



POLICE
SCOTLAND
Keeping people safe

Public Protection Committee

North East Division
Aberdeen City

April 2018 – March 2019



Contents

- Introduction
- Staffing
- Complaints About the Police
- Anti-Social Behaviour, Violence and Disorder
- Acquisitive Crime
- Road Safety and Road Crime
- Protecting People at Risk of Harm
- Serious Organised Crime
- Counter Terrorism and Domestic Extremism
- Miscellaneous



Introduction

I have pleasure in presenting the Public Protection Committee Report on behalf of Police Scotland, North East Division. This report provides a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national, for the period April 2018 - March 2019.

This year has seen a further notable and welcome reduction in recorded crime and an increase in overall detection rates, in many cases well above the national average. This builds upon previous good performance and is indicative of the success of our overriding strategy of preventing crime in the first instance and detecting it when it does occur.

This year has also seen a significant reduction in Violent Crime and further improvement in detection rates. This is welcomed and we accept the challenge of continuing to try and improve on what are very positive year-on-year reductions in this area while managing foreseen impacts on us including Brexit uncertainty and environmental campaigning, which will place additional pressures locally and nationally.

The opening of the AWPR has had a significant impact upon the way in which people travel around our City and you will be aware from the recent Thematic Report presented to Committee that we have adapted our Roads Policing resource to reflect that. We continue to target criminals using our roads and the number of vehicles stolen and used in subsequent criminality has dropped again this year. Our approach together with partners to tackle those involved in this criminality is paying dividends and a reduction in this form of crime is to be welcomed.

We have continued in our efforts to target Serious Organised Crime not only through enforcement activity such as stop/search and warrants but through proactive engagement with partners to disrupt and deter 'Cuckooing' which has been particularly successful.

Much of the content of the report reflects on the collaborative methods we have adopted across the City. We continue to see the real benefits for our Communities in working within both the Local Outcome Improvement Plan and Locality Plans, valuing our part within the Community Planning Partnership.

While our efforts seek to enhance our City and ultimately keep our communities safe, wider more sustainable solutions cannot be achieved alone and the strong and enduring support from our communities and external partners contributes significantly to the positive outcomes reported herein.

Finally, I would wish to take this opportunity to sincerely thank all of our Police Officers, Police Staff, Special Constables and indeed Police Scotland Youth Volunteers who have continually provided a level of service which has positively impacted upon our communities.

Regards

Campbell Thomson
Chief Superintendent
North East Division
Police Scotland



Staffing

	Authorised Establishment	March 2019	Difference
Police Officers ¹	1114.0 FTE	1087.43 FTE	-26.57
	March 2018	March 2019	Difference
Police Staff ¹	118.15 FTE	117.17 FTE	-0.98

¹North East Division (Aberdeenshire, Moray and Aberdeen City) Full Time Equivalent (FTE)

The authorised establishment of North East Division has remained consistent, with only a relatively small dip in numbers throughout the past year. These figures fluctuate with retirements and quarterly recruitment. The figure for Police Officers as of 9 September 2019 was 1114.0 FTE.

The next intake of Probationary Constables are due to commence work within the Division on 30 September 2019 as part of the recruitment model. Numbers for this intake are projected to be **18** and a further two intakes totalling **24** are planned for later in the year.

We currently have **88** Probationary Constables within Aberdeen City.

We also have **25** Special Constables working alongside full time colleagues in the City. Their dedication and contribution in the provision of an excellent service to our communities cannot be overstated.



Complaints About the Police

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	%Change 2019 v 2018
Overall Satisfaction of How Police Dealt With Your incident ²	N/A	87.1%	82.4%		+4.7%
Complaints Received About The Police	N/A	252	270	-18	-6.7%
Number of Complaints Per 10,000 Police Incidents	N/A	36.2	34.3	+1.9	+5.5%
On Duty Allegations Raised	N/A	390	346	+44	+12.7%
Off Duty Allegations Raised	N/A	1	6	-5	-83.3%
Quality of Service Allegations	N/A	41	65	-24	-36.9%
Total Allegations	N/A	432	417	+15	+3.6%

²North East Division (Aberdeen City, Aberdeenshire and Moray)

Public satisfaction levels across the North East remain high and this is an area which is closely monitored and managed. The weekly and monthly survey of those who use our service allows us to capture learning, identify areas for improvement and share this across the organisation to further enhance our performance and meet the expectations of the public. We regularly receive letters of thanks from members of the public who have been pleased with the level of service delivered and the care, professionalism and dedication displayed by our teams.

We have seen a notable **increase of 4.7%** in the overall satisfaction in respect of how we dealt with incidents, and we will strive to maintain this over the forthcoming period.

It is also encouraging to see a **6.7% reduction** in the total number of complaints when compared to last year, a **fall of 18 to 252**.

Our dedicated Service Delivery team ensure that every Complaint or Allegation is fully investigated, making use of the support and assistance of the National Professional Standards Department where appropriate. This model ensures that not only are complaints investigated consistently but also timeously which is an important part of any customer service model and ensures overall satisfaction.

The majority of complaints received across the North East are resolved through Front Line Resolution where experience tells us that a significant percentage of complaints are attributed to a lack of understanding of police powers and procedures. A simple explanation of the actions taken by Police very often resolve the matter to a complainer's satisfaction.



Antisocial Behaviour, Violence and Disorder

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 5 Year Av
Common Assault - Recorded	3,266.4	2,713	2,954	-553.4	-16.9%
Common Assault - Detection Rate	72.7%	71.2%	67.4%		-1.4%
Robbery - Recorded	105.4	114	108	+8.6	+8.2%
Robbery - Detection Rate	73.4%	86.0%	83.3%		+12.5%
Vandalism - Recorded	2,263.0	1,691	1,993	-572.0	-25.3%
Vandalism - Detection Rate	25.0%	25.4%	22.2%		+0.4%
Fire Raising - Recorded	128.6	98	101	-30.6	-23.8%
Reports of Street Drinking	167.6	167	72	-0.6	-0.4%
Drunkenness and Disorderly Conduct	377.2	276	170	-101.2	-26.8%
Racially Aggravated Harassment / Conduct	105.2	78	89	-27.2	-25.9%
Racially Aggravated Harassment / Conduct - Detection Rate	91.3%	84.6%	92.1%		-6.6%
Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 2018
Group 1 Crimes - Recorded ³	N/A	425	380	+45	+11.8%
Group 1 Crimes - Detection Rate	N/A	82.6%	85.5%		-2.9%
Serious Assault - Recorded ⁴	N/A	176	197	-21	-10.7%
Serious Assault - Detection Rate	N/A	97.7%	91.4%		+6.3%
Hate Crime - Recorded	N/A	238	255	-17	-6.7%
Hate Crime - Detection Rate	N/A	73.5%	72.9%		+0.6%

³ Crimes of Violence include Murder, Attempted Murder, Culpable Homicide, Cruelty, Neglect and Un-natural Treatment of Children and Adults, Abduction, Robbery, Assault with intent to Rob, Serious Assault, and Threats and extortion.

