

Central Scotland Police Strategic Development



Memorandum

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From Jennifer Caygill
Strategic Development, HQ

Date 21/07/2009

Subject Force Performance Framework Q1 2009/10

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The Scottish Policing Performance Framework (SPPF) was launched across Scotland on 1st April 2007 designed to measure, report and manage police performance. The SPPF was developed by ACPOS, with input from forces, the Scottish Government, the Scottish Police Authorities Conveners Forum, Audit Scotland and Her Majesty's Inspectorate of Constabulary, the SPPF is reviewed and re-issued annually. The primary focus of the SPPF are the Outcome / Activity indicators, other indicators are however important and necessary as they provide contextual information about the environment within which forces are operating.

The Force adopted the SPPF and augmented it with local indicators directly linked to its strategic priorities together with Single Outcome Agreement (SOA) indicators relevant to each Community Planning Partnership. The attached report summarises Force performance against these various indicators, disaggregated by Area Command for Q1 2009/10 (01/04/09 - 30/06/09).

The report lists each indicator by unique reference number e.g. SR7. The indicators desired direction of travel is signified by the symbols ↓↑, whilst current results are colour coded as either; **green** - improved/maintained performance or reduced service demand; **red** - reduced performance or increased service demand and **amber** signifying movement within the indicator is neutral. It has not been possible to populate all of the indicators within the Framework, however lead departments are endeavouring to increase future reporting. Baselines against which current Force performance is assessed are YTD (year-to-date) 2008/09 compared with YTD 2009/10, however a broader assessment base of 3-year averages has also been included where available.

Regards

Central Scotland Police Performance Framework

Force Level Results, Year to Date Quarter 1 2009/10

(01/04/09 - 30/06/09)

