

## DUMFRIES & GALLOWAY CONSTABULARY



### PERFORMANCE REPORT PERIOD 1 APRIL 2009 – 30 JUNE 2009

The data provided in this report is based on the Scottish Policing Performance Framework (SPPF). The SPPF is the product of significant collaborative working between the Association of Chief Police Officers in Scotland (ACPOS), the eight Scottish Police Forces, the Scottish Government, Her Majesty's Inspectorate of Constabulary for Scotland (HMICS), Audit Scotland, the Scottish Police Authorities Conveners' Forum and the Scottish Police Services Authority (SPSA).

The SPPF 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.**

The objectives of the SPPF are to provide:

- A set of measurements reflecting the breadth of policing activity across the force
- Support to managers to help understand, reflect and improve performance
- Accountability
- Robust performance management

The measurements contained within the SPPF support the objectives published in our Community Promise.

Points to note:

- The statistics contained in this report are provisional and subject to change following auditing.
- The measurements detailed in this report are only the ones where the police are the data providers or have access to the data. The report does not reflect all the measurements within the SPPF.
- Figures detailed as per 10K of the population relate to the resident population and does not take cognisance of transient or migratory populations.
- Currently there is no national standard in relation to incident recording.
- The SPPF is subject to review each year and indicators may be introduced or removed. Where a new indicator is introduced there may not be a comparison figure available.

## SERVICE RESPONSE

### HIGH LEVEL OBJECTIVES

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

	2009/2010	2008/09	Performance
<b>Complaints about police officers and police staff</b>			
• Number of complaints received	23	27	▼ 4
• Number of complaints per 10,000 incidents recorded	11.0	13.0	▼ 2.0
• Number of allegations arising from the complaints	37	33	▲ 4
• Number of allegations where action is taken	5	8	▼ 3
<b>Service Complaints</b>			
• Number of service complaints raised about the force	19	11	▲ 8
• Number of service complaints raised per 10,000 population	1.28	0.74	▲ 0.54
<b>Proportion of 999 calls answered within 10 seconds</b>			
• Number of 999 calls in sample	3,318	3,019	▲ 299
• Proportion answered within 10 seconds	95.8%	94.2%	▲ 1.6% points
<b>Time taken to respond to emergency calls</b>			
• Total number of emergency response calls	247	248	▼ 1
• Percentage of emergency response calls responded to within force target time	82.2%	80.2%	▲ 2.0% points
• Average response time (seconds)	479.7	469.2	▲ 10.5
<b>Handling of non-emergency calls</b>			
• Total number of non-emergency calls	43,211	49,877	▼ 6,666
• Percentage of non-emergency calls abandoned/lost	5.1%	N/A	~
• Percentage of non-emergency calls answered within 40 seconds	93.9%	N/A	~

## PUBLIC REASSURANCE & COMMUNITY SAFETY

### HIGH LEVEL OBJECTIVES

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

	2009/2010	2008/09	Performance
<b>Number of recorded crimes and offences &amp; detection rates</b>			
<i>Recorded Crime</i>			
• Group 1 - crimes of violence	34	36	▼ 2
• Group 2 - crimes of indecency	38	24	▲ 14
• Group 3 - crimes of dishonesty	676	695	▼ 21
• Group 4 – crimes of vandalism etc	682	647	▲ 35
• Group 5 – miscellaneous crimes	446	496	▼ 50
• Group 6 – miscellaneous offences	1,286	1,371	▼ 85
• Group 7 – road traffic offences	4,129	4,181	▼ 52
<i>Detection Rate</i>			
• Group 1 - crimes of violence	85.3%	88.9%	▼ 3.6% points
• Group 2 - crimes of indecency	44.7%	91.7%	▼ 47.0% points
• Group 3 - crimes of dishonesty	51.2%	54.2%	▼ 3.0% points
• Group 4 – crimes of vandalism etc	60.9%	44.0%	▲ 16.9% points
• Group 5 – miscellaneous crimes	99.3%	99.4%	▼ 0.1% point
• Group 6 – miscellaneous offences	91.4%	92.7%	▼ 1.3% points
• Group 7 – road traffic offences	100.0%	100.0%	↔
<b>Number of racist incidents, racially motivated crimes &amp; offences and detection rates</b>			
• Number of racist incidents	30	26	▲ 4
• Number of racially motivated crimes	34	27	▲ 7
• Percentage of racially motivated crimes detected	85.3%	77.8%	▲ 7.5% points
<b>Number of recorded antisocial behaviour community crimes &amp; offences and detection rates</b>			
<i>Disregard for community/personal wellbeing</i>			
• Number of crimes and offences	646	688	▼ 42
• Percentage of crimes and offences detected	96.3%	95.5%	▲ 0.8% points

