

# DUMFRIES & GALLOWAY CONSTABULARY



## **STATISTICS & PERFORMANCE REPORT** **Scottish Policing Performance Framework** **Single Outcome Agreement**

## 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

	2009/10	2008/09	Performance
<b>Complaints about police officers and police staff</b>			
• Number of complaints received	103	109	▼ 6
• Number of complaints per 10,000 incidents recorded	13.4	13.7	▼ 0.3% point
• Number of allegations arising from the complaints	160	147	▲ 13
• Number of allegations where action is taken	25	21	▲ 4
<b>Service complaints</b>			
• Number of service complaints raised about the force	54	63	▼ 9
• Number of service complaints raised per 10,000 population	3.6	4.3	▼ 0.7% point
<b>Proportion of 999 calls answered within 10 seconds</b>			
• Number of 999 calls in sample	13049	13144	▼ 95
• Proportion answered within 10 seconds	95.6	95.7	▼ 0.1% point
<b>Time taken to respond to emergency incidents</b>			
• Total number of emergency response incidents	935	931	▲ 4
• Percentage of emergency response incidents responded to within force target time	75.0	77.4	▼ 2.4% points
• Average response time (seconds)	523.5	487	▲ 36.5
<b>Handling of non-emergency calls</b>			
• Total number of non-emergency calls	167932	179567	▼ 11635
• Percentage of non-emergency calls abandoned/lost	4.8	N/A	N/A
• Percentage of non-emergency calls answered within 40 seconds	92.6	N/A	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

	2009/10	2008/09	Performance
<b>Number of recorded crimes &amp; offences and detection rates</b>			
<i>Recorded crime</i>			
• Group 1 - crimes of violence	112	154	▼ 42
• Group 2 - crimes of indecency	77	114	▼ 37
• Group 3 - crimes of dishonesty	2609	2765	▼ 156
• Group 4 – crimes of vandalism etc	2223	2592	▼ 369
• Group 5 – miscellaneous crimes	1876	1884	▼ 8
• Group 6 – miscellaneous offences	4425	4976	▼ 551
• Group 7 – road traffic offences	15571	19177	▼ 3606
<i>Detection rate</i>			
• Group 1 - crimes of violence	87.5	87.0	▲ 0.5% point
• Group 2 - crimes of indecency	67.5	84.2	▼ 16.7% points
• Group 3 - crimes of dishonesty	55.2	56.1	▼ 0.9% point
• Group 4 – crimes of vandalism etc	66.5	51.3	▲ 15.2% points
• Group 5 – miscellaneous crimes	99.1	99.4	▼ 0.3% point
• Group 6 – miscellaneous offences	90.9	91.8	▼ 0.9% point
• 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	84	99	▼ 15
• Number of racially motivated crimes	86	89	▼ 3
• Percentage of racially motivated crimes detected	77.9	74.2	▲ 3.7% 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	2237	2483	▼ 246
• Percentage of crimes and offences detected	94.6	96.0	▼ 1.4% points

	2009/10	2008/09	Performance
<i>Acts directed at people</i>			
• Number of crimes and offences	88	100	▼ 12
• Percentage of crimes and offences detected	68.2	68.0	▲ 0.2% point
<i>Environmental damage</i>			
• Number of crimes and offences	2169	2521	▼ 352
• Percentage of crimes and offences detected	66.3	50.5	▲ 15.8% points
<i>Misuse of public space</i>			
• Number of crimes and offences	127	247	▼ 120
• 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	11	19	▼ 8
• Group 2 crimes committed by youths aged 8-17 years old	14	25	▼ 11
• Group 3 crimes committed by youths aged 8-17 years old	332	373	▼ 41
• Group 4 crimes committed by youths aged 8-17 years old	573	842	▼ 269
• Group 5 crimes committed by youths aged 8-17 years old	155	198	▼ 43
• Group 6 crimes committed by youths aged 8-17 years old	809	1018	▼ 209
• Number of 8-17 year olds who have committed group 1 – 6 crimes and offences	872	N/A	N/A
<b>Number of persons killed and injured in road crashes</b>			
• Number of adults killed in road crashes	10	10	↔
• Number of adults seriously injured in road crashes	100	91	▲ 9
• Number of adults slightly injured in road crashes	369	377	▼ 8
• Number of children killed in road crashes	0	0	↔
• Number of children seriously injured in road crashes	9	6	▲ 3
• Number of children slightly injured in road crashes	28	38	▼ 10
<b>Number of special constables and the hours they are on duty</b>			
• Number of special constables within the force	122	105	▲ 17
• Total hours special constables are on duty	17814.5	14751	▲ 3063.5

## 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

	2009/10	2008/09	Performance
<b>Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days</b>			
• Number of reports submitted	8780	9935	▼ 1155
• Percentage of reports submitted within 28 calendar days	95.1	93.0	▲ 2.1% points
<b>Number and percentage of reports submitted to the Children's Reporter within 14 calendar days</b>			
• Number of reports submitted	553	598	▼ 45
• Percentage of reports submitted within 14 calendar days	85.4	83.1	▲ 2.3% 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)	5624.3	33594.1	▼ 27969.8
• Weight of Class A drug seizures (tablets)	2419	130.5	▲ 2288.5
• Weight of Class A drug seizures (liquids)	1469.3	1246	▲ 223.3
• Number of offences of supply & possession with intent to supply	314	282	▲ 32
• Number of offences of supply & possession with intent to supply (Class A)	140	188	▼ 48
<b>Use of police direct measures</b>			
• Number of antisocial behaviour fixed penalty tickets issued	634	684	▼ 50
• Percentage of tickets complied with	62.3	67.1	▼ 4.8% points
• Number of formal police warnings issued	225	179	▲ 46
• Percentage of formal police warnings accepted	99.1	98.9	▲ 0.2% point
• Number of restorative justice warnings issued and conferences held	255	251	▲ 4