	Service Response			Public Reassurance & Community Safety						Criminal Justice & Tackling Crime				Sound Governance & Efficiency						
	Ref	Indicator	2009/10	2008/09	Ref	Indicator	2009/10	2008/09	3-Yr Avg.	Ref	Indicator	2009/10	2008/09	Ref	Indicator	2009/10	2008/09			
Outcomes	SR1	Complaint cases per 10K incidents ↓	17.2	12.1	PR1	Gp 1 crimes (Number ↓, per K pop' ↓, % detection ↑)	85	0.29	89%	130	0.45	93%	124	0.43	97%	S61	Value of efficiency savings - cashable (target 4%) ↑	No Data	No data	
	SR2	Complaint allegations ↓	99	53	PR2	Gp 2 crimes (Number ↓, per K pop' ↓, % detection ↑)	104	0.36	63%	80	0.28	94%	109	0.38	91%	S62	Value of efficiency savings - non-cashable ↑	No Data	No data	
	SR3	Compliant allegations where action taken	7%	21%	PR3	Gp 3 crimes (Number ↓, per K pop' ↓, % detection ↑)	1,948	6.71	45%	2,172	7.48	42%	2,147	7.39	47%					
	SR4	Service complaints per 10K pop' ↓	0.55	0.52	PR4	Gp 4 crimes (Number ↓, per K pop' ↓, % detection ↑)	1,511	5.20	36%	1,513	5.24	33%	1,623	5.59	37%					
	SR5	Service user satisfaction (initial contact) ↑			PR5	Gp 5 crimes (Number, per K pop', % detection)	956	3.29	100%	1,045	3.62	96%	1,158	3.99	99%					
	SR6	Service user satisfaction (overall contact) ↑			PR6	Gp 6 crimes (Number, per K pop', % detection)	2,773	9.55	90%	2,733	9.46	90%	2,913	10.03	91%					
	SR7	Service users adequately informed re progress ↑			PR7	Gp 7 crimes (Number, per K pop', % detection)	5,081	17.50	100%	5,016	17.37	99%	4,852	16.71	99%					
	SR8	General satisfaction with force performance ↑			PR8	Racist crimes (Number, per K pop', % detection ↑)	61	0.21	77%	92	0.32	75%	80	0.28	76%					
	SR9	Satisfaction with police patrol visibility ↑			PR9	Residential house break-ins (Number ↓, per K pop' ↓, % detection ↑)	143	0.49	23%	137	0.47	44%	154	0.53	47%					
	SR10	Telephone call handling satisfaction ↑			PR10	Vandalisms (Number ↓, per K pop' ↓, % detection ↑)	1,399	4.82	36%	1,414	4.90	31%	1,512	5.21	36%					
	SR11	Criminal complaint investigations (target 80% in 10 weeks) ↑	0%	33%	PR11	Gp 1-5 crime (Number, per K pop', % detection ↑)	4,604	15.85	55%	4,941	17.11	53%	5,161	17.77	58%					
	SR12	Service complaint investigations (target 85% in 8 weeks) ↑	71%	61%	PR12	All Person KSI (Number ↓, per MVK ↓)	32	0.041		60	0.080		50	0.068						
Activities	SR20	Emergency calls answered within 10 sec. (target 90%) ↑	93%	91%	PR13	Child KSI (Number ↓, per MVK ↓)	1	0.001		8	0.011		5	0.007						
	SR21	Emergency calls attended within target ↑	88%	89%	PR14	Slight injuries (Number ↓, per MVK ↓)	143	0.185		158	0.210		175	0.237						
	SR22	Average emergency call attendance time (mins.) ↓	5.5	6.5	PR15	Injury road collisions (Number ↓, per MVK ↓)	142	0.183		168	0.224		170	0.230						
	SR23	Non-emergency calls answered within 40 sec. (target 90%) ↑	91%	89%	PR16	Alcohol related road collisions (Number ↓, per MVK ↓)	8	0.010		5	0.007		7	0.009						
					PR17	Alcohol related driving incidents (Number ↓, per MVK ↓)	114	0.147		122	0.162		144	0.195						
					PR18	ASB community crimes and offences (Number ↓, per K pop' ↓, % detection ↑)	3,077	10.60	66%	3,136	10.86	64%								
					PR19	Racist incidents (Number, per K pop')	63	0.22		94	0.325									
					PR20	MAPPAs offenders re-convicted/breaching conditions (Number, %)	5	2%		5	2%									
					PR21	Youth crimes (Number ↓)	1,058			981										
					PR22	Youth crime offenders (Number ↓)	1,182			1,014										
					PR30	Class A Drug Supply Offences ↑	31			75										
					PR31	Class A Drug Seizures (wt gms) ↑	259			107										
				PR32	Class A Drug Seizures (tabs/doses) ↑	0			7											
				PR33	Class A Drug Seizures (ml) ↑	0			0											
				PR34	Number of drug dealers reported ↑	56			62											
				PR40	Number of Special Constables ↑	112			60											
				PR41	Number of Special Constables duty hours ↑	4,144			3,056											
Inputs																				
	Context	SR30	Emergency telephone calls per 10K pop' ↓	270	244	PR50	Number of registered sex offenders in the community	175			174					S640	Number of Freedom of information requests	106	114	
SR31		Non-emergency telephone calls per 10K pop' ↓	2,617	2,713	PR51	Number of domestic abuse incidents per 10K pop' ↓	31			32					S641	Number of Freedom of information questions	457	397		
SR32		Total number of incidents per 10K pop' ↓	1,023	1,003	PR52	Estimated number of problem drug users ↓	No Data			No Data										
SR33		Number of sudden death incidents ↓	106	118	PR53	Number of persons taken into police custody ↓	3,222			3,229										
	SR34	Number of missing persons incidents ↓	265	270																

Key

- Indicator Positive (Improved / Maintained Performance or Reduced Service Demand)
- Indicator Negative (Reduced Performance or Increased Service Demand)
- Indicator Neutral
- Lead Dept Currently Unable to Provide Data
- ↑ Indicators Desired Direction of Travel

Indicator specific to Central Scotland Police (local indicator)
 Crime statistics counting convention = SEJD MKQ ('date created', detections not linked)
 Per K pop' = Per Thousand Population
 Per MVK = Per Million Vehicle Kilometers
 KSI = Killed and Seriously Injured