⁴ April 2016 - implementation of broader definition of what constitutes a Serious Assault, 5 year comparison is therefore not possible at this point.

Violence

Group 1 Crime is a term utilised to encapsulate all forms of Serious Non-Sexual Violent Crime and includes a wide spectrum of offences including cruel and unnatural treatment of children. The **increase of 45 crimes** in this crime type is due to 61 offences against children being recorded as a result of a large scale investigation into non-recent offences. Crime recording protocol dictates that these crimes are recorded when reported. It is therefore encouraging that when these crimes are removed there has been a **reduction of 16 Group 1 crimes** when



compared to the previous year. While there has been a very slight reduction in detection rates, **maintaining detection rates of over 80%** in this crime type is extremely positive when placed in the context of force-wide detection rates.

While there has been a slight increase in Robberies when compared to last year and the 5 Year Average, detection rates continue to **improve to a notable level of 86%**. Analysis of Robbery types indicates that many take place between criminal associates during pre-arranged meetings or within private spaces. This means many crimes are not easily preventable and makes the detection rate even more impressive.

Serious Assaults have **reduced by 10.7% (21 crimes)** when compared to 2017-18 and Common Assaults have **reduced by 16.9% (553.4 crimes)** when compared to the 5 Year Average. These significant reductions are remarkable given the sustained period of reducing levels of Violence. These crime types are primarily dealt with by our Community Policing Teams or our Divisional Alcohol and Violence Reduction Unit (DAVRU) depending on the type of incident and the **detection rate for Serious Assaults is 97.7%** which is very positive. While detection rates for Common Assaults are slightly lower than the 5 Year Average it has improved when compared to the previous year. This is further evidence of our focus and determination to make the City of Aberdeen a safe place to live, while working in conjunction with all partners.

While we will continue to do what we know works to reduce this crime type, including high visibility patrols, Licensed premises visits, monitoring high risk offenders and deploying problem-solving teams, we will also focus on Local Outcome Improvement Plan priorities and work innovatively with partners in all sectors in order to maintain and improve on these outcomes where possible.

Antisocial Behaviour, Disorder, Vandalism and Fireraising

A significant **25.3% reduction in Vandalism** offences and a **23.8% reduction in Fireraising** are further noteworthy reductions in offending levels.

Local Policing Inspectors are empowered to take ownership of problems within their own areas. While working with partners and focusing on Locality Plans, our teams have an excellent knowledge of their communities and through engagement with the public and partners, know what is important at a local level.

They organise local, single and multi-agency initiatives, engage Specialist Police resources where required, deploy visible patrols to areas identified as needing attention and work with partners to ensure that the important balance between enforcement, education and diversion is maintained.

This approach is a contributing factor to the significant reductions in these most visible of crime types, the benefits of which are felt within communities. We will continue with this approach and aim to be innovative and improve upon our already excellent partnership working arrangements to maintain our progress in this area.

Hate and Racially Aggravated Crime

Recorded Racially Aggravated Crime has reduced when compared to both the 5 Year Average and the previous year. In addition recorded Hate Crime has **reduced by 17 crimes** when compared to 2017-18.



Work continues with partners to give victims and communities the confidence to report all instances for investigation. Each crime is scrutinised with an appropriate response and strong social media messaging has been issued emphasising these crimes will not be tolerated.

Acquisitive Crime

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 5 Year Av
Crimes of Dishonesty - Recorded	7,442.2	5,312	5,980	-2,130.2	-28.6%
Crimes of Dishonesty - Detection Rate	40.9%	46.4%	46.1%		+5.5%
Housebreakings - Recorded	946.0	457	727	-489.0	-51.7%
Motor Vehicle Crime - Recorded ⁵	1,092.6	666	683	-426.6	-39.0%
Motor Vehicle Crime - Detection Rate	22.4%	29.0%	29.4%		+6.6%
Theft of Motor Vehicle - Recorded	368.0	247	252	-121.0	-32.9%
Common Theft - Recorded	1,908.6	1,270	1,479	-638.6	-33.5%
Common Theft - Detection Rate	27.3%	29.1%	32.0%		+1.8%
Theft by Shoplifting - Recorded	2,054.2	1,915	1,977	-139.2	-6.8%
Theft by Shoplifting - Detection Rate	74.1%	71.7%	73.5%		-2.4%

⁵ Theft from secure motor vehicle; Theft from insecure motor vehicle; Theft of a motor vehicle; Attempted Theft of a Motor Vehicle.

The Acquisitive Crime statistics show a **reduction of 668 Crimes of Dishonesty** when compared to the same period during 2017-18. This is a notable reduction, particularly when considering the 2017-18 period resulted in a recorded reduction of 1365 crimes compared to the previous year. This sustained period of good performance and reduced crime levels means there is a **28.6% reduction in Acquisitive Crime** of all types when compared to the 5 Year Average. Therefore there are, on average, 2130 less victims of this crime type, which is testament to our continued focus, governance and partnership work in this area.

While crimes are being prevented by use of local and divisional initiatives based on the needs of local communities, detection rates continue to improve, with a **0.3% rise** when compared to 2017-18 and a **5.5% improvement** when compared to the 5 Year Average. We have created a hostile environment for persons committing Crimes of Dishonesty in the North East of Scotland and this will continue in the forthcoming period.

The **51.7% reduction in Housebreakings** and **39% reduction in Motor Vehicle Crime**, is unprecedented and we will continue to utilise the same approach of using intelligence and information to focus on the correct locations and offenders to minimise the disruption, inconvenience and harm that this crime type causes to innocent members of the public.



Theft by housebreaking (including attempts) - Detection Rates	5 Year Average	Apr 2018 - Mar 2019	Apr 2017- Mar 2018	% Change 2019 v 5 Year Av.
Overall	21.5%	35.2%	26.1%	+13.7%
Dwelling House	25.1%	44.4%	41.2%	+19.3%
Non-Dwelling (e.g. Sheds)	14.6%	25.7%	15.0%	+11.1%
Other Premises (e.g. Commercial)	31.2%	36.0%	34.4%	+4.8%

Housebreaking refers to a variety of buildings including sheds, garages, shops as well as dwelling houses.