	2009/2010	2008/09	Performance
<i>Acts directed at people</i>			
• Number of crimes and offences	30	19	▲ 11
• Percentage of crimes and offences detected	66.7%	68.4%	▼ 1.7% points
<i>Environmental Damage</i>			
• Number of crimes and offences	673	632	▲ 41
• Percentage of crimes and offences detected	60.9%	43.2%	▲ 17.7% points
<i>Misuse of Public Space</i>			
• Number of crimes and offences	56	94	▼ 38
• Percentage of crimes and offences detected	100.0%	100.0%	↔
<b>Level of detected youth crime</b>			
• Group 1 crimes committed by youths aged 8-17 years old	1	2	▼ 1
• Group 2 crimes committed by youths aged 8-17 years old	4	8	▼ 4
• Group 3 crimes committed by youths aged 8-17 years old	72	61	▲ 11
• Group 4 crimes committed by youths aged 8-17 years old	77	133	▼ 56
• Group 5 crimes committed by youths aged 8-17 years old	33	54	▼ 21
• Group 6 crimes committed by youths aged 8-17 years old	216	286	▼ 70
• Number of 8-17 year olds who have committed group 1 – 6 crimes and offences	291	N/A	~
<b>Number of persons killed and injured in road crashes</b>			
• Number of adults killed in road crashes	2	2	↔
• Number of adults seriously injured in road crashes	22	26	▼ 4
• Number of adults slightly injured in road crashes	80	93	▼ 13
• Number of children killed in road crashes	0	0	↔
• Number of children seriously injured in road crashes	4	3	▲ 1
• Number of children slightly injured in road crashes	11	11	↔
<b>Number of special constables and the hours they are on duty</b>			
• Number of special constables within the force	106	105	▲ 1
• Total hours special constables are on duty	3,231	3,261	▼ 30

## CRIMINAL JUSTICE & TACKLING CRIME

### HIGH LEVEL OBJECTIVES

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

	2009/2010	2008/09	Performance
<b>Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days</b>			
• Number of reports submitted	2,397	2,486	▼ 89
• Percentage of reports submitted within 28 calendar days	94.8%	91.2%	▲ 3.6% points
<b>Number and percentage of reports submitted to the Children's Reporter within 14 calendar days</b>			
• Number of reports submitted	169	123	▲ 46
• Percentage of reports submitted within 14 calendar days	82.2%	77.2%	▲ 5.0% points
<b>Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded</b>			
• Weight of Class A drug seizures (grammes)	2,135.25	5,778.01	▼ 3,642.76
• Weight of Class A drug seizures (tablets)	1,351	18.5	▲ 1,332.5
• Weight of Class A drug seizures (liquids)	800	550	▲ 250
• Number of offences of supply & possession with intent to supply	60	80	▼ 20
• Number of offences of supply & possession with intent to supply (Class A)	23	59	▼ 36
<b>Use of police direct measures</b>			
• Number of antisocial behaviour fixed penalty tickets issued	176	206	▼ 30
• Percentage of tickets complied with	58.0%	89.3%	▼ 31.3% points
• Number of formal police warnings issued	63	37	▲ 26
• Percentage of formal police warnings accepted	98.4%	100.0%	▼ 1.6% points
• Number of restorative justice warnings issued and conferences held	47	64	▼ 17

