

FORCE PHILOSOPHY



The way in which Central Scotland Police delivers a policing service is informed by a number of different elements. These include:

- The service needs and priorities identified by communities
- Responses driven by legislation
- The need to react to situations as they arise
- The professional judgement of Force managers

Whilst all are important, it is the first which is the main driver for our plans.

Our focus this year will again be on a high visibility, intelligence led approach to delivering a targeted service within the communities. The Force remains committed to placing the highest possible number of officers on front-line patrol duties, and on increasing the presence of community officers who will become recognisable faces for the public.

FORCE PURPOSE

Our purpose is to address the concerns and expectations of communities, and to tackle those activities which erode the quality of life and general wellbeing of the public.

We will do this by undertaking what the Force regards as core policing activities:

- **Prevent** crime and the fear of crime
- **Pursue** and detect those who break the law
- **Preserve** peace and public order
- **Promote** safety and reassurance in our communities

"Together for Safer Communities" is the underlying theme of our approach to delivering policing services. This applies to the Force working with partner organisations and the public to achieve this end. It also recognises the collective effort of front-line operational staff and of colleagues in support roles in providing the current high level of service.



Foreword by
**CHIEF CONSTABLE
ANDREW CAMERON QPM BA**

Last year, Central Scotland Police published an annual business plan which set out the direction for the delivery of operational policing within the Force area.

This year, I have decided to issue two styles of plan.

A Force Service Plan will be circulated internally for use by staff, whilst this Business Plan will identify to the communities how I intend to deliver policing services in the coming year in the council areas of Falkirk, Stirling and Clackmannanshire.

The results achieved over the past year include an exceptionally high detection rate; significant increases in drugs seizures; and a growing emphasis on increasing the visibility of police officers within the community.

I intend, therefore, to adhere to the approach taken last year, and to address similar objectives and operational goals.

However, this year's Business Plan will place these more clearly within the context of Safer Central, which is the key policing approach used by Central Scotland Police.

The Force is committed to promoting people's personal safety, and to safeguarding vulnerable members of society. Appropriate effort will be directed towards reducing the incidence of anti-social behaviour and public disorder, although it must be recognised that this area is regarded as a safe place to live, work and visit.

The plan gives details of our planned expenditure for the coming year, and the Force will continue to apply processes of sound corporate governance to ensure that best use is made of limited resources.

In last year's Business Plan I posed the question of **who** keeps Central Scotland safe? The answer then was that we **all** do, and I believe that this remains true.

Central Scotland Police relies upon information from the communities to target those whose activities detract from our quality of life, and I would urge everyone to continue to support our efforts to make our area a "Safer Central".

SERVICE COMMITMENT

In delivering our service to communities all staff will:

- Display integrity and act within the law at all times
- Safeguard the rights of all members of the public
- Act without fear, favour, prejudice or ill-will
- Demonstrate civility, courtesy, impartiality, patience and restraint
- Adopt a common-sense approach to situations
- Use only such force as is necessary and justified
- Respond with sensitivity to the needs and aspirations of the whole community, irrespective of age, sexual orientation, or ethnic, religious or social background.

OPERATIONAL GOALS

The objectives and targets shown in this plan reflect the key priorities which have emerged from consultation with the community. The main issues which were identified were:

- Providing High Visibility Targeted Policing
- Dealing with Youth Crime and Anti-Social Behaviour
- Preventing and Detecting Violent Crime
- Detecting Drugs Offences
- Responding Timeously to Urgent Calls
- Reducing the Number of Road Casualties

MEASURING PERFORMANCE

Using year to year comparisons can result in distorted figures, both good and bad, where special circumstances in a single year may affect outcomes. The Force is now using averaged figures, based on a rolling 3 year period, to create more consistent returns and help identify underlying trends in performance.

Central Scotland Police BUSINESS PLAN 2003-2004



Together for **safer** communities

"A safer Place To Live, Work & Visit"



ADVANCE

"Moving the Force Forward"

- Streamline processes
- Rationalise procedures
- Harness the benefits of new technology

The four themes shown opposite provide the operational focus for Central Scotland Police. Whilst their outcomes have a direct impact on the policing of our area, there is also a need to ensure that an effective infrastructure exists to support them. This will be achieved by the introduction of new technology and by carefully considered changes to practices and procedures.