As well as the reduction in the number of Housebreakings, the detection rate across all types of properties (dwelling, non-dwelling and other premises) continues to rise showing remarkable **increases overall of 13.7%** when compared to the 5 Year Average. Detecting **44.4%** of break-ins to domestic dwelling houses is noteworthy, indicating that the correct approach is being utilised in response to this particularly intrusive and impactful crime type.



Road Safety and Road Crime

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017- Mar 2018	Difference	% Change 2019 v 2018
People Killed/Seriously Injured	N/A	44	42	+2	+4.8%
Children Killed/Seriously Injured	N/A	1	2	-1	
People Killed	N/A	3	2	+1	
Children Killed ⁶	N/A	0	0	0	0.0%
Advice/Education Given to Motorists ⁷	N/A	23,344	20,483	+2,861	+14.0%
Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017- Mar 2018	Difference	% Change 2019 v 5 Year Av
Mobile Phone Offences	625.4	147	185	-478.4	-76.5%
Speeding Offences	1,640.2	1,118	1,275	-522.2	-31.8%
Drink/ Drug Driving Offences	295.0	271	267	-24.0	-8.1%
Dangerous Driving	88.4	79	87	-9.4	-10.6%
Disqualified Driving	96.4	81	119	-15.4	-16.0%
Detected Offences Relating to Motor Vehicles	8,142.6	5,454	5,867	-2,688.6	-33.0%
Parking Fixed Penalties Issued ⁸	1,833	1456	1477	-377	-20.6%

⁶ Child is under 16 years of age.

⁷ North East Division (Aberdeen City, Aberdeenshire and Moray) figures by Road Policing Officers.

⁸ North East Division (Aberdeen City, Aberdeenshire and Moray).

Through regular contact with, and feedback from the community we are aware that road traffic matters are a priority where the public appreciate continued focus. Operation CEDAR (Challenge, Educate, Detect and Reduce) is the well-established multi-agency strategy used across the North East to proactively address road traffic concerns.

The number of persons killed or seriously injured has increased by 2 when compared to 2017-18. Tragically 3 of these incidents have resulted in fatalities, an increase of 1 when compared to the previous year. Two of the persons killed were pedestrians involved in collisions with large goods vehicles and the other was the passenger in a motor vehicle. Each of these collisions is subject to a review which looks at causation factors and opportunities to prevent future incidents.

It is however encouraging that the number of drivers being stopped and educated regarding road traffic matters has increased by 14%. Discretion and education are vital components in the approach to Road Safety matters to ensure proportionate and justifiable stances are maintained across the local area.



Furthermore, the Speed Watch initiative has provided an opportunity for primary school pupils to identify, engage and educate motorists speeding past their schools. This initiative has been shared with each Community Policing Team in the City and to date has been run in all areas of the North and some in the South, with more to follow. The initiative has also been shared nationally as good practice. Continued interaction with schools, parents and pupils currently demonstrates increased confidence in this initiative with a perceived reduction in speeds around the schools targeted. Those stopped reported the profound impact the experience had on them and attitude to speed.

There have also been a number of targeted initiatives aimed at reducing road casualties. The groups or crime types focused upon have included uninsured drivers, mobile phone users, speeding drivers, seatbelt offences, vulnerable users and motorcycles. Furthermore, Roads Policing Officers have conducted a winter driving Facebook live chat to educate people regarding the risks of winter driving. This resulted in 50,000 interactions from the public across North East Division.

In conjunction with the Roads Policing initiatives, Action Plans and Priority Route patrols, all local Officers are encouraged to engage with their communities, establish which areas give the greatest cause for concern and take enforcement action while educating drivers where appropriate.

Among the local developments has been the opening of the AWPR which represents a new type of road for the Division. This has resulted in a change to deployments with Officers being trained in the requirements of managing incidents on such a road and a significant Police presence on the road while motorists adapt to its usage.



Protecting People at Risk of Harm

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017- Mar 2018	Difference	% Change 2019 v 5 Year Av
Group 2 Crimes - Recorded ⁹	580.8	750	635	+169.2	+29.1%
Group 2 Crimes - Detection Rate	65.8%	65.1%	57.8%		-0.7%
Rape - Recorded	82.0	104	76	+22.0	+26.8%
Rape - Detection Rate	63.7%	53.8%	47.4%		-9.8%
Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017- Mar 2018	Difference	% Change 2019 v 2018
Domestic Abuse Incidents Reported	N/A	2,483	2,763	-280.0	-10.1%
Domestic Abuse Crimes - Detection Rate	N/A	67.0%	67.0%		0.0%

⁹ Group 2 Crimes of Indecency include Rape, Assault with intent to Rape, Indecent Assault, Sexual Assault, and Prostitution related crime and others with an indecent element.

The number of reported Group 2 crimes (crimes involving a sexual element) continues to increase when compared to the 5 Year Average and the previous year. However detection rates are up **7.3%** YTD.

The increased reporting of crimes of this nature is consistent throughout Scotland with this crime group including instances of non-recent sexual abuse as well as cyber enabled and cyber assisted crimes such as the sending and receiving of images.

North East Division continues to work closely with partners in Social Work, Education and the Third Sector to educate the public, in particular young persons with regards to online safety.

Reported Rape has increased albeit the detection rate is up **6.4%** YTD. Many of the incidents are classed as 'non-recent' meaning they are reported to us out with the period where viable forensic evidence can be gathered. While we thoroughly investigate all crimes, the lack of forensic opportunities can present challenges. That being said however, North East Division's detection rates remain aligned with the national detection rate for crimes of this nature. The investigation of Rape is sensitively managed and supervised within the local Public Protection Unit. Specialist Officers support the victims through their traumatic experience and provide details of Partner Agencies and Third Sector support which is available. These Officers ensure victims are fully aware of the processes and why they are being carried out. Each investigation is led by a Senior Investigating Officer to maximise all lines of enquiry and forensic opportunities.

The Public Protection Unit fully supports all national campaigns to encourage victims to come forward to report crimes and in conjunction with partners delivers both conventional media initiatives and online events. Officers from the Public Protection Unit are committed to working with Third Sector organisations to ensure a victim focused approach.



Through these efforts, victims feel confident to report non-recent crimes which, at times can lead to complex and protracted investigations. These are compounded when on occasions there are no forensic opportunities or when evidential opportunities such as CCTV are no longer available.

There has been a reduction in reported Domestic Abuse incidents of **10.1%** during this period compared with LYTD. The detection rate for these crimes remains strong at **67%**.

While this is welcomed, it is recognised there is under reporting of Domestic Abuse and with the implementation of new legislation in respect of Coercive Control, it can be anticipated that Domestic Abuse incidents may increase. North East Division is working with established partners as well as developing new links to improve engagement with higher education establishments such as Universities and Colleges in the area to inform students and provide them with a pathway to report.

