

Central Scotland Police Strategic Development



Memorandum

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From Jennifer Caygill
Strategic Development, HQ

Date 23/10/2009

Subject Force Performance Framework Q2 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 Q2 2009/10 (01/04/09 - 30/09/09).

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 2 2009/10

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

Service Response			
Ref	Indicator	2009/10	2008/09
SR1	Complaint cases per 10K incidents ↓	147	125
SR2	Complaint allegations ↓	179	138
SR3	Complaint allegations where action taken	11%	21%
SR4	Service complaints per 10K pop ↓	1.38	1.11
SR5	Service user satisfaction (initial contact) ↑	94%	95%
SR6	Service user satisfaction (overall contact) ↑	82%	88%
SR7	Service user satisfaction (Police actions) ↑	81%	No data
SR8	Service users adequately informed re progress ↑	38%	42%
SR9	Satisfaction with treatment by staff at initial contact ↑	92%	No data
SR9b	Satisfaction with treatment by officers who attended ↑	84%	No data
SR10	General satisfaction with force performance ↑	92%	89%
SR11	Satisfaction with police patrol visibility ↑	48%	50%
SR12	Satisfaction with Service Advisor manner ↑	96%	98%
SR13	Criminal complaint investigations (target 80% in 10 weeks) ↓	0%	33%
SR14	Service complaint investigations (target 85% in 8 weeks) ↑	67%	60%

SR20	Emergency calls answered within 10 sec. (target 90%) ↑	92%	93%
SR21	Emergency calls attended within target ↑	87%	88%
SR22	Average emergency call attendance time (mins.) ↓	7.2	7.7
SR23	Non-emergency calls answered within 40 sec. (target 90%) ↑	90%	89%

PR30	Number of Special Constables ↑	87	77
PR31	Number of Special Constables duty hours ↑	7,947	7,390

Public Reassurance & Community Safety										
Ref	Indicator	2009/10		2008/09		3-Yr Avg				
PR1	Gp 1 crimes (Number ↓, per K pop ↓, % detection ↑)	181	0.62	94%	246	0.85	98%	253	0.87	94%
PR2	Gp 2 crimes (Number ↓, per K pop ↓, % detection ↑)	196	0.67	68%	156	0.54	85%	231	0.80	89%
PR3	Gp 3 crimes (Number ↓, per K pop ↓, % detection ↑)	3,831	13.19	49%	4,157	14.31	43%	4,294	14.79	47%
PR4	Gp 4 crimes (Number ↓, per K pop ↓, % detection ↑)	2,684	9.24	37%	2,950	10.21	35%	3,124	10.76	38%
PR5	Gp 5 crimes (Number, per K pop, % detection)	1,916	6.60	101%	2,308	7.99	97%	2,391	8.23	98%
PR6	Gp 6 crimes (Number, per K pop, % detection)	5,182	17.84	91%	5,614	19.44	90%	5,867	20.20	91%
PR7	Gp 7 crimes (Number, per K pop, % detection)	13,505	46.50	99%	14,443	50.01	99%	15,217	52.40	100%
PR8	Racist crimes (Number, per K pop, % detection ↑)	200	0.69	82%	301	1.04	79%	247	0.85	79%
PR9	Residential house break-ins (Number ↓, per K pop ↓, % detection ↑)	239	0.82	27%	268	0.93	35%	300	1.03	40%
PR10	Vandalisms (Number ↓, per K pop ↓, % detection ↑)	2,489	8.57	36%	2,750	9.52	33%	2,906	10.01	37%
PR11	Gp 1-5 crime (Number, per K pop, % detection ↑)	8,808	30.33	58%	9,814	33.98	55%	10,252	35.30	59%
PR12	All Person KSI (Number ↓, per MVK ↓)	71	0.046		93	0.062		92	0.062	
PR13	Child KSI (Number ↓, per MVK ↓)	5	0.003		13	0.009		11	0.007	
PR14	Slight injuries (Number ↓, per MVK ↓)	358	0.231		348	0.232		369	0.250	
PR15	Injury road collisions (Number ↓, per MVK ↓)	327	0.211		339	0.226		345	0.233	
PR16	Alcohol related road collisions (Number ↓, per MVK ↓)	12	0.008		12	0.008		13	0.009	
PR17	Alcohol related driving incidents (Number ↓, per MVK ↓)	220	0.142		247	0.164		285	0.193	
PR18	ASB community crimes and offences (Number ↓, per K pop ↓, % detection ↑)	5,728	19.72	67%	6,389	22.12	66%			
PR19	Racist incidents (Number, per K pop)	113	0.39		170	0.589				
PR20	MAPPAs offenders re-convicted/breaching conditions (Number, %)	14	6%		9	4%				
PR21	Youth crimes (Number ↓)	3,203			3,089					
PR22	Youth crime offenders (Number ↓)	1,280			1,291					