Central Scotland Police Performance Framework

Falkirk Area Command Results, Year to Date Quarter 1 2009/10

(01/04/09 - 30/06/09)

	Service Response				Public Reassurance & Community Safety						Criminal Justice & Tackling Crime				Sound Governance & Efficiency				
	Ref	Indicator	2009/10	2008/09	Ref	Indicator	2009/10	2008/09	2009/10	2008/09	3-Yr Avg.	Ref	Indicator	2009/10	2008/09	Ref	Indicator	2009/10	2008/09
Outcomes	SR1	Complaint cases per 10K incidents ↓	19.3	10.3	PR1	Gp 1 crimes (Number ↓, per K pop' ↓, % detection ↑)	45	0.30	89%	69	0.46	87%	60	0.40	95%				
	SR2	Complaint allegations ↓	56	24	PR2	Gp 2 crimes (Number ↓, per K pop' ↓, % detection ↑)	56	0.37	66%	59	0.39	93%	65	0.43	89%				
	SR3	Compliant allegations where action taken	9%	17%	PR3	Gp 3 crimes (Number ↓, per K pop' ↓, % detection ↑)	916	6.04	47%	1,100	7.30	38%	1,060	6.99	47%				
	SR4	Service complaints per 10K pop ↓	0.20	0.27	PR4	Gp 4 crimes (Number ↓, per K pop' ↓, % detection ↑)	715	4.72	37%	725	4.81	32%	775	5.11	37%				
	SR5	Service user satisfaction (initial contact) ↑			PR5	Gp 5 crimes (Number ↓, per K pop' ↓, % detection ↑)	490	3.23	101%	473	3.14	95%	556	3.67	98%				
	SR6	Service user satisfaction (overall contact) ↑			PR6	Gp 6 crimes (Number ↓, per K pop' ↓, % detection ↑)	1,470	9.70	90%	1,388	9.21	86%	1,471	9.71	88%				
	SR7	Service users adequately informed re progress ↑			PR7	Gp 7 crimes (Number ↓, per K pop' ↓, % detection ↑)	3,017	19.90	100%	2,843	18.86	98%	2,704	17.84	99%				
	SR8	General satisfaction with force performance ↑			PR8	Racist crimes (Number ↓, per K pop' ↓, % detection ↑)	29	0.19	83%	40	0.27	75%	40	0.26	75%				
	SR9	Satisfaction with police patrol visibility ↑			PR9	Residential house break-ins (Number ↓, per K pop' ↓, % detection ↑)	59	0.39	24%	75	0.50	35%	78	0.51	49%				
					PR10	Vandalisms (Number ↓, per K pop' ↓, % detection ↑)	659	4.35	37%	674	4.47	32%	723	4.77	36%				
					PR11	Gp 1-5 crime (Number ↓, per K pop' ↓, % detection ↑)	2,222	14.66	57%	2,426	16.10	50%	2,516	16.60	57%				
					PR12	All Person KSI (Number ↓, per MVK ↓)	12	0.031		22	0.060		20	0.055					
					PR13	Child KSI (Number ↓, per MVK ↓)	0	0.000		4	0.011		2	0.006					
					PR14	Slight injuries (Number ↓, per MVK ↓)	69	0.181		72	0.196		70	0.193					
					PR15	Injury road collisions (Number ↓, per MVK ↓)	63	0.165		71	0.193		68	0.187					
					PR16	Alcohol related road collisions (Number ↓, per MVK ↓)	2	0.005		2	0.005		3	0.008					
					PR17	Alcohol related driving incidents (Number ↓, per MVK ↓)	54	0.142		54	0.147		64	0.176					
					PR18	ASB community crimes and offences (Number ↓, per K pop' ↓, % detection ↑)	1,543	10.18	67%	1,533	10.17	63%							
					PR19	Racist incidents (Number ↓, per K pop')	31	0.20		40	0.27								
					PR21	Youth crimes (Number ↓)	518			446									