We recognise that identifying signs of domestic abuse is an important part of a Police Officers role and have embarked upon providing a day of Domestic Abuse Matters training to every officer up to the rank of Chief Inspector. It may be that the increased training and awareness of Domestic Abuse matters results in increased reporting in the forthcoming year.

We actively engage with the community regarding Domestic Abuse through various media forums, including 'Facebook Live' chats whereby we have trained, expert Officers provide advice and guidance to members of the public on such matters and showcase our approach to Domestic Abuse, giving confidence to victims to come forward in the knowledge they will be listened to, supported and that robust enforcement action will be taken.



Serious Organised Crime

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017- Mar 2018	Difference	% Change 2019 v 5 Year Av
Proceeds of Crime Act Seizures ¹⁰	£195,669.64	£189,501.12	£398,245.03	-£6,168.52	-3.15%
Drug Possession Offences	1,505.4	1,637	1,623	+131.6	+8.7%
Drug Supply Offences	225.6	230	230	+4.4	+2.0%
Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017- Mar 2018	Difference	% Change 2019 v 2018
Drug Deaths	N/A	56	66	-10	-15.1%

¹⁰ A Division (Aberdeenshire, Moray & City) reported seizures (reported figures only, this may mean that the money might finally be returned to the defender, forfeit at court or seized and remitted to Crown office Procurator Fiscal Service).

Organised Crime Groups (OCGs) predominately from English cities continue to operate within Aberdeen City and the wider North East by utilising the 'County Lines' methodology of drug supply. These groups impact on our communities in a number of ways and we are committed to proactively targeting those who cause harm in our communities and exploit those most vulnerable.

We continue to target Drug Supply as a priority as can be evidenced in the continued high levels of activity reported through the media and social media on a weekly basis.

Information and intelligence provided by members of the public within communities is vital in ensuring that appropriate and effective enforcement action can be taken against organised criminals and to remove harmful substances from our communities. During the reporting period **147** Drug Search Warrants have been executed across the City, which gives the public reassurance and confidence that their concerns are being addressed.

The use of Class A drugs, such as Diamorphine and Cocaine or 'Crack' Cocaine remains the most prevalent, along with Cannabis and this is reflected in the significant amounts of commodity recovered during the year. Of note was the recovery of over 30 kilograms of MDMA (Ecstasy) with a value of over one million pounds.

These commodities are often combined with other illegal drugs, prescribed drugs and alcohol, which in combination can result in death. This year, drug related deaths have decreased by **15.1%** although it is worthy of note that some deaths occurring within the reporting period still have a cause to be determined and this figure may increase in time. As previously documented there is no specific pattern relating to the deaths. It can be inferred that many appear to be health and lifestyle related, many of the deaths relating to individuals who have been abusing controlled drugs and other substances for many years with multi-drug intoxication a common cause of death. Through processes with partner agencies, such as Alcohol and Drugs Action, support services within the Police Custody Suites are in place and we continue to work with partners to find ways to reduce instances of drug related deaths.



Alongside enforcement action, we work closely with partners to engage support services with the aim of supporting individuals and breaking the cycle that substance misuse has on individuals, families and communities.

Building on the success of the 'Cuckooing Initiative' which has been operating in North Aberdeenshire, we have successfully integrated this methodology into the City, with the Locality Plan Areas the first to be targeted. This is a multi-agency response directed towards identifying individuals who are being exploited by OCG's and providing pathways towards support agencies to mitigate risk and limit the impact that such criminality has on the individual and wider community.

The North East has a strong partner focused Serious Organised Crime Governance Group who meet monthly, with representation from National resources, along with public, private and third sector representation. Over the year, this has generated close working relationships with various agencies including Health and Safety Executive, Scottish Environment Protection Agency and Home Office Immigration Enforcement, along with others such as Trading Standards, Licensing and Housing Associations to divert, deter and disrupt individuals and organisations involved in criminality.



Counter Terrorism and Domestic Extremism

The North East CONTEST Multi-Agency Board and the associated Prevent Delivery Group continue to deliver the national CONTEST strategy in the North East of Scotland. The Prevent, Pursue, Protect and Prepare principles are the continued focus of the strategy which aims to reduce the risk from terrorism to the UK.

Prevent involves safeguarding and supporting those vulnerable to radicalisation, to stop them from becoming terrorists or supporting terrorism. At a local level this involves close working relationships between partner agencies to identify persons at risk. Thereafter, the collaborative approach continues as plans are developed and implemented to divert those at risk. Positive multi-agency engagement with the community is crucial in this approach and the excellent working relationships between partner agencies and the combined vision for empowered, resilient and sustainable communities assists in the delivery of this objective.

Protect has the aim of strengthening our protection against a terrorist attack. Traditionally the local multi-agency work has been aimed at providing advice and guidance in relation to the protecting and safeguarding of physical locations, sharing best practice for cost effective, proportionate physical security for community and commercial buildings utilising the principles of a national program known as Action Counters Terrorism (ACT). While this work continues with tailored inputs, advice and guidance, there is an emerging threat in relation to cyber-attacks and multi-agency work will also be focused towards this area in the future. The Police Scotland Cyber Crime Prevention Unit is embryonic and has been formed to counter this threat utilising a preventative agenda. This unit has been engaging with local businesses to highlight the 'Cyber Essentials' principles which provides guidance for maintaining cyber security against the ever-changing threat of cyber-attacks.

Prepare involves mitigating the impact of a terrorist incident if it occurs. With a number of important national infrastructure sites in the area linked to local industry, an international airport and developing infrastructure such as the new exhibition and conference centre and a new harbour (as well as existing sites), there is a program of multi-agency exercises covering a number of different scenarios and locations which assist in the progression of the Prepare priority.

To assist in the delivery of the multi-agency agenda and priorities, North-East Division has a team of Local CONTEST Liaison Officers (LCLOs) who carry out activities within their local policing area or department, where necessary assisted by experts or specialists from national departments. This approach assists to blend national and local requirements while ensuring the interests and needs of local communities are at the forefront of everything we do.



Miscellaneous

Stop and Search

Indicator	Apr 2018 - Mar 2019	Apr 2018 - Mar 2019 (positive)
Consensual	0	0
Legislative	2,623	870
Number of Consensual Stop and Searches Refused	0	-



Response Time Stages

Police response times are based on incident handling and measure the time taken from the initial input to the incident (first keystroke in a new incident) to the time of arrival of the resource at scene (officer updating the ACR via their airwave). The police response time is thereafter broken down into its component parts, giving an indication of efficiency at each stage.

