

Central Scotland Police Strategic Development



Memorandum

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From Jennifer Caygill
Strategic Development, HQ

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Subject Force Performance Framework Q3 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 Q3 2009/10 (01/04/09 - 31/12/09).

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

Clackmannanshire Area Command Results, Year to Date Quarter 3 2009/10

(01/04/09 - 31/12/09)

NOT PROTECTIVELY MARKED

	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 ↓	10.5	7.4	PR1	Gp 1 crimes (Number ↓, per K pop' ↓, % detection ↑)	39	0.77	92%	75	1.50	99%	93	1.84	97%								
	SR2	Complaint allegations ↓	30	32	PR2	Gp 2 crimes (Number ↓, per K pop' ↓, % detection ↑)	113	2.24	83%	15	0.30	80%	45	0.89	91%								
	SR3	Compliant allegations where action taken	17%	9%	PR3	Gp 3 crimes (Number ↓, per K pop' ↓, % detection ↑)	893	17.69	50%	1,124	22.53	53%	1,191	23.59	55%								
	SR4	Service complaints per 10K pop ↓	1.78	1.60	PR4	Gp 4 crimes (Number ↓, per K pop' ↓, % detection ↑)	873	17.29	38%	1,037	20.78	31%	1,136	22.50	38%								
	SR5	Service user satisfaction (initial contact) ↑	84%	88%	PR5	Gp 5 crimes (Number, per K pop', % detection)	604	11.97	101%	823	16.49	96%	908	17.99	99%								
	SR6	Service user satisfaction (overall contact) ↑	79%	87%	PR6	Gp 6 crimes (Number, per K pop', % detection)	1,291	25.57	93%	1,418	28.42	92%	1,611	31.91	95%								
	SR7	Service user satisfaction (police actions) ↑	78%	No Data	PR7	Gp 7 crimes (Number, per K pop', % detection)	1,933	38.29	99%	2,130	42.69	99%	2,068	40.97	101%								
	SR8	Service users adequately informed re progress ↑	55%	66%	PR8	Racist crimes (Number, per K pop', % detection ↑)	42	0.83	86%	89	1.78	81%	68	1.35	84%								
	SR9a	Satisfaction with treatment by staff at initial contact ↑	83%	No Data	PR9	Residential house break-ins (Number ↓, per K pop' ↓, % detection ↑)	36	0.71	25%	55	1.10	51%	79	1.56	41%								
	SR9b	Satisfaction with treatment by officers who attended ↑	93%	No Data	PR10	Vandalisms (Number ↓, per K pop' ↓, % detection ↑)	822	16.28	37%	980	19.64	29%	1,061	21.02	36%								
	SR10	General satisfaction with force performance ↑	79%	92%	PR11	Gp 1-5 crime (Number, per K pop', % detection ↑)	2,508	49.68	60%	3,072	61.56	59%	3,369	66.74	63%								
SR11	Satisfaction with police patrol visibility ↑	30%	47%	PR12	All Person KSI (Number ↓, per MVK ↓)	15	0.064		20	0.088		16	0.071										
Activities	SR21	Emergency calls attended within target ↑	92%	90%	PR13	Child KSI (Number ↓, per MVK ↓)	2	0.009		4	0.018		2	0.009									
	SR22	Average emergency call attendance time (mins.) ↓	5.2	5.7	PR14	Slight injuries (Number ↓, per MVK ↓)	61	0.260		70	0.307		71	0.316									
					PR15	Injury road collisions (Number ↓, per MVK ↓)	61	0.260		67	0.294		66	0.293									
					PR16	Alcohol related road collisions (Number ↓, per MVK ↓)	3	0.013		4	0.018		3	0.013									
					PR17	Alcohol related driving incidents (Number ↓, per MVK ↓)	43	0.183		56	0.246		70	0.311									
					PR18	ASB community crimes and offences (Number ↓, per K pop' ↓, % detection ↑)	1,664	32.96	66%	1,929	38.66	60%											
					PR19	Racist incidents (Number, per K pop')	31	0.61		47	0.94												
					PR21	Youth crimes (Number ↓)	753			882													
					PR22	Youth crime offenders (Number ↓)	288			315													
					PR23	Enforcement of quality of life offences (No. Detected ↑, per K pop ↑)	924	18.30		974	19.52		1,165	23.08									
	Inputs					PR30	Number of Special Constables ↑	11			12												
					PR31	Number of Special Constables duty hours ↑	1,816			1,540													
Context		SR42	Total number of incidents per 10K pop' ↓	3,011	3,232	PR40	Number of registered sex offenders in the community	43			44												
	SR43	Number of sudden death incidents ↓	47	63	PR41	Number of domestic abuse incidents per 10K pop' ↓	104			103													
	SR44	Number of missing persons incidents ↓	275	297	PR42	Estimated number of problem drug users	505			297													
					PR43	Number of persons taken into police custody ↓	113			251													

