

Central Scotland Police Strategic Development



Memorandum

To See Distribution

From Jennifer Caygill
Strategic Development, HQ

Date 30/04/2009

Subject Force Performance Framework Q1-Q4 2008/09

Distribution

Chief Constable
Deputy Chief Constable
Assistant Chief Constable
Members of the Central Scotland Joint Police Board
Chief Supt. Communities Policing
Area Commander - Stirling
Area Commander - Clackmannanshire
Superintendent - Strategic Development
Head of Human Resources
Deputy Area Commander - Falkirk
Chief Inspector - HRD
Chief Inspector - RPU
Inspector - PMU
Principal Analyst - Analytical Unit
Community Planning Officer - Stirling Area Command

Chief Supt. Crime and Specialist Operations
Director of Finance and Resources
Area Commander - Falkirk
Detective Superintendent - CMS
Superintendent - Professional Standards
Deputy Area Commander - Stirling
Deputy Area Commander - Clackmannanshire
Chief Inspector - CCSO (Copy to JPB Members)
Chief Inspector - Strategic Development
Inspector - Community Safety Policy Unit
Marketing & Communications Manager
CSPace - Domain: Strategic Development

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 over the period Q1-Q4 2008/09 (01/04/08 - 31/03/09).

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) 2007/08 compared with YTD 2008/09, 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 4 2008/09

(01/04/08 - 31/03/09)

Service Response				Public Reassurance & Community Safety										Criminal Justice & Tackling Crime				Sound Governance & Efficiency					
Ref *	Indicator	2008/09	2007/08	Ref *	Indicator	2008/09			2007/08			3-Yr Avg.			Ref *	Indicator	2008/09	2007/08	Ref *	Indicator	2008/09	2007/08	
Outcomes	SR1	Complaint cases per 10K incidents↓	8.0	10.5	PR1	Gp 1 crimes (Number↓, per K pop'↓, % detection↑)	90	1.80	102%	120	2.40	93%	134	2.69	95%								
	SR2	Complaint allegations↓	38	46	PR2	Gp 2 crimes (Number↓, per K pop'↓, % detection↑)	24	0.48	79%	80	1.60	93%	75	1.50	96%								
	SR3	Compliant allegations where action taken	8%	7%	PR3	Gp 3 crimes (Number↓, per K pop'↓, % detection↑)	1,468	29.42	55%	1,546	30.98	59%	1,587	31.80	61%								
	SR4	Service complaints per 10K pop↓	2.81	2.20	PR4	Gp 4 crimes (Number↓, per K pop'↓, % detection↑)	1,367	27.39	32%	1,488	29.82	44%	1,528	30.62	43%								
	SR5	Service user satisfaction (initial contact)↑	96%	91%	PR5	Gp 5 crimes (Number, per K pop', % detection)	1,069	21.42	100%	1,338	26.81	101%	1,127	22.59	100%								
	SR6	Service user satisfaction (overall contact)↑	92%	84%	PR6	Gp 6 crimes (Number, per K pop', % detection)	1,848	37.03	92%	2,240	44.89	99%	2,069	41.46	95%								
	SR7	Service users adequately informed re progress↑	64%	41%	PR7	Gp 7 crimes (Number, per K pop', % detection)	2,741	54.93	100%	2,454	49.18	103%	2,753	55.17	101%								
	SR8	General satisfaction with force performance↑	94%	81%	PR8	Racist crimes (Number, per K pop', % detection↑)	48	0.96	88%	48	0.96	83%	52	1.04	90%								
	SR9	Satisfaction with police patrol visibility↑	61%	43%	PR9	Residential house break-ins (Number↓, per K pop'↓, % detection↑)	68	1.36	44%	84	1.68	50%	130	2.61	47%								
				PR10	Vandalisms (Number↓, per K pop'↓, % detection↑)	1,290	25.85	30%	1,399	28.04	42%	1,425	28.56	41%									
				PR11	Gp 1-5 crime (Number, per K pop', % detection↑)	4,018	80.52	61%	4,572	91.62	68%	4,451	89.20	66%									