					PR22	Youth crime offenders (Number ↓)	561			466									
					PR23	Enforcement of quality of life offences (No. Detected ↑, per K pop' ↑)	903	5.958		836	5.547		919	6.063					
					PR30	Class A Drug Supply Offences ↑	7			25									
					PR34	Number of drug dealers reported ↑	23			21									
					PR40	Number of Special Constables ↑	60			35									
					PR41	Number of Special Constables duty hours ↑	1,878			1,662									
Activities	SR21	Emergency calls attended within target ↑	87%	89%								CJ1	SPR's to COPFS within 28 days (target >80%) ↑	84%	86%	S610	Number of police officers (FTE)	260.1	258.4
	SR22	Average emergency call attendance time (mins.) ↓	6.2	6.4								CJ2	SPR's to SCRA within 14 days (target >80%) ↑	77%	83%	S611	Number of police staff (FTE)	43.6	42.7
Inputs												CJ3	SPR's marked as 'no proceedings' by COPFS ↓	11%	11%	S612	Sickness absence for police officers ↓	No Data	No Data
												CJ4	Antisocial behaviour fixed penalty notices issued ↑	319	317	S613	Sickness absence for police staff ↓	No Data	No Data
												CJ5	Formal police warnings issued (adults) ↑	111	73	S614	Ratio of police officers leaving the organisation	0.8%	0.8%
												CJ6	Restorative justice warnings issued ↑	60	39	S615	Ratio of police staff leaving the organisation	3.8%	8.3%
																S616	Salary costs accounted for by overtime	No Data	No Data
																S620	Expenditure on salaries (£M)	No Data	No Data
																S621	Ratio of expenditure on operating costs:	No Data	No Data
																S623	Variance from overtime budgets ↓	No Data	No Data
																S624	Ratio of female police officers	32%	30%
																S625	Ratio of male police officers	68%	70%
																S626	Ratio of female police staff	70%	67%
																S627	Ratio of male police staff	30%	33%
															S628	Ratio of police officers from minority ethnic groups	0.4%	0.4%	
															S629	Ratio of police staff from minority ethnic groups	0.0%	0.0%	
															S630	Ratio of police officers by service band: ≤5 yrs service	37%	44%	
																S631	Ratio of police staff by service band: ≥26 yrs service	5%	7%
																S632	Ratio of disabled staff in post	No Data	No Data
																S633	Expenditure per resident	No Data	No Data
Context	SR42	Total number of incidents per 10K pop' ↓	957	968	PR50	Number of registered sex offenders in the community	88			85									
	SR43	Number of sudden death incidents ↓	64	59	PR51	Number of domestic abuse incidents per 10K pop' ↓	33			36									
	SR44	Number of missing persons incidents ↓	130	125	PR52	Estimated number of problem drug users ↓	No Data			No Data									
					PR53	Number of persons taken into police custody ↓	1,621			1,639									