CJ1	SPR's to COPFS within 28 days (target >80%) ↑	86%	87%
CJ2	SPR's to SCRA within 14 days (target >80%) ↑	83%	84%
CJ3	SPR's marked as 'no proceedings' by COPFS ↓	11%	12%
CJ4	Antisocial behaviour fixed penalty notices issued ↑	1,169	1,344
CJ5	Formal police warnings issued (adults)	388	314
CJ6	Restorative justice warnings issued ↑	195	173
CJ7	Handing cases entered on CHS within 24hrs (target >70%) ↓	93	94%
CJ8	Class A Drug Supply Offences ↑	152	152
CJ9	Class A Drug Seizures (wt gms) ↑	298	113
CJ10	Class A Drug Seizures (tabs/doses) ↑	52	9
CJ11	Class A Drug Seizures (ml) ↑	0	0
CJ12	Number of drug dealers reported ↓	129	121

SR30	Emergency telephone calls per 10K pop ↓	535	534
SR31	Non-emergency telephone calls per 10K pop ↓	5,134	5,424
SR32	Total number of incidents per 10K pop ↓	1,992	2,023
SR33	Number of sudden death incidents ↓	204	234
SR34	Number of missing persons incidents ↓	1,298	1,238

PR40	Number of registered sex offenders in the community	170	174
PR41	Number of domestic abuse incidents per 10K pop ↓	58	64
PR42	Estimated number of problem drug users	2,149	1,866
PR43	Number of persons taken into police custody ↓	6,423	6,693

Criminal Justice & Tackling Crime			
Ref	Indicator	2009/10	2008/09
SR30	Emergency telephone calls per 10K pop ↓	535	534
SR31	Non-emergency telephone calls per 10K pop ↓	5,134	5,424
SR32	Total number of incidents per 10K pop ↓	1,992	2,023
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SR34	Number of missing persons incidents ↓	1,298	1,238

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Sound Governance & Efficiency			
Ref	Indicator	2009/10	2008/09
SR30	Emergency telephone calls per 10K pop ↓	535	534
SR31	Non-emergency telephone calls per 10K pop ↓	5,134	5,424
SR32	Total number of incidents per 10K pop ↓	1,992	2,023
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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 2 2009/10