				PR12	Enforcement of quality of life offences (No. Detected↑, per K pop↑)	1,283	25.71		1,702	34.11		1,589	31.84										
				PR13	All Person KSI (Number↓, per MVK↓)	22	0.073		15	0.049		20	0.066										
				PR14	Child KSI (Number↓, per MVK↓)	5	0.016		2	0.007		3	0.010										
				PR15	Slight injuries (Number↓, per MVK↓)	90	0.297		87	0.287		95	0.313										
				PR16	Injury road collisions (Number↓, per MVK↓)	86	0.284		77	0.254		88	0.290										
				PR17	Alcohol related road collisions (Number↓, per MVK↓)	4	0.013		3	0.010		3	0.010										
				PR18	Alcohol related driving incidents (Number↓, per MVK↓)	72	0.237		86	0.284		94	0.310										
				PR20	Racist incidents (Number, per K pop')	54	1.08		56	1.12													
Activities	SR21	Emergency calls attended within target↑	92%	91%	PR30	Class A Drug Supply Offences↑	85			67						CJ1	SPR's to COPFS @ 28 days (target >80%)↑	88%	88%	S610	Number of police officers (FTE)	94.0	No Data
	SR22	Average emergency call attendance time (mins.)↓	5.6	5.8	PR34	Number of drug dealers reported↑	92			85						CJ2	SPR's to SCRA @ 14 days (target >80%)↑	82%	80%	S611	Number of police staff (FTE)	12.4	No Data
															CJ3	SPR's marked as 'no proceedings' by COPFS↓	12%	17%	S612	Sickness absence for police officers↓	No Data	No Data	
															CJ4	Antisocial behaviour fixed penalty notices issued↑	379	248	S613	Sickness absence for police staff↓	No Data	No Data	
															CJ5	Formal police warnings issued (adults)↑	121	68	S614	Ratio of police officers leaving the organisation	3.2%	No Data	
															CJ6	Restorative justice warnings issued↑	93	90	S615	Ratio of police staff leaving the organisation	7.1%	No Data	
																			S616	Salary costs accounted for by overtime	4.7%	5.7%	
																			S617	Availability of vehicle fleet↑	No Data	No Data	
Inputs					PR44	Number of Special Constables↑	13			10										S620	Expenditure on salaries (EM)	£4,724	£4,418
					PR45	Number of Special Constables duty hours↑	2,153			1,450											S621	Ratio of expenditure on operating costs:	No Data
																				S623	Variance from overtime budgets↓	-13.8%	
																				S624	Ratio of female police officers	23%	No Data
																				S625	Ratio of male police officers	77%	No Data
																				S626	Ratio of female police staff	79%	No Data
																				S627	Ratio of male police staff	21%	No Data
																				S628	Ratio of police officers from minority ethnic groups	1.1%	No Data
																				S629	Ratio of police staff from minority ethnic groups	0.0%	No Data
																				S630	Ratio of police officers by service band: £5 yrs service	51%	No Data
																					£26 yrs service	5%	No Data
																				S631	Ratio of police staff by service band: £5 yrs service	29%	No Data
																				S632	Ratio of disabled staff in post	No Data	No Data
																				S634	Expenditure per resident	£222	£212
Context	SR42	Total number of incidents per 10K pop'↓	4,252	4,392	PR50	Number of registered sex offenders in the community	40			40													
	SR43	Number of sudden death incidents↓	73	92	PR51	Number of domestic abuse incidents per 10K pop'↓	145			126													
	SR44	Number of missing persons incidents↓	182	162	PR52	Estimated number of problem drug users↓	No Data			No Data													
					PR53	Number of persons taken into police custody↓	356			338													

