the Road Safety Unit held child in car safety clinics at various locations throughout the force area. Road Safety Unit staff were in attendance to check the fitting of child car seats and give suitable advice.</li> <li>▶ Attitudes input to around 200 pupils at Stranraer Academy.</li> </ul>
Work with partners to improve road design	<p>Number of consultations received from Roads Authority</p> <p>Number of recommendations made to partner agencies</p>	<p>There were 125 consultations received during this period. One of which related to the erection of 37 dwelling houses in Kirkpatrick Fleming.</p> <p>There were 130 recommendations made to partner agencies. Police were consulted and provided recommendations on:</p> <ul style="list-style-type: none"> <li>▶ a housing development, Southfield Park, Wigtown.</li> <li>▶ Fish Cross at Annan – additional traffic lights etc and alterations to the roads carriageway.</li> </ul>

Objective	Measurement	Performance
Identify and target the causes of road traffic crashes	<p>Number of Group 7 offences specifically:</p> <ul style="list-style-type: none"> <li>▶ dangerous/careless driving</li> <li>▶ drink/drug driving</li> <li>▶ speeding</li> <li>▶ seatbelt offences</li> <li>▶ use of mobile phones</li> </ul> <p>Analysis of road crash statistics</p>	<p>453 up 159 (54.1%) on the 3-year average of 294  173 up 29 (20.1%) on the 3-year average of 144  6,615 down 3,475 (34.4%) on the 3-year average of 10,090  383 up 47 (14.0%) on the 3-year average of 336  375 up 106 (39.4%) on the 3-year average of 269</p> <p>Road traffic speeding offences have decreased for this period and this can be attributed to the change in strategy for the deployment of the Safety Camera Partnership. The cameras are now fully focusing on where collisions have occurred and are deployed less on main trunk roads.</p> <p>There were 248 collisions which involved someone being injured:</p> <ul style="list-style-type: none"> <li>▶ The A75 had the most casualties during this period with 69 being injured (4 fatally) on this road</li> <li>▶ There were 37 casualties on the A74, and</li> <li>▶ 21 casualties on the A76 including 1 fatality.</li> </ul> <p>Some of the causation factors included</p> <ul style="list-style-type: none"> <li>▶ Failed to look/judge other persons path/speed</li> <li>▶ Exceeding speed limit</li> <li>▶ Poor turn or manoeuvres.</li> </ul> <p>It is still the case that well over 90% of crashes are directly attributable to driver behaviour.</p>

Objective	Measurement	Performance
<p>Improve police presence on our roads</p>	<p>Time spent by MSG (Mobile Support Group) officers in the community</p> <p>Quality of service returns</p> <p>Availability of vehicles</p> <p>Number of FTE police available</p> <p>Sickness levels</p> <p>Number of hours camera safety partnership deployed</p>	<p>During the period April – June the force carried out an activity analysis exercise. During this period each section of the force was asked to complete a form for a seven-day period of duty. 1,281 hours of information on how traffic officers were deployed was captured. Some of the time spent was as follows:</p> <ul style="list-style-type: none"> <li>▶ 179 hours were on mobile patrol</li> <li>▶ 18 hours on static road checks</li> <li>▶ 6 hours on local initiatives</li> <li>▶ 33 hours travelling to an incident</li> <li>▶ 66 hours attending a scene of an accident.</li> </ul> <p>83.7% said they had seen police patrolling in a vehicle which is an increase of 11.1% on the same period last year.</p> <p>The force currently has 126 operational vehicles in its fleet. The vehicles were available for 99.7% of the time.</p> <p>There are currently 507 officers employed by Dumfries and Galloway Constabulary. Taking into account the number of officers who work part-time or job-share, the full-time equivalent staff is 499.</p> <p>From a possible 55,803 days, police officers lost 1,607 due to sickness days (2.9%). This is slightly higher than last year when 2.5% was lost through sickness.</p> <p>624 – during this period the camera safety partnership issued 4,986 tickets.</p>

### Contextual Information

A future initiative officers from Dumfries and Galloway Constabulary Mobile Support Group will be involved in is increasing patrols during the month of November, in an effort to continue the reduction of crashes and people killed or seriously injured on the region’s roads.

The operation will run from Monday 29 October to Sunday 25 November and will involve all aspects of roads policing, ranging from speeding, non wearing of seat belts and people using mobile phones; to the more technical areas which will include heavy goods vehicles and public service vehicles.