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

Outcomes	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 ↓	16.3	10.3	PR1	Gp 1 crimes (Number ↓, per K pop' ↓, % detection ↑)	92	0.61	97%	130	0.86	98%	119	0.79	96%				
	SR2	Complaint allegations ↓	107	48	PR2	Gp 2 crimes (Number ↓, per K pop' ↓, % detection ↑)	92	0.61	73%	107	0.71	86%	142	0.94	91%				
	SR3	Complaint allegations where action taken	9%	15%	PR3	Gp 3 crimes (Number ↓, per K pop' ↓, % detection ↑)	1,821	12.01	53%	2,106	13.97	40%	2,130	14.05	45%				
	SR4	Service complaints per 10K pop ↓	0.86	0.80	PR4	Gp 4 crimes (Number ↓, per K pop' ↓, % detection ↑)	1,262	8.33	37%	1,373	9.11	34%	1,489	9.82	37%				
	SR5	Service user satisfaction (initial contact) ↑			PR5	Gp 5 crimes (Number ↓, per K pop' ↓, % detection ↑)	937	6.18	100%	1,046	6.94	98%	1,089	7.18	99%				
	SR6	Service user satisfaction (overall contact) ↑			PR6	Gp 6 crimes (Number ↓, per K pop' ↓, % detection ↑)	2,697	17.79	91%	2,898	19.23	89%	2,981	19.67	89%				
	SR7	Service user satisfaction (police actions) ↑			PR7	Gp 7 crimes (Number ↓, per K pop' ↓, % detection ↑)	7,401	48.83	99%	7,510	49.83	98%	8,515	56.18	100%				
	SR8	Service users adequately informed re progress ↑			PR8	Racist crimes (Number ↓, per K pop' ↓, % detection ↑)	90	0.59	83%	143	0.95	80%	121	0.80	75%				
	SR9a	Satisfaction with treatment by staff at initial contact ↑			PR9	Residential house break-ins (Number ↓, per K pop' ↓, % detection ↑)	101	0.67	31%	162	1.07	27%	162	1.07	42%				
	SR9b	Satisfaction with treatment by officers who attended ↑			PR10	Vandalisms (Number ↓, per K pop' ↓, % detection ↑)	1,157	7.63	37%	1,268	8.41	33%	1,378	9.09	36%				
	SR10	General satisfaction with force performance ↑			PR11	Gp 1-5 crime (Number ↓, per K pop' ↓, % detection ↑)	4,204	27.74	60%	4,749	31.51	54%	4,944	32.62	58%				
SR11	Satisfaction with police patrol visibility ↑			PR12	All Person KSI (Number ↓, per MVK ↓)	31	0.041		31	0.042		35	0.048						
Activities	SR21	Emergency calls attended within target ↑	86%	88%	PR13	Child KSI (Number ↓, per MVK ↓)	2	0.003		6	0.008		6	0.008					
	SR22	Average emergency call attendance time (mins) ↓	7.2	7.3	PR14	Slight injuries (Number ↓, per MVK ↓)	178	0.234		162	0.220		157	0.216					
					PR15	Injury road collisions (Number ↓, per MVK ↓)	155	0.203		150	0.204		145	0.199					
					PR16	Alcohol related road collisions (Number ↓, per MVK ↓)	3	0.004		5	0.007		5	0.007					
					PR17	Alcohol related driving incidents (Number ↓, per MVK ↓)	109	0.143		124	0.168		136	0.187					
					PR18	ASB community crimes and offences (Number ↓, per K pop' ↓, % detection ↑)	2,833	18.69	69%	3,094	20.53	66%							
					PR19	Racist incidents (Number ↓, per K pop' ↓)	51	0.34		83	0.55								
					PR21	Youth crimes (Number ↓)	1,519			1,469									
					PR22	Youth crime offenders (Number ↓)	685			640									
					PR23	Enforcement of quality of life offences (No. Detected ↓, per K pop ↑)	1,650	10.89		1,737	11.52		2,198	14.5					
	Inputs					PR30	Number of Special Constables ↑	44			43								
					PR31	Number of Special Constables duty hours ↑	3,677			3,630									
Context	SR42	Total number of incidents per 10K pop' ↓	1,864	1,933	PR40	Number of registered sex offenders in the community	87			89									
	SR43	Number of sudden death incidents ↓	125	126	PR41	Number of domestic abuse incidents per 10K pop' ↓	60			73									
	SR44	Number of missing persons incidents ↓	597	616	PR42	Estimated number of problem drug users	888			856									
					PR43	Number of persons taken into police custody ↓	3,177			3,405									

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 Single Outcome Agreement Indicator (SOA)
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Central Scotland Police Performance Framework