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 4 2008/09

(01/04/08 - 31/03/09)

	Service Response				Public Reassurance & Community Safety									Criminal Justice & Tackling Crime				Sound Governance & Efficiency								
	Ref *	Indicator	2008/09	2007/08	Ref *	Indicator	2008/09			2007/08			3-Yr Avg.			Ref *	Indicator	2008/09	2007/08	Ref *	Indicator	2008/09	2007/08			
Outcomes	SR1	Complaint cases per 10K incidents↓	13.5	6.2	PR1	Gp 1 crimes (Number↓, per K pop'↓, % detection↑)	229	1.52	95%	216	1.43	96%	215	1.43	96%											
	SR2	Complaint allegations↓	126	72	PR2	Gp 2 crimes (Number↓, per K pop'↓, % detection↑)	208	1.38	81%	275	1.82	98%	243	1.61	97%											
	SR3	Compliant allegations where action taken	10%	13%	PR3	Gp 3 crimes (Number↓, per K pop'↓, % detection↑)	4,052	26.88	49%	4,197	27.85	46%	4,205	27.90	53%											
	SR4	Service complaints per 10K pop↓	2.19	1.92	PR4	Gp 4 crimes (Number↓, per K pop'↓, % detection↑)	2,884	19.13	35%	3,005	19.94	37%	3,119	20.69	41%											
	SR5	Service user satisfaction (initial contact)↑	94%	88%	PR5	Gp 5 crimes (Number, per K pop', % detection)	2,010	13.34	99%	2,009	13.33	100%	2,053	13.62	101%											
	SR6	Service user satisfaction (overall contact)↑	88%	86%	PR6	Gp 6 crimes (Number, per K pop', % detection)	5,681	37.69	88%	5,745	38.12	92%	5,410	35.89	93%											
	SR7	Service users adequately informed re progress↑	50%	58%	PR7	Gp 7 crimes (Number, per K pop', % detection)	11,848	78.61	99%	10,863	72.07	103%	9,937	65.93	101%											
	SR8	General satisfaction with force performance↑	89%	90%	PR8	Racist crimes (Number, per K pop', % detection↑)	194	1.29	73%	190	1.26	73%	185	1.23	81%											
	SR9	Satisfaction with police patrol visibility↑	50%	51%	PR9	Residential house break-ins (Number↓, per K pop'↓, % detection↑)	279	1.85	29%	288	1.91	39%	304	2.02	44%											
					PR10	Vandalisms (Number↓, per K pop'↓, % detection↑)	2,663	17.67	34%	2,768	18.37	34%	2,889	19.17	39%											
					PR11	Gp 1-5 crime (Number, per K pop', % detection↑)	9,383	62.25	57%	9,702	64.37	57%	9,835	65.25	61%											
					PR12	Enforcement of quality of life offences (No. Detected↑, per K pop↑)	3,398	22.55		3,623	24.04		3,708	24.60												
					PR13	All Person KSI (Number↓, per MVK↓)	62	0.042		74	0.050		73	0.050												
					PR14	Child KSI (Number↓, per MVK↓)	10	0.007		4	0.003		13	0.009												
					PR15	Slight injuries (Number↓, per MVK↓)	322	0.219		354	0.240		328	0.223												
					PR16	Injury road collisions (Number↓, per MVK↓)	307	0.209		327	0.222		303	0.206												
					PR17	Alcohol related road collisions (Number↓, per MVK↓)	9	0.006		9	0.006		9	0.006												
					PR18	Alcohol related driving incidents (Number↓, per MVK↓)	246	0.167		294	0.200		277	0.188												
					PR20	Racist incidents (Number, per K pop')	211	1.40		172	1.14															
Activities	SR21	Emergency calls attended within target↑	87%	84%	PR30	Class A Drug Supply Offences↑	92			131						CJ1	SPR's to COPFS @ 28 days (target >80%)↑	85%	82%	S610	Number of police officers (FTE)	262.9	No Data			
	SR22	Average emergency call attendance time (mins.)↓	7.2	8.6	PR34	Number of drug dealers reported↑	109			135						CJ2	SPR's to SCRA @ 14 days (target >80%)↑	84%	80%	S611	Number of police staff (FTE)	46.1	No Data			
															CJ3	SPR's marked as 'no proceedings' by COPFS↓	10%	17%	S612	Sickness absence for police officers↓	No Data	No Data				
															CJ4	Antisocial behaviour fixed penalty notices issued↑	1,168	846	S613	Sickness absence for police staff↓	No Data	No Data				
															CJ5	Formal police warnings issued (adults)↑	402	377	S614	Ratio of police officers leaving the organisation	3.0%	No Data				
															CJ6	Restorative justice warnings issued↑	221	219	S615	Ratio of police staff leaving the organisation	11.3%	No Data				
																			S616	Salary costs accounted for by overtime	4.7%	5.7%				
																			S617	Availability of vehicle fleet↑	No Data	No Data				
Inputs					PR44	Number of Special Constables↑	52			61										S620	Expenditure on salaries (EM)	£11,809	£11,046			
					PR45	Number of Special Constables duty hours↑	8,547			8,371											S621	Ratio of expenditure on operating costs:	No Data	No Data		
Context	SR42	Total number of incidents per 10K pop'↓	3,728	3,982	PR50	Number of registered sex offenders in the community	83			85										S623	Variance from overtime budgets↓	-1.7%				
	SR43	Number of sudden death incidents↓	299	263	PR51	Number of domestic abuse incidents per 10K pop'↓	141			126											S624	Ratio of female police officers	32%	No Data		
	SR44	Number of missing persons incidents↓	525	487	PR52	Estimated number of problem drug users↓	No Data			No Data											S625	Ratio of male police officers	68%	No Data		
					PR53	Number of persons taken into police custody↓	6,881			6,671											S626	Ratio of female police staff	70%	No Data		
																					S627	Ratio of male police staff	30%	No Data		
																					S628	Ratio of police officers from minority ethnic groups	0.4%	No Data		
																					S629	Ratio of police staff from minority ethnic groups	2.0%	No Data		
																					S630	Ratio of police officers by service band: £5 yrs service	43%	No Data		
																						£26 yrs service	6%	No Data		
																							£5 yrs service	51%	No Data	
																									No Data	
																									No Data	
																									£184	£177

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