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)
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

Falkirk Area Command Results, Year to Date Quarter 3 2009/10

(01/04/09 - 31/12/09)

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		
	SR1	Complaint cases per 10K incidents ↓	14.4	13.1	PR1	Gp 1 crimes (Number ↓, per K pop' ↓, % detection ↑)	135	0.89	98%	183	1.21	93%	173	1.14	94%										
	SR2	Complaint allegations ↓	130	97	PR2	Gp 2 crimes (Number ↓, per K pop' ↓, % detection ↑)	139	0.92	81%	138	0.92	88%	189	1.25	93%										
	SR3	Compliant allegations where action taken	15%	14%	PR3	Gp 3 crimes (Number ↓, per K pop' ↓, % detection ↑)	2,749	18.14	51%	3,053	20.26	42%	3,112	20.53	47%										
	SR4	Service complaints per 10K pop ↓	1.12	1.39	PR4	Gp 4 crimes (Number ↓, per K pop' ↓, % detection ↑)	1,781	11.75	36%	2,179	14.46	31%	2,323	15.33	36%										
	SR5	Service user satisfaction (initial contact) ↑	87%	86%	PR5	Gp 5 crimes (Number, per K pop', % detection)	1,338	8.83	101%	1,575	10.45	99%	1,575	10.39	99%										
	SR6	Service user satisfaction (overall contact) ↑	77%	78%	PR6	Gp 6 crimes (Number, per K pop', % detection)	3,867	25.51	90%	4,268	28.32	88%	4,307	28.42	90%										
	SR7	Service user satisfaction (police actions) ↑	75%	No Data	PR7	Gp 7 crimes (Number, per K pop', % detection)	10,269	67.75	99%	11,566	76.74	98%	12,477	82.32	101%										
	SR8	Service users adequately informed re progress ↑	38%	36%	PR8	Racist crimes (Number, per K pop', % detection ↑)	155	1.02	88%	256	1.70	77%	194	1.28	76%										
	SR9a	Satisfaction with treatment by staff at initial contact ↑	88%	No Data	PR9	Residential house break-ins (Number ↓, per K pop' ↓, % detection ↑)	205	1.35	32%	212	1.41	24%	238	1.57	37%										
	SR9b	Satisfaction with treatment by officers who attended ↑	88%	No Data	PR10	Vandalisms (Number ↓, per K pop' ↓, % detection ↑)	1,626	10.73	35%	2,011	13.34	30%	2,139	14.11	35%										
	SR10	General satisfaction with force performance ↑	85%	70%	PR11	Gp 1-5 crime (Number, per K pop', % detection ↑)	6,122	40.39	59%	7,109	47.17	54%	7,338	48.41	57%										
SR11	Satisfaction with police patrol visibility ↑	38%	37%	PR12	All Person KSI (Number ↓, per MVK ↓)	43	0.038		49	0.044		51	0.047												
	SR21	Emergency calls attended within target ↑	86%	87%	PR13	Child KSI (Number ↓, per MVK ↓)	4	0.003		7	0.006		9	0.008											
	SR22	Average emergency call attendance time (mins.) ↓	7.2	7.3	PR14	Slight injuries (Number ↓, per MVK ↓)	255	0.223		239	0.216		243	0.223											
					PR15	Injury road collisions (Number ↓, per MVK ↓)	221	0.193		223	0.202		224	0.205											
					PR16	Alcohol related road collisions (Number ↓, per MVK ↓)	8	0.007		11	0.010		9	0.008											
					PR17	Alcohol related driving incidents (Number ↓, per MVK ↓)	161	0.141		180	0.163		202	0.185											
					PR18	ASB community crimes and offences (Number ↓, per K pop' ↓, % detection ↑)	4,010	26.46	67%	4,675	31.02	63%													
					PR19	Racist incidents (Number, per K pop')	93	0.61		151	1.00														
					PR21	Youth crimes (Number ↓)	1,976			2,085															
					PR22	Youth crime offenders (Number ↓)	866			891															
					PR23	Enforcement of quality of life offences (No. Detected ↑, per K pop ↑)	2,284	15.07		2,481	16.46		2,706	17.85											

Context	Ref	Indicator	2009/10	2008/09	Ref	Indicator	2009/10	2008/09
	SR42	Total number of incidents per 10K pop ↓	2,707	2,895	PR40	Number of registered sex offenders in the community	87	82
	SR43	Number of sudden death incidents ↓	171	192	PR41	Number of domestic abuse incidents per 10K pop ↓	90	108
	SR44	Number of missing persons incidents ↓	830	881	PR42	Estimated number of problem drug users	888	856
					PR43	Number of persons taken into police custody ↓	4,648	5,089

Key

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

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