Incident Handling – Service Centre

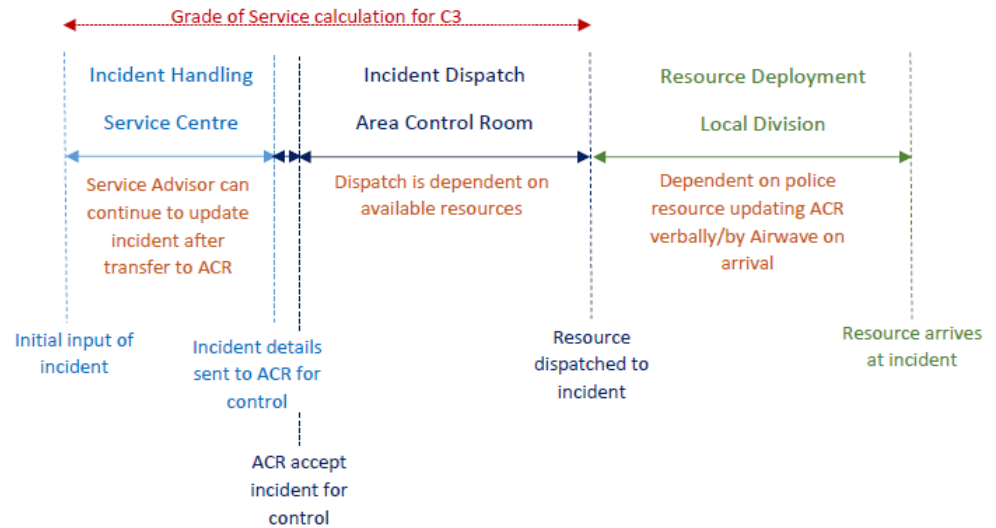
This is the measure of time from creation of a command and control incident by a service adviser until the time the incident is sent to the relevant ACR for control. For East and West regions this calculation is the difference between two timestamps: time the incident is created (first keystroke on a new incident, known as initial input) and the time the incident is sent to the ACR for control. This measure is not presently available for the North region.

This measure is specifically for police response to incidents reported by the public, but is not a measure of the amount of time a member of the public spends speaking to a service adviser. Instead this measures the length of time a service adviser retains an incident on STORM Unity until notifying the ACR. The incident may continue to be updated by the service adviser with real time information even after it has been accepted at the ACR for control and a resource has been dispatched.

Incident Dispatch – Area Control Room

This is the measure of time from the incident being accepted for control at the ACR until a resource has been dispatched to the incident location. For East and West regions this calculation is the difference between the two relevant timestamps. This measure is not presently available for the North region.

This measure is specifically for police response to incidents reported by the public, and measures the time taken by a controller to read the information contained on the incident, make a risk assessment using all information available, then find and dispatch a suitable resource. If





there is only very limited information available due to the incident being transferred by a service adviser quickly with minimal information, this time may be delayed while the incident is updated with more information for a robust risk assessment, it may also be delayed due to there being no resources available to dispatch.

Resource Deployment – Local Division

This is the measure of time from the first resource being dispatched to the incident location until the time first resource arrives at scene (not necessarily the first resource that was dispatched, but the resource which arrived fastest). The arrival time relies on the resource which arrives at scene to update the ACR, either verbally via their airwave or preferably by automatic means via their airwave by pressing the appropriate soft key.

This measure is specifically for police response to incidents reported by the public and may be considered as the “travel time”.

Overall Response Time

This is the overall measure from the first point of contact with the Police to the resource arriving at scene.

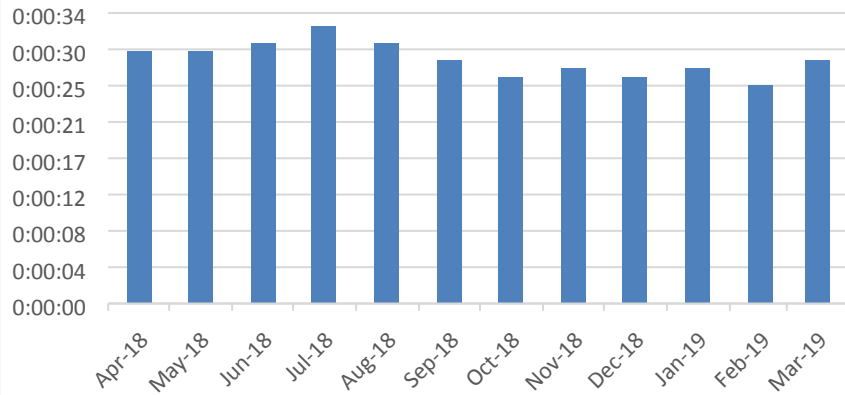
A calculation is made between the times of initial input on STORM until the time the first resource arrives at scene.

Incident Handling (Service Centre) Time

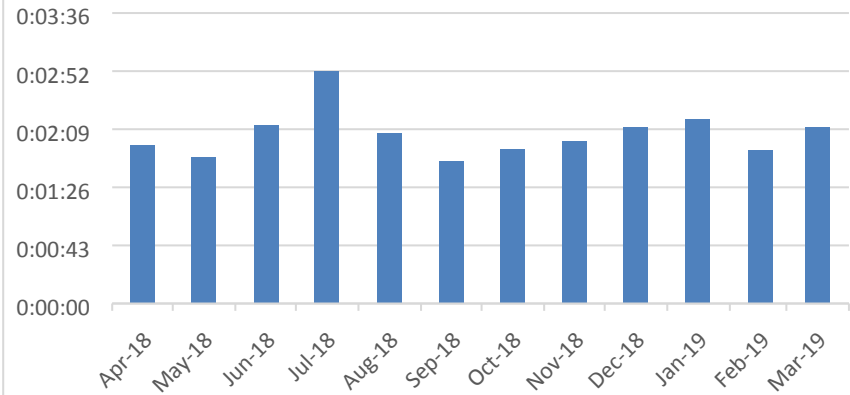
One of the time stamp fields which is used to calculate this time is overwritten each time the incident is transferred to the ACR. For instance if a call was disposed but subsequently reopened for updates and transferred to the ACR, this time would be corrupted. This can cause the AVERAGE incident handling time to be skewed in such a way that it appears to take longer to handle a call than it does to take the call and attend the incident.. As a result any incidents which have a transfer to ACR time which is later than the first resource allocated to incident time is discounted. This only affects this one timestamp, all others are unaffected. The incident is only excluded from this part of the process but is nevertheless included in the volume of incidents excluded from the data.



