



CENTRAL SCOTLAND POLICE

Statutory Performance Indicators 2009/10

The Local Government Act 1992 requires the Force to publish Statutory Performance Indicators relating to activities that will enable appropriate comparisons on the basis of cost, economy, efficiency and effectiveness.

Launched in April 2007, the Scottish Policing Performance Framework (SPPF) aims to develop a single suite of performance measures that reflects the breadth and variety of policing activity across Scotland. The Framework supports managers throughout the police service in understanding, reflecting on and improving performance and also provides a mechanism for better accountability at local and national levels, through the publication of consistent and transparent performance information that is subject to external audit scrutiny.

The following table reflects Central Scotland Police's performance against the SPPF indicators during 2009/10, previous years figures and the Scottish average (where available) are also included to allow the performance of the Force to be placed in context.

Indicator		2008/09	2009/10		
		Central Scotland Police	Central Scotland Police	Scottish Average	
Service Response					
Outcomes	Complaints about police officers and police staff	Number of complaints received	159	177	-
		Complaints per 10K incidents	14.2	16.4	17.5
		Number of allegations arising from the complaints	274	354	-
		Number of allegations where action is taken	34	60	-
	Service complaints	Number of service complaints	82	64	-
		Service complaints per 10K population	2.8	2.2	1.3
		Service user satisfaction (initial contact)	84%	86%	-
	Level of service user survey satisfaction	Service user satisfaction (overall contact)	80%	77%	-
		Service user satisfaction (police actions)	-	74%	-
		Service users adequately informed re process	54%	43%	-
		Satisfaction with treatment by staff at initial contact	-	86%	-
		Satisfaction with treatment by officers who attended	-	85%	-
		General satisfaction with force performance	79%	81%	-
Activities	Handling of emergency calls	Number of 999 calls in the sample	29,964	-	-
		Emergency calls answered within 10 secs.	92%	92%*	95%
	Time taken to respond to emergency response calls	Total number of emergency response calls	8,215	8,714	-
		Emergency calls attended within target	86%	87%	-
		Ave. emergency call attendance time (minutes)	7.4	7.2	-
	Handling of non-emergency calls	Number of non-emergency telephone calls	299,567	286,204	-
		Non-emergency calls answered within 40 secs.	91%	91%	90%
		Non-emergency telephone calls abandoned/lost	6%	6%	4%
	Public Reassurance & Community Safety				
Outcomes	Number of recorded crimes and offences (incl. detection rate)	Gp 1 - Crimes of violence	432	330	-
			97%	96%	67%
		Gp 2 - Crimes of indecency	315	383	-
			80%	78%	66%
		Gp 3 - Crimes of dishonesty	8,059	7,267	-
			50%	51%	38%
		Gp 4 - Vandalism, fire-raising and malicious conduct etc.	5,857	4,765	-
			35%	37%	26%
	Recorded Crimes and Offences - per 10K population	Gp 5 - Other crimes	4,268	3,657	-
			100%	101%	98%
		Gp 6 - Offences (miscellaneous)	10,668	9,721	-
			90%	90%	84%
		Gp 7 - Offences (road traffic)	29,197	26,742	-
			99%	99%	99%
	Racist incidents, racially motivated crimes/offences (incl. detection rate)	Gp 1 - Crimes of violence	15.0	11.4	21.7
		Gp 2 - Crimes of indecency	10.9	13.2	12.5
		Gp 3 - Crimes of dishonesty	279.0	250.2	296.5
		Gp 4 - Vandalism, fire-raising and malicious conduct etc.	202.8	164.1	180.8
		Gp 5 - Other crimes	147.8	125.9	142.5
		Gp 6 - Offences (miscellaneous)	369.4	334.7	447.0
		Gp 7 - Offences (road traffic)	1010.9	920.9	639.9
	Antisocial behaviour community crimes and offences (incl. detection rate)	Number of recorded racist incidents	378	253	-
		Racially motivated crimes and offences	355	343	-
			76%	81%	-
		Disregard for Community/Personal Wellbeing	5,287	4,748	-
			94%	94%	86%
	Level of detected youth crime (Group 1-6 crimes)	Acts directed at people	636	496	-
			72%	76%	60%
		Environmental Damage	5,857	4,774	-
			35%	37%	25%
		Misuse of Public Space	458	407	-
			100%	100%	100%
		Gp 1 - Crimes of violence	83	82	-
		Gp 2 - Crimes of indecency	61	60	-
		Gp 3 - Crimes of dishonesty	1,252	1,210	-
		Gp 4 - Vandalism, fire-raising and malicious conduct etc.	1,978	1,718	-
	Gp 5 - Other crimes	723	524	-	
	Gp 6 - Offences (miscellaneous)	1,816	1,603	-	
	Number of persons killed or injured in road collisions	Number of young people who have committed crimes and offences	2,191	2,019	-
Adult		Fatal	13	7	-
		Serious	132	109	-
		Slight	619	594	-
Child		Fatal	2	0	-
		Serious	20	10	-
		Slight	81	73	-
All people killed or seriously injured		167	126	-	
All people slightly injured		700	667	-	
MAPPA offenders re-offending/breaching conditions		13	25	-	
Inputs	Number of Special Constables and the hours they are on duty	Number of Special Constables	100	97	-
		Number of Special Constables duty hours	18,128	18,204	-

