

# Chief Constable's Message

This business plan identifies to communities how policing services will be delivered across the force, in the year ahead. An internal version of this plan is issued to all staff to ensure that everyone knows what we have set out to achieve and how their contribution is vital to our success.

Safer Central, the key policing philosophy used in Central Scotland Police, is now tried and tested and produces results. The force was very successful in achieving its targets last year. A 67 per cent detection rate – 3% more than the previous year - a record number of drug dealers arrested, significant drug seizures, a strong focus on anti-social behaviour, (all resulting in recognition by HM Inspectorate of Constabulary) and continued success in reducing injuries on our roads, are only some examples of our endeavours. In the next 12 months, Safer Central operations will be sustained, with a strong emphasis on high visibility, intelligence led policing, to provide reassurance and tackle problems such as drugs misuse, vandalism and anti social behaviour.

Due to a welcome funding opportunity an additional 70 officers will be recruited this year, which will significantly enhance operational capacity and policing presence. As well as securing additional personnel it is

equally important to deploy existing staff as effectively as possible. Implementation of Phase IV of the Force Comprehensive Strategic Review, will bring about changes aimed at maximising operational effectiveness, including rationalising and restructuring the force Local Command Units and introducing new shift working patterns.

The new Force Service Centre will become operational this summer as we strive towards providing the best possible policing service. All non emergency contact made with the force by telephone, e-mail or fax will be received by trained centralised call handling staff and actioned according to the circumstances and urgency.

Building on already solid foundations, staff look forward to the continued support of all our communities and partnership agencies. Together we can ensure that the Central Scotland Police area remains a safe place to live, work and visit.

## 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 and 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 identified are:

- Providing high visibility interactive policing
- Preventing and detecting violent crime
- Focusing on youth issues
- Reducing anti-social behaviour
- Responding timeously to urgent calls
- Detecting drugs offences
- Reducing 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 uses averaged figures, based on a rolling 3 year period, to create more consistent returns and help identify underlying trends in performance.

# Force Philosophy

The way in which Central Scotland Police delivers its 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 the first 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. The additional 70 officers which will in due course make a significant difference to policing presence.

## Force Purpose

Our purpose is to listen closely to our communities and thereafter address their concerns and expectations - to continue to tackle those activities which erode the quality of life and general well being 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

We will do this through:

- **Public** - Consultation to address community needs
- **Partnership** - Working with key agencies
- **Profile** - Maximising our presence and public accessibility

"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 colleagues in support roles in providing the current high level of service.

# Central Scotland Police

## Business Plan 2004/2005





## 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.

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| ● Increase the number of vandalism cleared up | Target* | ≥430 |
| ● Reduce housebreakings                       |         | ≤222 |

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

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| ● Answer 999 calls within 10 seconds            | ≥95% |
| ● Achieve a high crime clear up rate            | ≥60% |
| ● Satisfaction with police visibility           | ≥46% |
| ● Achieve a high clear up rate for racist crime | ≥87% |

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

## 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.

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| ● Increase reporting for Class A drugs supply offences | Target*              | ≥26  |
| ● Increase Class A drugs seizures:                     | No. of Doses/Tablets | ≥132 |
|  | Weight(g)            | ≥96  |

## 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.

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| ● Reduce number of road deaths and injuries       | Target* | - 9% |
| ● 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.

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| ● Reduce the number of serious violent crimes in public places | Target* | ≤68 |
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## Advance

### "Moving the Force Forward"

It is vital to maximise resources and provide the very best welfare and support available for all staff.

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| ● Reduce the number of days lost to sickness per staff member | Target* | ≤3 |
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In terms of reducing crime and serving the criminal justice system, offenders must be reported promptly to the Reporters to the Children's Panel and Procurators Fiscal

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| ● Increase the proportion of police reports submitted within target. | ≥53% |
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\* Average number/percentage per quarter over 3 years

≤ less than or equal to

≥ greater than or equal to

The four operational themes of Safer Central provide a focus for our day to day business. The fifth pillar, Operation Advance deals with streamlining processes, rationalising procedures and harnessing the benefits of technology. Two of the key force projects coming to fruition this year are the Airwave Communication System and the Force Service Centre.

## Airwave Communications System

Implementation of the Airwaves system on 1st October 2004 will provide much improved communications and remove poor reception spots throughout the force area. Officer Safety will be improved and the system will also support the ethos of minimising the time spent in police offices, through improved data communications facilities. The system is encrypted so that it will not be possible to eavesdrop on the transmissions.

## Force Service Centre

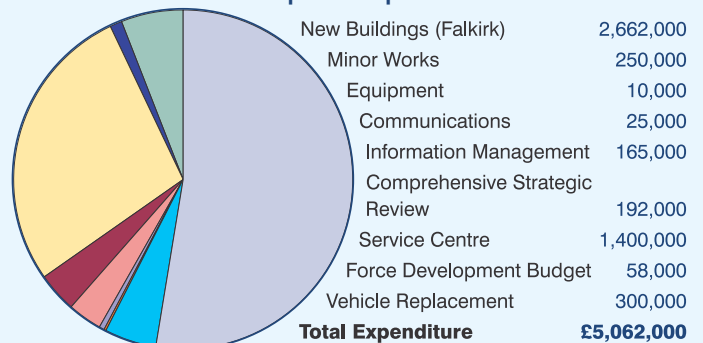
The new Force Service Centre will become operation this summer. All non emergency contact made with the force by telephone, e-mail or fax will be received at a new centralised call handling facility, where each call will be received by trained call handling staff and then assessed and actioned according to the circumstances and urgency. All 999 calls will be received at the new Force Communications and Control Centre.

The main benefits will be enhanced quality and consistency of call handling coupled with a command and control structure.

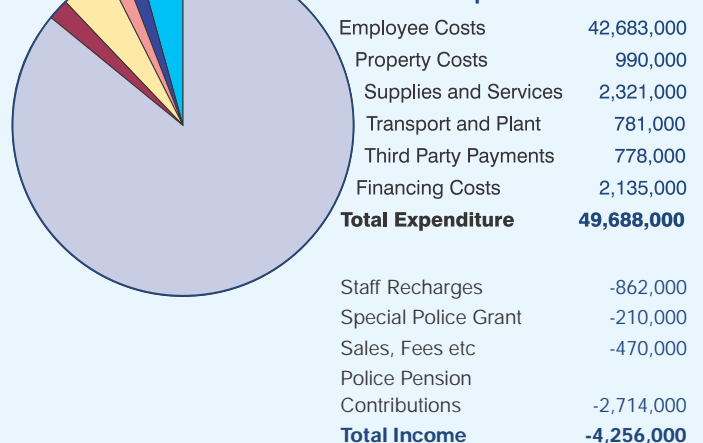
## Financial Plans 2004/2005

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 Expenditure



### Revenue Expenditure



All performance figures quoted are based on 3-year moving quarterly average.