

# DUMFRIES & GALLOWAY CONSTABULARY



## PERFORMANCE REPORT Scottish Policing Performance Framework Single Outcome Agreements

PERIOD 1 APRIL 2009 – 31 DECEMBER 2009

## 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	65	78	▼ 13
• Number of complaints per 10,000 incidents recorded	11.0	12.5	▼ 1.5
• Number of allegations arising from the complaints	99	103	▼ 4
• Number of allegations where action is taken	15	15	↔
<b>Service complaints</b>			
• Number of service complaints raised about the force	39	48	▼ 9
• Number of service complaints raised per 10,000 population	2.6	3.2	▼ 0.6
<b>Proportion of 999 calls answered within 10 seconds</b>			
• Number of 999 calls in sample	10327	10095	▲ 232
• 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	707	723	▼ 16
• Percentage of emergency response calls responded to within force target time	76.0%	77.9%	▼ 1.9% points
• Average response time (seconds)	514	568	▼ 54
<b>Handling of non-emergency calls</b>			
• Total number of non-emergency calls	128640	138345	▼ 9705
• Percentage of non-emergency calls abandoned/lost	5.3%	N/A	~
• Percentage of non-emergency calls answered within 40 seconds	92.6%	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 &amp; offences and detection rates</b>			
<i>Recorded crime</i>			
• Group 1 - crimes of violence	85	113	▼ 28
• Group 2 - crimes of indecency	56	91	▼ 35
• Group 3 - crimes of dishonesty	1987	2110	▼ 123
• Group 4 – crimes of vandalism etc	1761	1997	▼ 236
• Group 5 – miscellaneous crimes	1482	1471	▲ 11
• Group 6 – miscellaneous offences	3389	3908	▼ 519
• Group 7 – road traffic offences	11633	14857	▼ 3224
<i>Detection rate</i>			
• Group 1 - crimes of violence	90.6%	89.4%	▲ 1.2% points
• Group 2 - crimes of indecency	69.6%	84.6%	▼ 15.0% points
• Group 3 - crimes of dishonesty	52.9%	56.3%	▼ 3.4% points
• Group 4 – crimes of vandalism etc	60.9%	49.9%	▲ 11.0% points
• Group 5 – miscellaneous crimes	99.0%	99.5%	▼ 0.5% point
• Group 6 – miscellaneous offences	90.7%	91.9%	▼ 1.2% 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	65	69	▼ 4
• Number of racially motivated crimes	67	63	▲ 4
• Percentage of racially motivated crimes detected	70.1%	81.0%	▼ 10.9% 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	1695	1955	▼ 260
• Percentage of crimes and offences detected	95.2%	96.1%	▼ 0.9% point

	2009/2010	2008/09	Performance
<i>Acts directed at people</i>			
• Number of crimes and offences	62	69	▼ 7
• Percentage of crimes and offences detected	69.4%	73.9%	▼ 4.5% points
<i>Environmental damage</i>			
• Number of crimes and offences	1722	1929	▼ 207
• Percentage of crimes and offences detected	44.2%	48.7%	▼ 4.5% points
<i>Misuse of public space</i>			
• Number of crimes and offences	114	217	▼ 103
• 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	5	8	▼ 3
• Group 2 crimes committed by youths aged 8-17 years old	9	18	▼ 9
• Group 3 crimes committed by youths aged 8-17 years old	119	216	▼ 97
• Group 4 crimes committed by youths aged 8-17 years old	203	422	▼ 219
• Group 5 crimes committed by youths aged 8-17 years old	92	169	▼ 77
• Group 6 crimes committed by youths aged 8-17 years old	467	735	▼ 268
• Number of 8-17 year olds who have committed group 1 – 6 crimes and offences	529	N/A	~
<b>Number of persons killed and injured in road crashes</b>			
• Number of adults killed in road crashes	8	8	↔
• Number of adults seriously injured in road crashes	87	70	▲ 17
• Number of adults slightly injured in road crashes	283	281	▲ 2
• Number of children killed in road crashes	0	0	↔
• Number of children seriously injured in road crashes	9	5	▲ 4
• Number of children slightly injured in road crashes	24	35	▼ 11
<b>Number of special constables and the hours they are on duty</b>			
• Number of special constables within the force	112	107	▲ 5
• Total hours special constables are on duty	7124.5	9319	▼ 2194.5

## 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	6634	7564	▼ 930
• Percentage of reports submitted within 28 calendar days	94.7%	92.6%	▲ 2.1% points
<b>Number and percentage of reports submitted to the Children's Reporter within 14 calendar days</b>			
• Number of reports submitted	431	448	▼ 17
• Percentage of reports submitted within 14 calendar days	84.5%	81.5%	▲ 3.0% 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)	5018.1	30812.7	▼ 25794.6
• Weight of Class A drug seizures (tablets)	2411	115.5	▲ 2295.5
• Weight of Class A drug seizures (liquids)	1269.3	1246	▲ 23.3
• Number of offences of supply & possession with intent to supply	245	204	▲ 41
• Number of offences of supply & possession with intent to supply (Class A)	112	111	▲ 1
<b>Use of police direct measures</b>			
• Number of antisocial behaviour fixed penalty tickets issued	495	557	▼ 62
• Percentage of tickets complied with	55.6%	68.4%	▼ 12.8% points
• Number of formal police warnings issued	171	129	▲ 42
• Percentage of formal police warnings accepted	98.8%	99.2%	▼ 0.4% point
• Number of restorative justice warnings issued and conferences held	183	191	▼ 8