2002/2003 saw the introduction of initiatives intended to release additional effort for front-line policing work. These included a centralised input bureau to record crime and road accident reports; and a computer assisted resource management system to minimise abstractions and maximise front-line presence.

This approach will continue in the coming year with the introduction of a centralised call-resolution facility which will deal with all requests for assistance at one location. This standardised approach will identify the most appropriate response for any call, and direct operational officers to those incidents where their professional skills are most needed.

Whilst these initiatives will help Central Scotland Police make more effective and efficient use of its resources, we also intend to increase the numbers of officers, both in the regular force and in the Special Constabulary. In addition, office-based staff will continue to join front-line colleagues on special planned operations. This is an example of the flexibility displayed by all staff, which will be needed to meet the challenge of resourcing issues such as the impact of the Working Time Regulations.

Public Performance Reporting

The Force will develop new methods to provide information about its performance. This will include assessments of achievements against published targets, as well as reports on the success of the planned operations which are a key feature of our policing approach under the four operational pillars of "Safer Central".

Feedback and Contact

By letter/phone to Police HQ, Randolphfield, Stirling FK8 2HD (01786) 456000, or to local stations as listed in the directory under Police.
Via our website at www.centalscotland.police.uk



REASSURANCE

"Tackling the Fear of Crime"

Targeting efforts against crimes which affect people's homes and environment helps to sustain the quality of life which communities expect.

- Reduce Vandalism -2 %
- Reduce Housebreakings -3 %

A prompt response to calls for service, and effective resolutions of incidents, feature highly among public expectations.

- Answer 999 calls within 10 seconds ³90 %
- Respond to urgent calls within target ³85 %
- Achieve a high crime detection rate ³60 %

Communities identify increased patrols by uniformed officers as the primary measure to increase public reassurance.

- Increase satisfaction with police visibility +5 %



OVERLORD

"Tackling the Dealers"

The results of drugs misuse can bring great personal suffering and cause significant social disruption. Targeting the supplies and suppliers can disrupt the chain of misery.

- Achieve high level of reporting of drugs supply offences ³138**
- Increase the number of drugs seizures +10 %

** our system of measurement relates to the quarterly average of the number of offences reported.



TUNDRA

"Making Our Roads Safer"

Road Safety remains a prominent feature of the "Safer Central" philosophy. Speeding and poor driving habits are continually tackled by way of education, encouragement and enforcement, and by engineering road layouts and signage.

- Reduce number of road deaths and injuries -3 %
- Reduce number of child road deaths and injuries -3 %



SAFEGUARD

"Meeting Violence Head On"

Positive action against violence, and safeguarding the more vulnerable members of the community, will make the Central Scotland Police area a safer place to live, work and visit.

- Reduce the number of serious violent street crimes -3 %
- Achieve high detection rate for racist crime ³90 %

STRATEGIC PLAN

The overarching aim identified in Central Scotland Police's Strategic Business Plan is to focus on addressing the fears, expectations and concerns of the community through high visibility, intelligence led and targeted policing.

The targets in this Business Plan reflect the key public issues, and link to the recently established national policing priorities. They help to identify the business areas on which we will focus our resources.

However, we will continue to place due emphasis on other issues of importance, such as vehicle crime and youth disorder, and respond to changes in public concerns and demands as they arise.

FINANCIAL PLANS 2003/2004

The Revenue Budget may be described as the means to meet the day-to-day running costs of the Force such as salaries, fuel and stationery. The Capital Budget provides funding for purchase or replacement of those assets which form the infrastructure of the organisation, for example vehicles, buildings and information technology.

CAPITAL		£	REVENUE		£
New Buildings (Falkirk)	4,633,000		Employee costs	40,305,735	
Minor Works	243,000		Property costs	945,613	
Equipment	34,000		Supplies & Services	1,991,322	
Communications	55,000		Transport & Plant	678,237	
Information Management	175,000		Third Party Payments	981,420	
Comprehensive Strategic Review	250,000		Financing costs	1,755,000	
Call Service Centre	1,400,000		Total Expenditure	46,657,327	
Force Development Budget	23,000		Government Grants	-57,480	
Vehicle Replacement	250,000		Staff Recharges	-672,636	
Total Expenditure	7,063,000		Special Police Grant	-371,000	
			Sales, Fees etc	-235,670	
			Police Pension Contributions	-2,549,823	
			Total Income	-3,886,609	

Revenue Budget 2002/2003 42,770,718