## SOUND GOVERNANCE & EFFICIENCY

### HIGH LEVEL OBJECTIVES

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

	2009/10	2008/09	Performance
<b>Proportion of working time lost to sickness absence</b>			
• Total days worked – police officers	89408	114912	▼ 25504
• Percentage of working time lost – police officers	3.6	3.0	▲ 0.6% point
• Total days worked – police staff	67950	69664	▼ 1714
• Percentage of working time lost – police staff	3.9	4.5	▼ 0.6% point
<b>Turnover rates for police officers and police staff</b>			
• Average number of police officers working in time period (headcount)	524	514	▲ 10
• Number of police officers who have left during time period (headcount)	26	22	▲ 4
• Percentage of officers leaving the force	5.0	4.3	▲ 0.7% point
• Average number of police staff working in time period (headcount)	300	296.5	▲ 3.5
• Number of police staff who have left during time period (headcount)	12	36	▼ 24
• Percentage of police staff leaving the force	4.0	12.1	▼ 8.1% points
<b>Proportion of salary costs accounted for by overtime</b>			
• Total payroll costs – police officers (£000s)	21638	21075	▲ 563
• Percentage of total salary costs accounted for by overtime – police officers	4.4	4.7	▼ 0.3% point
• Total payroll costs – police staff (£000s)	6575	6416	▲ 159
• Percentage of total salary costs accounted for by overtime – police staff	1.1	1.7	▼ 0.6% point
<b>Number of police officers and police staff</b>			
• Number of police officers (headcount)	516	527	▼ 11
• Number of police staff (headcount)	295	293	▲ 2

	2009/10	2008/09	Performance
<b>Staffing profile by declared disability, ethnicity and gender</b>			
• Percentage of police officers with a declared disability	1.9	1.9	↔
• Percentage of police officers who have declared ethnicity as black or minority ethnic	0.2	0.2	↔
• Percentage of female police officers	26.6	25.6	▲ 1.0% point
• Percentage of male police officers	73.4	74.4	▼ 1.0% point
• Percentage of police staff with a declared disability	5.8	6.1	▼ 0.3% point
• Percentage of police staff who have declared ethnicity as black or minority ethnic	0.0	0.0	↔
• Percentage of female police staff	69.2	68.3	▲ 0.9% point
• Percentage of male police staff	30.8	31.7	▼ 0.9% point
<b>Expenditure on salaries, operating costs and capital (£000s)</b>			
• Expenditure on salaries	28213	27491	▲ 722
• Expenditure on operating costs	4430	4190	▲ 240
• Expenditure on capital	714	934	▼ 220
• Expenditure on pensions	5031	4164	▲ 867

## CONTEXT MEASURES

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

	2009/10	2008/09	Performance
<b>Number of telephone calls and incidents</b>			
• Total number of 999 telephone calls	13049	13144	▼ 95
• Total number of non-emergency telephone calls	167932	179567	▼ 11635
• Total number of incidents	76998	79827	▼ 2829
<b>Number of sudden deaths reported to the Procurator Fiscal</b>	151	173	▼ 22
<b>Number of missing person incidents</b>	895	779	▲ 116
<b>Number of registered sex offenders in the community</b>	109	103	▲ 6
<b>Number of domestic abuse incidents</b>			
• Number of domestic abuse incidents	921	1302	▼ 381
• Number of domestic abuse incidents per 10,000 population	62.0	87.8	▼ 25.8
<b>Number of individuals brought into custody</b>	6024	6496	▼ 472
<b>Number of freedom of information requests and questions</b>			
• Number of freedom of information requests	467	420	▲ 47
• Number of freedom of information questions	1710	1505	▲ 205

### 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

	2009/10	Target	Performance
<b>Rate of crime per 10,000 population - baseline 3-year average 2006-2009 - target year on year reduction against 3-year average</b>			
• <b>Total Group 1 – 4 crimes<sup>1</sup></b>	<b>337.9</b>	<b>428.5</b>	<b>▼ 90.6</b>
• Group 1 – crimes of violence	7.5	10.5	▼ 3.0
• Group 2 – crimes of indecency	5.2	8.2	▼ 3.0
• Group 3 – crimes of dishonesty	175.6	210.6	▼ 35.0
• Group 4 – fireraising, malicious and reckless conduct	149.6	199.1	▼ 49.5

**Baseline - 60.7%** - target increase to 65% by 2010-11 (interim target for 2009/10 – 63.8%)

Percentage of survey respondents stating they feel safe or fairly safe going out after dark	63.8%	63.8%	↔
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**Baseline - 82 domestic abuse incidents per 10k** - no specific target set – overall percentage reduction

Number of domestic abuse incidents per 10k population	62	82	▼ 20
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**Targets - to reduce killed or seriously injured by 40% by 2010 – baseline 214 – target 128**

<b>Total people killed or seriously injured in road traffic collisions</b>	<b>119</b>	<b>128</b>	<b>▼ 9</b>
Number of people killed in road traffic collisions	10		
Number of people seriously injured in road traffic collisions	109		

**Baseline 3-year average 2006-2009** - target overall reduction

Number of murders	0	1	▼ 1
Number of deaths through substance misuse	8 confirmed 1 suspected	8	▲ 1

##### Objective – supporting communities

**Baseline - 80.0%** - target increase to 88% by 2010-11 (interim target for 2009/10 – 81.3%)

Percentage of residents stating they are satisfied with their neighbourhood	81.3%	81.3%	↔
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<sup>1</sup> The numbers within each group are rounded to the nearest whole number and therefore the total groups 1 – 4 may slightly differ.