## SOUND GOVERNANCE

### What we will do

- Drive continuous improvement
- Demonstrate value for money
- Make best use of our resources to deliver a people-focused service
- Work with others to improve our service
- Deliver professional and high standards of service

### How we measured up

Objective	Measurement	How we performed
Drive continuous improvement	<p>Value of efficiency savings</p> <p>Number of suggestions to Best Value Group</p> <p>Number of complaints</p>	<p>Improving the efficiency and effectiveness of the police service through targets is at the heart of the Efficient Government agenda.</p> <p>One of the main efficiency savings has been the introduction of antisocial behaviour tickets. The introduction of antisocial behaviour fixed penalties has made significant time savings for officers, freeing them up from time spent preparing reports for the Procurator Fiscal has meant that officers are on the streets for longer periods.</p> <p>There has been no suggestion made during this period which is being developed.</p> <p>There have been 44 complaints against personnel during this period, an increase of 17 on the previous year.</p> <p>In addition there have been 32 complaints about the quality of service delivered. This is 5 less than the same period last year. 77.7% of those who received a service delivery survey form expressed satisfaction with the way the force was generally performing.</p>



Objective	Measurement	How we performed
<p>Make best use of our resources to deliver a people-focused service</p>	<p>Number of calls resolved at initial point of contact by FCC (Force Communications Centre)</p> <p>Analysis and action of survey results</p> <p>Actions arising from Resource and Business Continuity meetings</p>	<p>51,242 calls were dealt with by FCC staff.</p> <p>The force dealt with 44,278 incidents and answered 95.8% of its 999 calls within 10 seconds.</p> <p>Of the emergency incidents which required an officer to attend:</p> <ul style="list-style-type: none"> <li>- In urban areas 77.1% attended within 10 minutes</li> <li>- In rural areas 79.8% attended within 20 minutes.</li> </ul> <p>Analysis of the work related stress audit has been completed and personnel are now reviewing the findings.</p> <p>219 actions arising two of which are provided as examples:</p> <ul style="list-style-type: none"> <li>- <b>Airwave study</b> – agreed to continue to support through one or two volunteers to assist with part of national study. Managers to support involvement where possible.</li> <li>- <b>Growth of Wickerman festival</b> - agreed to the cancellation of force rest days over the weekend of the event.</li> </ul>
<p>Work with others to improve our service</p>	<p>Submission times to Reporter/SCRA</p> <p>Submission times (Bichard)</p> <p>Custody Visiting Scheme</p>	<p>There were 355 reports sent to the Reporter of which 271 (76.3%) were submitted within 14 days.</p> <p>90.1% of offender records were updated on the Criminal History System with details of the arrest charge(s) within 1 day.</p> <p>87 visits with no major issues and no complaints made by custodies. A long-term problem with the two cells at Sanquhar is now being rectified to enclose an exposed pipe. This was originally identified by the custody visitors as a potential hazard.</p>

Objective	Measurement	How we performed
<p>Work with others to improve our service contd/...</p> <p>Deliver professional and high standards of service</p>	<p>Respond to internal and external inspections</p> <p>Consultation/Group focus</p> <p>Number of complaints</p> <p>Number of letters of appreciation</p> <p>Recruitment</p> <p>Staff turnover rates</p> <p>Staff exit surveys</p>	<p>The force is currently the holder of the Charter mark and Investor in People's awards. In addition the HMIC are currently carrying out thematic reviews (themed reviews) on six areas of policing.</p> <p>In addition to regular forms of consultation such as attendance at area committees, the force launched "Community Voice" a network of people who are interested in getting involved with local services and commenting on different issues relating to life in Dumfries and Galloway. Currently 373 people have signed up to take part in the consultation group.</p> <p><b>Total – 76</b>  Formal – 11  Minor – 33  Quality of service – 32</p> <p>83</p> <p>33 new police staff were employed during this period. 11 new police officers were recruited (this includes 5 who either transferred from cadets to regulars or rejoined at 30+ years)</p> <p>Police turnover rate was 1.6% and support staff turnover rate was 7.7%.</p> <p>Exit interviews were offered to 8 police officers and 24 support staff leavers.</p>

## TERMINOLOGY

ABBREVIATED NAME	FULL NAME	DESCRIPTION
AA	Activity Analysis	An activity analysis exercise involves taking a specific period ie one week. For operational officers an activity analysis form is broken down into 15 minute segments. The form is also broken down into a variety of functions ie attending scene of crime etc. The officer must complete the form for every shift that he/she is working during the selected one week period. Analysis of this assists the force to ensure that force personnel are properly deployed and the force uses its resources in the best way both financially and operationally.
ABC	Acceptable Behaviour Contract	<p>An acceptable behaviour contract is a written agreement between a person who has been involved in antisocial behaviour and one or more agencies whose role is to prevent further antisocial behaviour i.e. a housing association, local authority, police or school etc.</p> <p>They are generally used for young people, but can also be used for adults, and may be used with parents in relation to the behaviour of their children.</p>
ACPOS	Association of Chief Police Officers in Scotland	<p>ACPOS is the professional voice of the Scottish Police Service. It works in partnership with central and local government to set strategic objectives for policing in Scotland and to ensure better, joined-up services for Scotland's communities.</p> <p>Membership comprises all chief police officers and senior support staff of the eight Scottish police forces, the Scottish Police Services Authority, the Scottish Crime and Drug Enforcement Agency and the Assistant Chief Constable of the British Transport Police (Scotland).</p>
AIMS	Actionable Intelligence Management System	An AIMS package is a target(s) identified by the intelligence bureau based on current intelligence relating to activity relative to local crime.
ASB Vehicle Use	Antisocial Behaviour – Vehicle Use	The police now have the power to issue a warning notice and thereafter seize a vehicle if it is causing alarm, distress or annoyance to members of the public by being driven in an antisocial manner on or off public roads. If the warning was not adhered to and the police seize the vehicle this would then be retained by the police and they would charge for the release of the vehicle in addition to other charges that will have been incurred for storing the vehicle.
ASBOs	Antisocial Behaviour Orders	Antisocial Behaviour Orders (ASBOs) are preventative orders to protect victims of antisocial behaviour and the wider community from further acts of antisocial behaviour – that is behaviour that is likely to cause alarm or distress. Breaking an Antisocial Behaviour Order is a criminal offence.