Key

- Indicator Positive (Improved / Maintained Performance or Reduced Service Demand)
- Indicator Negative (Reduced Performance or Increased Service Demand)
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- Indicators Desired Direction of Travel

Indicator specific to Central Scotland Police (local indicator)
 Single Outcome Agreement Indicator (SOA)
 Crime statistics counting convention = SEJD MKQ ('date created', detections not linked)
 Per K pop' = Per Thousand Population
 Per MVK = Per Million Vehicle Kilometers
 KSI = Killed and Seriously Injured



Central Scotland Police Performance Framework

Stirling Area Command Results, Year to Date Quarter 1 2009/10

(01/04/09 - 30/06/09)

	Service Response				Public Reassurance & Community Safety							Criminal Justice & Tackling Crime				Sound Governance & Efficiency			
	Ref	Indicator	2009/10	2008/09	Ref	Indicator	2009/10		2008/09		3-Yr Avg.		Ref	Indicator	2009/10	2008/09	Ref	Indicator	2009/10
Outcomes	SR1	Complaint cases per 10K incidents ↓	15.6	12.4	PR1	Gp 1 crimes (Number ↓, per K pop' ↓, % detection ↑)	24	0.27	88%	34	0.39	97%	35	0.40	97%				
	SR2	Complaint allegations ↓	25	15	PR2	Gp 2 crimes (Number ↓, per K pop' ↓, % detection ↑)	18	0.20	83%	17	0.19	94%	28	0.32	93%				
	SR3	Compliant allegations where action taken	0%	27%	PR3	Gp 3 crimes (Number ↓, per K pop' ↓, % detection ↑)	686	7.76	41%	637	7.22	36%	670	7.58	45%				
	SR4	Service complaints per 10K pop ↓	0.57	0.45	PR4	Gp 4 crimes (Number ↓, per K pop' ↓, % detection ↑)	453	5.13	38%	434	4.92	36%	442	5.00	37%				
	SR5	Service user satisfaction (initial contact) ↑			PR5	Gp 5 crimes (Number ↓, per K pop' ↓, % detection ↑)	251	2.84	98%	317	3.59	97%	332	3.76	98%				
	SR6	Service user satisfaction (overall contact) ↑			PR6	Gp 6 crimes (Number ↓, per K pop' ↓, % detection ↑)	822	9.30	89%	838	9.50	95%	884	10.01	93%				
	SR7	Service users adequately informed re progress ↑			PR7	Gp 7 crimes (Number ↓, per K pop' ↓, % detection ↑)	1,445	16.36	100%	1,454	16.49	99%	1,468	16.62	97%				
	SR8	General satisfaction with force performance ↑			PR8	Racist crimes (Number ↓, per K pop' ↓, % detection ↑)	20	0.23	70%	30	0.34	73%	25	0.28	76%				
	SR9	Satisfaction with police patrol visibility ↑			PR9	Residential house break-ins (Number ↓, per K pop' ↓, % detection ↑)	71	0.80	23%	32	0.36	63%	44	0.50	41%				
					PR10	Vandalisms (Number ↓, per K pop' ↓, % detection ↑)	422	4.78	36%	402	4.56	34%	409	4.63	35%				
					PR11	Gp 1-5 crime (Number ↓, per K pop' ↓, % detection ↑)	1,432	16.21	51%	1,440	16.33	52%	1,507	17.06	57%				
					PR12	All Person KSI (Number ↓, per MVK ↓)	14	0.044		32	0.104		27	0.090					
					PR13	Child KSI (Number ↓, per MVK ↓)	0	0.000		2	0.007		2	0.007					
					PR14	Slight injuries (Number ↓, per MVK ↓)	61	0.193		72	0.235		88	0.293					
					PR15	Injury road collisions (Number ↓, per MVK ↓)	61	0.193		81	0.264		85	0.283					
					PR16	Alcohol related road collisions (Number ↓, per MVK ↓)	6	0.019		1	0.003		3	0.010					
					PR17	Alcohol related driving incidents (Number ↓, per MVK ↓)	44	0.139		45	0.147		53	0.176					
					PR18	ASB community crimes and offences (Number ↓, per K pop' ↓, % detection ↑)	920	10.41	66%	942	10.68	69%							
					PR19	Racist incidents (Number ↓, per K pop')	20	0.23		31	0.35								
					PR21	Youth crimes (Number ↓)	373			320									
					PR22	Youth crime offenders (Number ↓)	561			466									
					PR23	Enforcement of quality of life offences (No. Detected ↑, per K pop' ↑)	533	6.033		533	6.044		560	6.338					
					PR30	Class A Drug Supply Offences ↑	5			39									
					PR34	Number of drug dealers reported ↑	11			31									
					PR40	Number of Special Constables ↑	38			19									
					PR41	Number of Special Constables duty hours ↑	1,436			1,079									
Activities	SR21	Emergency calls attended within target ↑	87%	87%															
	SR22	Average emergency call attendance time (mins.) ↓	5.2	7.5															
Inputs																			
Context	SR42	Total number of incidents per 10K pop' ↓	1,090	1,009	PR50	Number of registered sex offenders in the community	47			46									
	SR43	Number of sudden death incidents ↓	26	37	PR51	Number of domestic abuse incidents per 10K pop' ↓	24			22									
	SR44	Number of missing persons incidents ↓	101	92	PR52	Estimated number of problem drug users ↓	No Data			No Data									
					PR53	Number of persons taken into police custody ↓	1,523			1,507									

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