		2008/09	2009/10			
Indicator		Central Scotland Police	Central Scotland Police	Scottish Average		
Criminal Justice & Tackling Crime						
Activities	Percentage of police reports sent to the Procurator Fiscal within 28 days		86%	87%	89%	
	Percentage of police reports sent to the Children's Reporter within 14 days		83%	86%	86%	
	Standard Police Reports marked 'no proceedings'		11%	12%	~	
	Class A drug seizures & the number of supply & possession with intent to supply offences recorded	Class A drug seizures	Weight (grams)	15,116	1,158	~
			Tablets	9	259	~
		Supply & possession with intent to supply	Liquids (ml)	0	385	~
			All Supply	579	565	~
	Use of police direct measures	Class A only		284	227	~
		Antisocial behaviour Fixed Penalty tickets issued		2,391	2,047	~
		Formal adult police warnings issued		680	765	~
Restorative justice warnings issued		438	363	~		
Sound Governance & Efficiency						
Value of efficiency savings - cashable (£K)		£895	£2,389	~		
Activities	Proportion of working time lost to sickness absence	Police officers	3.6%	4.6%	4.1%	
		Police staff	4.3%	5.6%	5.0%	
	Turnover rates for police officers and police staff	Police officers	4.3%	5.8%	4.7%	
		Police staff	10.4%	7.7%	8.1%	
	Proportion of salary costs accounted for by overtime	Police officers	4.5%	3.7%	5.6%	
		Police staff	3.2%	3.1%	2.2%	
Inputs	Police officers and police staff (full-time equivalent)	Police Officers (FTE)	843.3	867.0	~	
		Police Staff (FTE)	336.9	358.4	~	
	Staffing profile by declared disability, ethnicity and gender (headcount)	Police Officers	% who are female	26%	27%	26%
			% who are male	74%	73%	74%
			% declared ethnicity as white	96%	95%	95%
			% declared ethnicity as black or minority ethnic	0.6%	0.8%	1%
		Police Staff	% with no declared ethnicity	3.3%	4.3%	4%
			% who are female	68%	68%	65%
			% who are male	32%	32%	35%
			% declared ethnicity as white	85%	93%	93%
	Expenditures on salaries, operating costs and capital	% declared ethnicity as black or minority ethnic		0.3%	0.5%	1%
		% with no declared ethnicity		15%	6%	6%
		Salaries (£m.)		£43.869	£45.457	~
		Pensions (£m.)		£11.576	£13.651	~
Operating overheads (£m)		£6.806	£7.107	~		
Capital (£m)		£1.329	£2.394	~		
Expenditure per resident		£184	£191	£207		
Context measures						
Telephone calls and incidents	Emergency calls per 10K population		1,046	1,010*	1,231	
	Non-emergency calls per 10K population		10,375	9,856	7,810	
	Total number of incidents per 10K population		3,879	3,711	4,253	
Number of sudden death reported to the Procurator Fiscal		488	411	~		
Number of missing person incidents		2,413	2,451	~		
Number of registered sex offenders in community		166	172	~		
Number of domestic violence incidents per 10K population		126	117	~		
Number of individuals taken into police custody		13,249	12,381	~		
Freedom of information	Requests		450	524	~	
	Questions		1,580	1,953	~	

* 2009/10 figure is based on 7 months of data

~ No data available