ABBREVIATED NAME	FULL NAME	DESCRIPTION
Bichard	Sir Michael Bichard	Following the Soham tragedy Sir Michael Bichard made several recommendations to prevent unsuitable people working with children and protected adults. One was to ensure that the criminal history system was updated as soon as possible after a person has been charged with a crime/offence. Previously the criminal history was not updated until the report was prepared and ready to be passed to the Procurator Fiscal. Now if someone is charged and released on summons in the morning the charge should be on within a day so that if they then move to another force area those details are readily accessible by the police and other partners.
Closure Orders	Closure Orders	There are new powers targeting those premises at the centre of acute antisocial behaviour, e.g. drinking or drug dens. These give the police the power to close such a premise for up to 3 months to give the surrounding community relief. The local authority must be consulted before these powers are used and the closure must be endorsed by the courts. Statutory guidance was published on 28 October 2004 when the new power came into force.
Dispersal Order	Dispersal Order	Powers of dispersal were introduced to bring relief to communities and deal with antisocial behaviour in particular trouble-spots. A senior police officer must consult the local authority before designating an area where antisocial behaviour is a significant, persistent and serious problem. Police have powers to disperse where groups are causing alarm or distress (by presence or behaviour) in the area. It is only an offence if instructions to disperse are not followed.
FTE	Full-time Equivalent	As flexible working practices are increasingly adopted within the service, a simple 'head count' of employees is an inaccurate measure of available resources. The use of 'Full-time Equivalent' (FTE) takes account of employees workings reduced hours, part-time/flexible working and full-time hours and allows a more accurate assessment of the resources available to deal with policing demands.
IMAGE	Incident Management and General Enquiry System	IMAGE is the current IT system that the force uses to log all incidents, crimes, warrants and road crash data.
Intelligence Log	Intelligence Log	An intelligence log is created when information is supplied either by a member of the public or police staff relative to a specific crime/person.
MAPPA	Multi Agency Public Protection Arrangements	Under the Management of Offenders Act there is a statutory responsibility for authorities to establish joint arrangements for the assessment and management of risk posed by sex and violent offenders and mentally disordered offenders who pose a risk of harm to the public.

ABBREVIATED NAME	FULL NAME	DESCRIPTION
NIM	National Intelligence Model	NIM (National Intelligence Model) is an information-based deployment system. Forces use the model to identify patterns of crime and enables a more fundamental approach to problem solving in which resources can be tasked efficiently against an accurate understanding of crime and incident problems.
SSA	Scottish Strategic Assessment	<p>The Scottish Strategic Assessment identifies the priorities for Scotland taking cognisance of all Scottish force and agency strategic assessments and the ACPOS policing priorities for 2006 to 2009, particularly in relation to community engagement, improving performance and improving productivity.</p> <p>The Scottish Strategic Assessment, in addition to recommending the control strategy priorities, also outlines areas to be considered for inclusion in the development of the Scottish Intelligence Requirement (SIR).</p>
SCRA	Scottish Children's Reporter Agency	SCRA deals with all reports relative to juveniles.
SID	Scottish Intelligence Database	SID is the intelligence database which is used by all Scottish forces to collate intelligence on crimes and criminals and any unusual activity.
SPSA	Scottish Police Service Agency	<p>The Scottish Police Services Authority (SPSA) provides policing and support services to the country's eight police forces and criminal justice community. It plays an important role in the effectiveness of modern policing by providing criminal records, forensic services, specialist ICT (from 2008), training - including the Scottish Police College - corporate services and specialist officers and staff for the Scottish Crime and Drug Enforcement Agency (SCDEA).</p> <p>Launched on 1 April 2007 as a non-departmental public body, SPSA has an independent convener and a board comprising representatives of Scotland's police forces, police boards and independent directors.</p>
VKM	Vehicle kilometres	The number of road crash casualties are also measured in million vehicle kilometres (statistics taken from Scottish Executive website). The estimated total volume of traffic on the road is calculated by the number of vehicles times the distance travelled e.g. if 12 cars travelled from Dumfries to Annan which is 16 miles (25.6 kilometres) then the volume of traffic is 307 vehicle kilometres.
VISOR	Violent Offender and Sex Offender Register	ViSOR is a secure, confidential national database for the police and probation and prison services to register, risk assess, monitor and manage sex offenders, violent offenders and others who may cause serious harm to the public.