## 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	87381	86697	▲ 684
• Percentage of working time lost – police officers	3.0%	3.1%	▼ 0.1% point
• Total days worked – police staff	50736	51468	▼ 732
• Percentage of working time lost – police staff	3.7%	4.7%	▼ 1.0% points
<b>Turnover rates for police officers and police staff</b>			
• Average number of police officers working in time period (headcount)	509	505	▲ 4
• Number of police officers who have left during time period (headcount)	21	16	▲ 5
• Percentage of officers leaving the force	4.1%	3.2%	▲ 0.9% point
• Average number of police staff working in time period (headcount)	300	304.5	▼ 4.5
• Number of police staff who have left during time period (headcount)	9	46	▼ 37
• Percentage of police staff leaving the force	3.0%	15.1%	▼ 12.1% points
<b>Proportion of salary costs accounted for by overtime</b>			
• Total payroll costs – police officers (£000s)	13576	13293	▲ 283
• Percentage of total salary costs accounted for by overtime – police officers	3.6%	4.0%	▼ 0.4% point
• Total payroll costs – police staff (£000s)	3895	3721	▲ 174
• Percentage of total salary costs accounted for by overtime – police staff	1.1%	1.9%	▼ 0.8% point
<b>Number of police officers and police staff</b>			
• Number of police officers (headcount)	521	524	▼ 3
• Number of police staff (headcount)	301	303	▼ 2

	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%	0.0%	▲ 1.9% points
• 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	26.5%	25.6%	▲ 0.9% point
• Percentage of male police officers	73.5%	74.4%	▼ 0.9% point
• Percentage of police staff with a declared disability	6.0%	0.0%	▲ 6.0% points
• Percentage of police staff who have declared ethnicity as black or minority ethnic	0.0%	0.0%	↔
• Percentage of female police staff	69.1%	70.0%	▼ 0.9% point
• Percentage of male police staff	30.9%	30.0%	▲ 0.9% point
<b>Expenditure on salaries, operating costs and capital (£000s)</b>			
• Expenditure on salaries	17471	17014	▲ 457
• Expenditure on operating costs	2262	2584	▼ 322
• Expenditure on capital	485	574	▼ 89
• Expenditure on pensions	3353	3104	▲ 249

## 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	10327	10095	▲ 232
• Total number of non-emergency telephone calls	128640	138345	▼ 9705
• Total number of incidents	59080	62252	▼ 3172
<b>Number of sudden deaths reported to the Procurator Fiscal</b>	115	126	▼ 11
<b>Number of missing person incidents</b>	690	577	▲ 113
<b>Number of registered sex offenders in the community</b>	109	102	▲ 7
<b>Number of domestic abuse incidents</b>			
• Number of domestic abuse incidents	645	968	▼ 323
• Number of domestic abuse incidents per 10k population	43.4	65.3	▼ 21.9
<b>Number of individuals brought into custody</b>	6307	6740	▼ 433
<b>Number of freedom of information requests and questions</b>			
• Number of freedom of information requests	348	286	▲ 62
• Number of freedom of information questions	1249	1033	▲ 216

### Points to Note

- There were three new indicators added in April 2009: handling of non-emergency telephone calls; level of detected youth crime; and the number of recorded antisocial behaviour community crimes and offences and detection rates. Where possible a comparative period has been provided. Where it has not been possible to provide a comparative period then "N/A" has been entered against the appropriate measurement.
- The statistics contained in this report are provisional and subject to change following auditing.
- Figures detailed as per 10k of the population relate to the resident population and does not take cognisance of transient or migratory populations.

## Single Outcome Agreement (SOA)

The following measurements report on the progress that Dumfries and Galloway Constabulary has made on the delivery of our contribution to the Single Outcome Agreement. Details of the Single Outcome Agreement can be obtained by contacting [www.dumgal.gov.uk/communityplanning](http://www.dumgal.gov.uk/communityplanning).

### LOCAL OUTCOME

#### Where people feel safe and respected in the community

##### Objective – Improving Community Safety

	2009/2010 (9-month period)	Baseline <sup>1</sup> (9 months)	Performance
<b>Rate of Crime per 10,000 population</b>			
• <b>Total Group 1 – 4 crimes<sup>2</sup></b>	<b>263</b>	<b>321</b>	<b>▼ 58</b>
• Group 1 – Crimes of Violence	6	8	▼ 2
• Group 2 – Crimes of Indecency	4	6	▼ 2
• Group 3 – Crimes of Dishonesty	134	158	▼ 24
• Group 4 – Fireraising, Malicious and Reckless Conduct	119	149	▼ 30
Percentage of survey respondents stating they feel safe or fairly safe going out after dark	61.9%	60.7%	▲ 1.2% points
Number of domestic abuse incidents per 10k population	43	62	▼ 19
Number of people killed in road traffic collisions	8	12	▼ 4
Number of people seriously injured in road traffic collisions	96	99	▼ 3
Number of murders	0	1	▼ 1
Number of deaths through substance misuse	1 confirmed 7 suspected	6	▲ 2

##### Objective – Supporting communities

Percentage of residents stating they are satisfied with their neighbourhood	81.0%	80.0%	▲ 1.0% point
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<sup>1</sup> The pro-rata rate is used for the baseline figures e.g. 9 month period to allow suitable comparison.

<sup>2</sup> The numbers within each group are rounded to the nearest whole number and therefore the total groups 1 – 4 may slightly differ.