Stirling Area Command Results, Year to Date Quarter 2 2009/10

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

Outcomes	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 ↓	11.7	11.6	PR1	Ep 1 crimes (Number ↓, per K pop' ↓, % detection ↑)	60	0.68	92%	65	0.74	95%	73	0.83	92%				
	SR2	Complaint allegations ↓	39	37	PR2	Ep 2 crimes (Number ↓, per K pop' ↓, % detection ↑)	36	0.41	67%	38	0.43	76%	53	0.60	85%				
	SR3	Complaint allegations where action taken	8%	32%	PR3	Ep 3 crimes (Number ↓, per K pop' ↓, % detection ↑)	1,347	15.25	44%	1,258	14.26	42%	1,335	15.11	45%				
	SR4	Service complaints per 10K pop ↓	1.47	1.13	PR4	Ep 4 crimes (Number ↓, per K pop' ↓, % detection ↑)	795	9.00	38%	869	9.85	37%	872	9.87	40%				
	SR5	Service user satisfaction (initial contact) ↑			PR5	Ep 5 crimes (Number ↓, per K pop' ↓, % detection ↑)	574	6.50	103%	694	7.87	94%	693	7.84	97%				
	SR6	Service user satisfaction (overall contact) ↑			PR6	Ep 6 crimes (Number ↓, per K pop' ↓, % detection ↑)	1,591	18.01	89%	1,699	19.27	93%	1,763	19.95	92%				
	SR7	Service user satisfaction (police actions) ↑			PR7	Ep 7 crimes (Number ↓, per K pop' ↓, % detection ↑)	4,868	55.10	100%	5,498	62.34	99%	5,313	60.14	99%				
	SR8	Service users adequately informed re progress ↑			PR8	Racist crimes (Number, per K pop' ↓, % detection ↑)	76	0.86	78%	92	1.04	75%	78	0.88	81%				
	SR9a	Satisfaction with treatment by staff at initial contact ↑			PR9	Residential house break-ins (Number ↓, per K pop' ↓, % detection ↑)	113	1.28	23%	64	0.73	44%	85	0.96	35%				
	SR9b	Satisfaction with treatment by officers who attended ↑			PR10	Vandalisms (Number ↓, per K pop' ↓, % detection ↑)	741	8.39	36%	806	9.14	35%	812	9.19	38%				
	SR10	General satisfaction with force performance ↑			PR11	Ep 1-5 crime (Number ↓, per K pop' ↓, % detection ↑)	2,812	31.83	55%	2,917	33.08	54%	3,014	34.11	57%				
SR11	Satisfaction with police patrol visibility ↑			PR12	All Person KSI (Number ↓, per MVK ↓)	33	0.052		47	0.077		48	0.080						
Activities	SR21	Emergency calls attended within target ↑	86%	85%	PR13	Child KSI (Number ↓, per MVK ↓)	1	0.002		3	0.005		3	0.005					
	SR22	Average emergency call attendance time (mins) ↓	8.1	9.3	PR14	Slight injuries (Number ↓, per MVK ↓)	149	0.236		143	0.233		166	0.276					
					PR15	Injury road collisions (Number ↓, per MVK ↓)	138	0.219		146	0.238		159	0.265					
					PR16	Alcohol related road collisions (Number ↓, per MVK ↓)	9	0.014		4	0.007		6	0.010					
					PR17	Alcohol related driving incidents (Number ↓, per MVK ↓)	81	0.128		83	0.135		99	0.165					
					PR18	ASB community crimes and offences (Number ↓, per K pop' ↓, % detection ↑)	1,736	19.65	67%	1,959	22.21	69%							
					PR19	Racist incidents (Number, per K pop' ↓)	44	0.50		54	0.61								
					PR21	Youth crimes (Number ↓)	1,141			969									
					PR22	Youth crime offenders (Number ↓)	685			640									
					PR23	Enforcement of quality of life offences (No. Detected ↓, per K pop' ↓)	972	11.00		1,127	12.78		1320	14.9					
	Inputs					PR30	Number of Special Constables ↑	33			24								
					PR31	Number of Special Constables duty hours ↑	2,949			2,869									
Context		SR42	Total number of incidents per 10K pop' ↓	2,134	2,060	PR40	Number of registered sex offenders in the community	44			47								
	SR43	Number of sudden death incidents ↓	49	69	PR41	Number of domestic abuse incidents per 10K pop' ↓	48			46									
	SR44	Number of missing persons incidents ↓	529	410	PR42	Estimated number of problem drug users	756			713									
					PR43	Number of persons taken into police custody ↓	3,148			3,101									

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