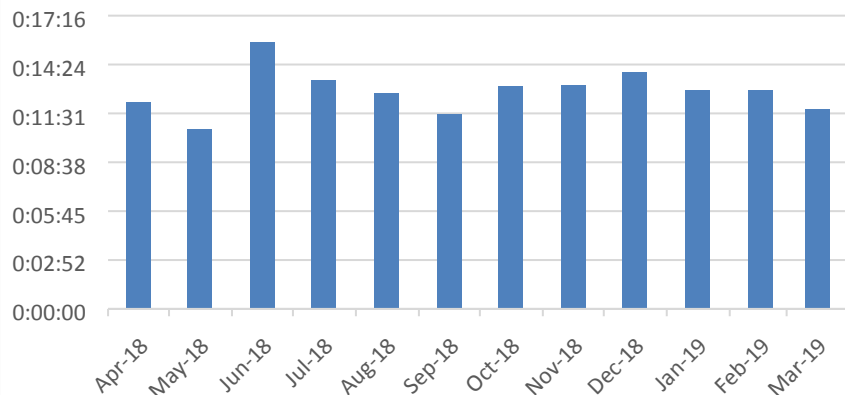
Grade 1 - Incident Handling - Service Centre (monthly avg. time)



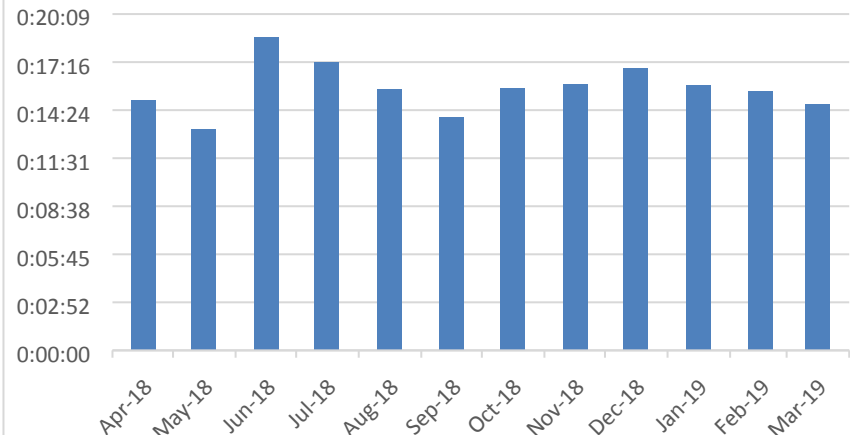
Incident Dispatch - Area Control Room (monthly avg. time)



Resource Deployment - Local Division (monthly avg. time)

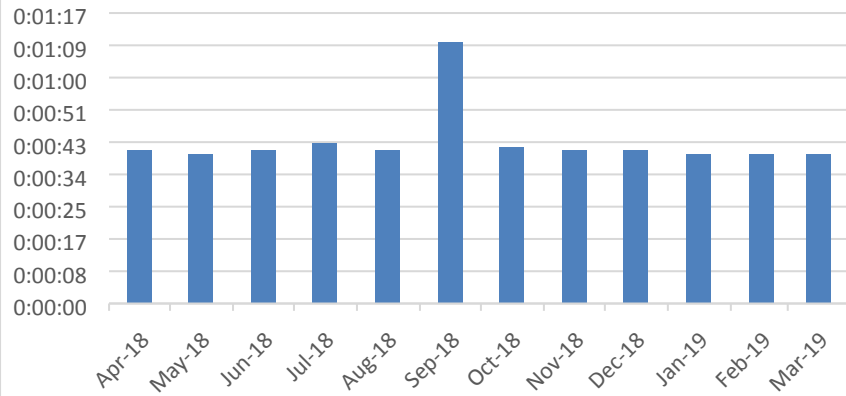


Overall Response Time (monthly avg. time)

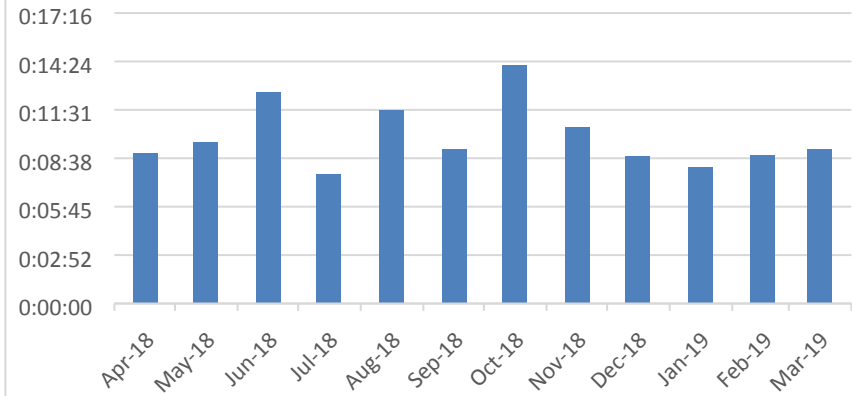




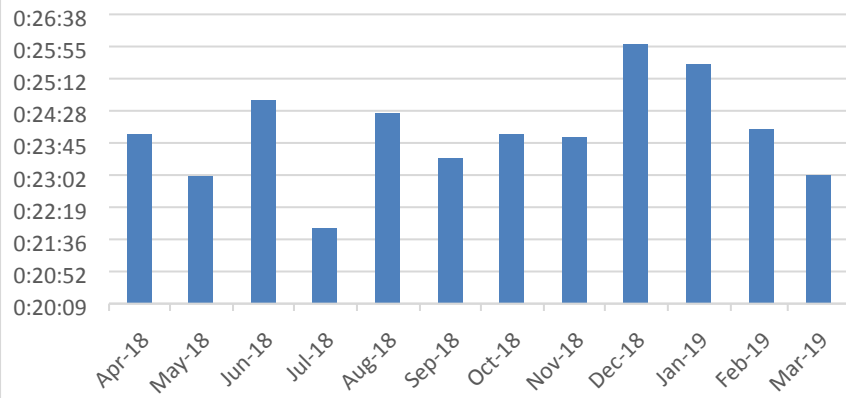
Grade 2 - Incident Handling - Service Centre (monthly avg. time)



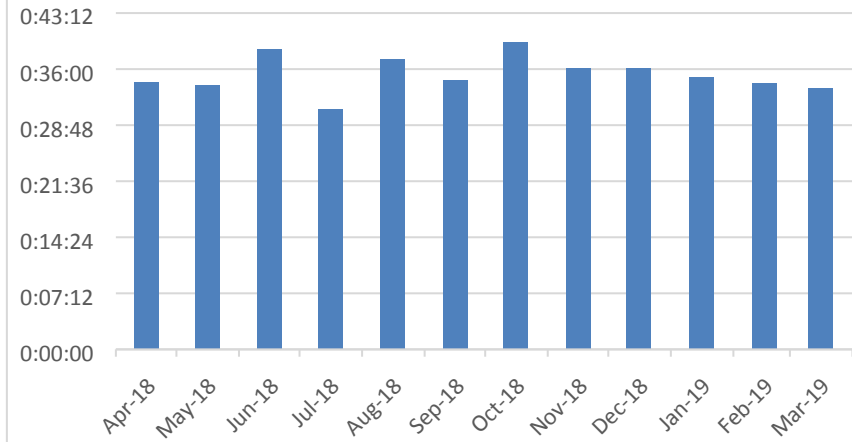
Incident Dispatch - Area Control Room (monthly avg. time)