## SOUND GOVERNANCE & EFFICIENCY

### HIGH LEVEL OBJECTIVES

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

	2009/2010	2008/09	Performance
<b>Proportion of working time lost to sickness absence</b>			
• Total days worked – police officers	29,127	28,899	▲ 228
• Percentage of working time lost – police officers	3.6%	3.7%	▼ 0.1% point
• Total days worked – police staff	16,744	17,136	▼ 392
• Percentage of working time lost – police staff	3.6%	4.4%	▼ 0.8% point
<b>Turnover rates for police officers and police staff</b>			
• Average number of police officers working in time period (headcount)	510.5	508.0	▲ 2.5
• Number of police officers who have left during time period (headcount)	8	4	▲ 4
• Percentage of officers leaving the force	1.6%	0.8%	▲ 0.8% points
• Average number of police staff working in time period (headcount)	300.0	305.5	▼ 5.5
• Number of police staff who have left during time period (headcount)	3	22	▼ 19
• Percentage of police staff leaving the force	1.0%	7.2%	▼ 6.2% points
<b>Proportion of salary costs accounted for by overtime</b>			
• Total payroll costs – police officers (£000s)	4,457	4,333.151	▲ 123.849
• Percentage of total salary costs accounted for by overtime – police officers	3.7%	3.5%	▲ 0.2% points
• Total payroll costs – police staff (£000s)	1,124	1071.183	▲ 52.817
• Percentage of total salary costs accounted for by overtime – police staff	1.2%	1.2%	↔
<b>Number of police officers and police staff</b>			
• Number of police officers (headcount)	526	524	▲ 2
• Number of police staff (headcount)	301	301	↔

	2009/2010	2008/09	Performance
<b>Staffing profile by declared disability, ethnicity and gender</b>			
• Percentage of police officers with a declared disability	1.9%	N/A	~
• Percentage of police officers who have declared ethnicity as black or minority ethnic	0.2%	0.4%	▼ 0.2% point
• Percentage of female police officers	25.5%	25.2%	▲ 0.3% point
• Percentage of male police officers	74.5%	74.8%	▼ 0.3% point
• Percentage of police staff with a declared disability	5.6%	N/A	~
• Percentage of police staff who have declared ethnicity as black or minority ethnic	0.0%	0.0%	↔
• Percentage of female police staff	68.4%	69.8%	▼ 1.4% points
• Percentage of male police staff	31.6%	30.2%	▲ 1.4% points
<b>Expenditure on salaries, operating costs and capital</b>			
• Expenditure on salaries	5,581	5,404	▲ 177
• Expenditure on operating costs	969	725	▲ 244
• Expenditure on capital	75	60	▲ 15
• Expenditure on pensions	1,339	864	▲ 475

## CONTEXT MEASURES

Context measures are not measures of performance, but are designed to provide contextual information of the demands on a police force.

	2009/2010	2008/09	Performance
<b>Number of telephone calls and incidents</b>			
• Total number of 999 telephone calls	3,318	3,019	▲ 299
• Total number of non-emergency telephone calls	43,211	49,877	▼ 6,666
• Total number of incidents	20,945	20,710	▲ 2,35
<b>Number of sudden deaths reported to the Procurator Fiscal</b>	29	34	▼ 5
<b>Number of missing person incidents</b>	238	243	▼ 5
<b>Number of registered sex offenders in the community</b>	103	101	▲ 2
<b>Number of domestic abuse incidents</b>			
• Number of domestic abuse incidents	173	289	▼ 116
• Number of domestic abuse incidents per 10k population	11.6	19.5	▼ 7.9
<b>Number of individuals brought into custody</b>	2,212	2,341	▼ 129
<b>Number of freedom of information requests and questions</b>			
• Number of freedom of information requests	97	104	▼ 7
• Number of freedom of information questions	374	391	▼ 17