Resource Deployment - Local Division (monthly avg. time)

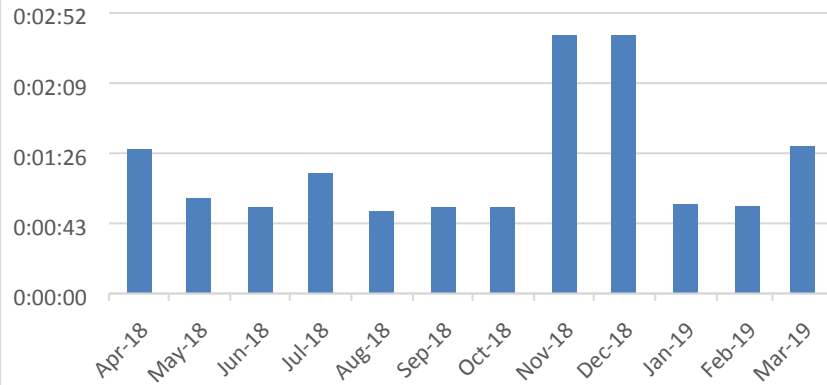


Overall Response Time (monthly avg. time)

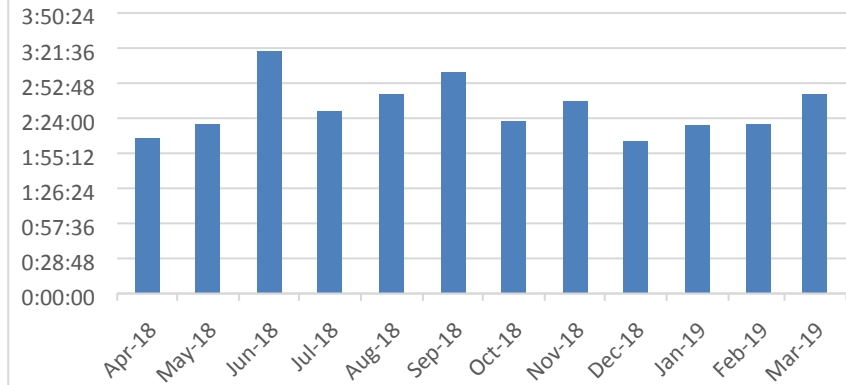




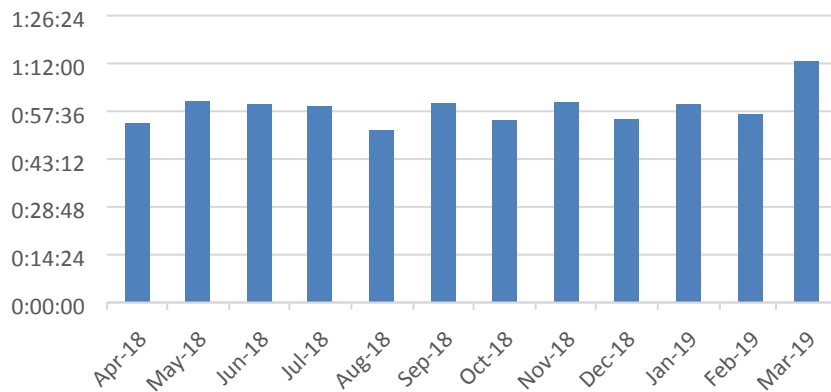
Grade 3 - Incident Handling - Service Centre (monthly avg. time)



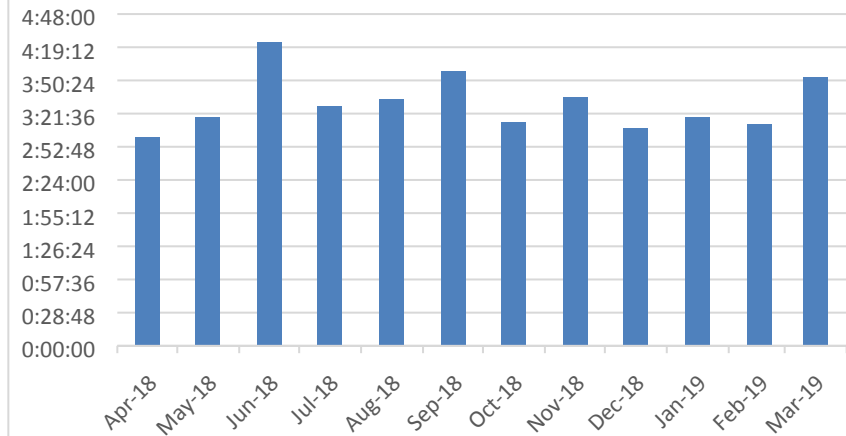
Incident Dispatch - Area Control Room (monthly avg. time)



Resource Deployment - Local Division (monthly avg. time)

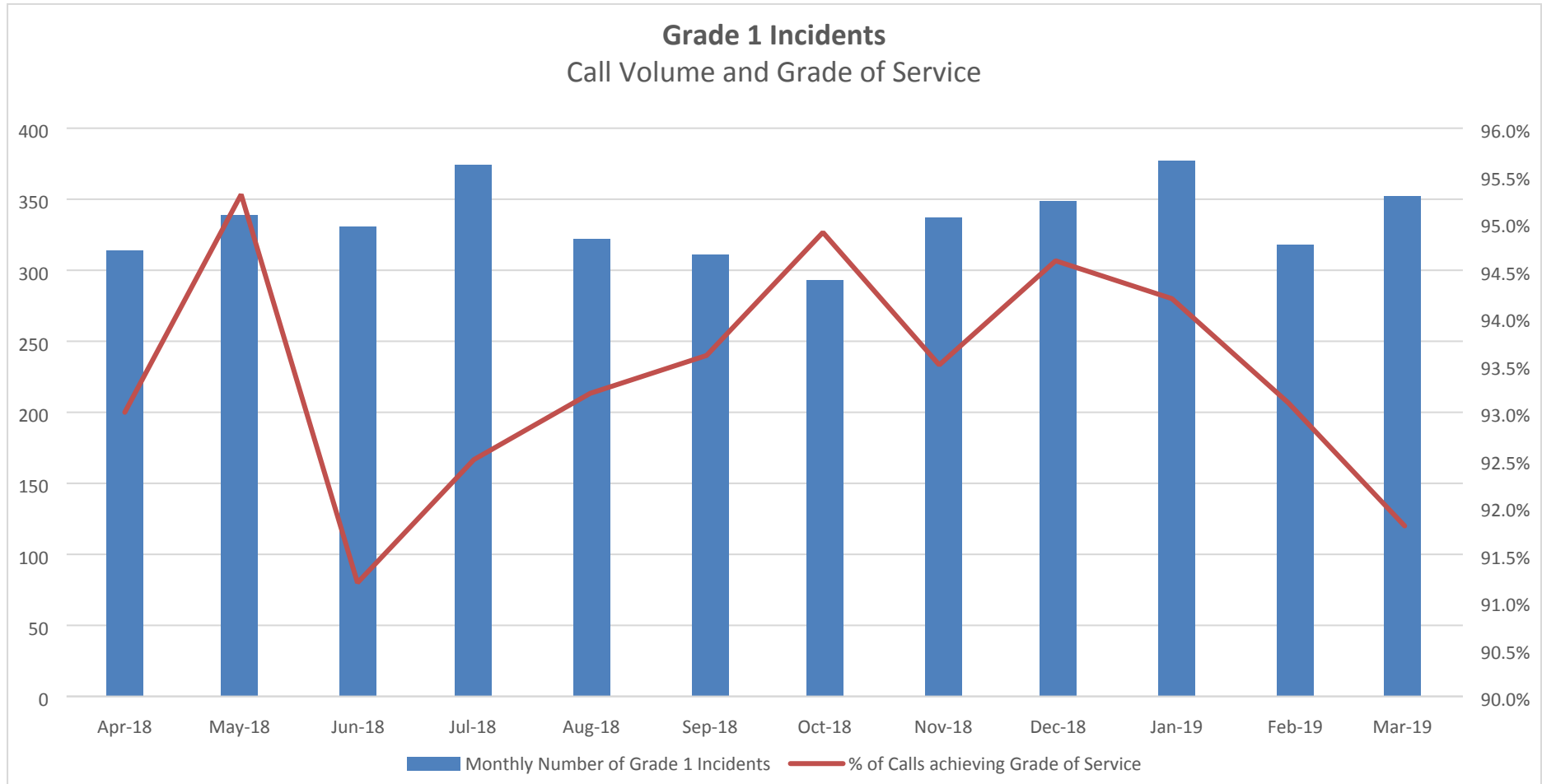


Overall Response Time (monthly avg. time)



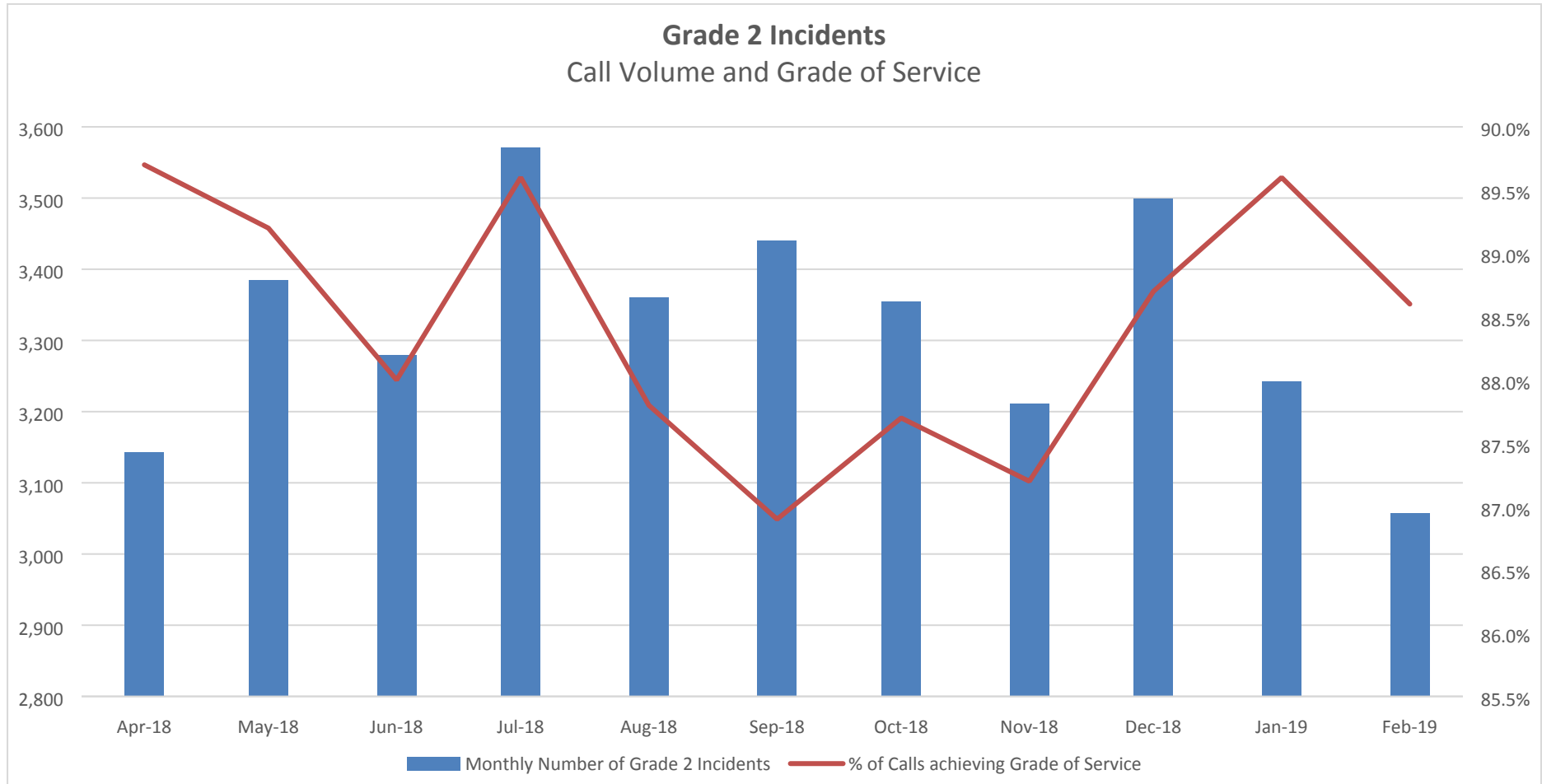


Grade 1 Incidents Call Volume and Grade of Service



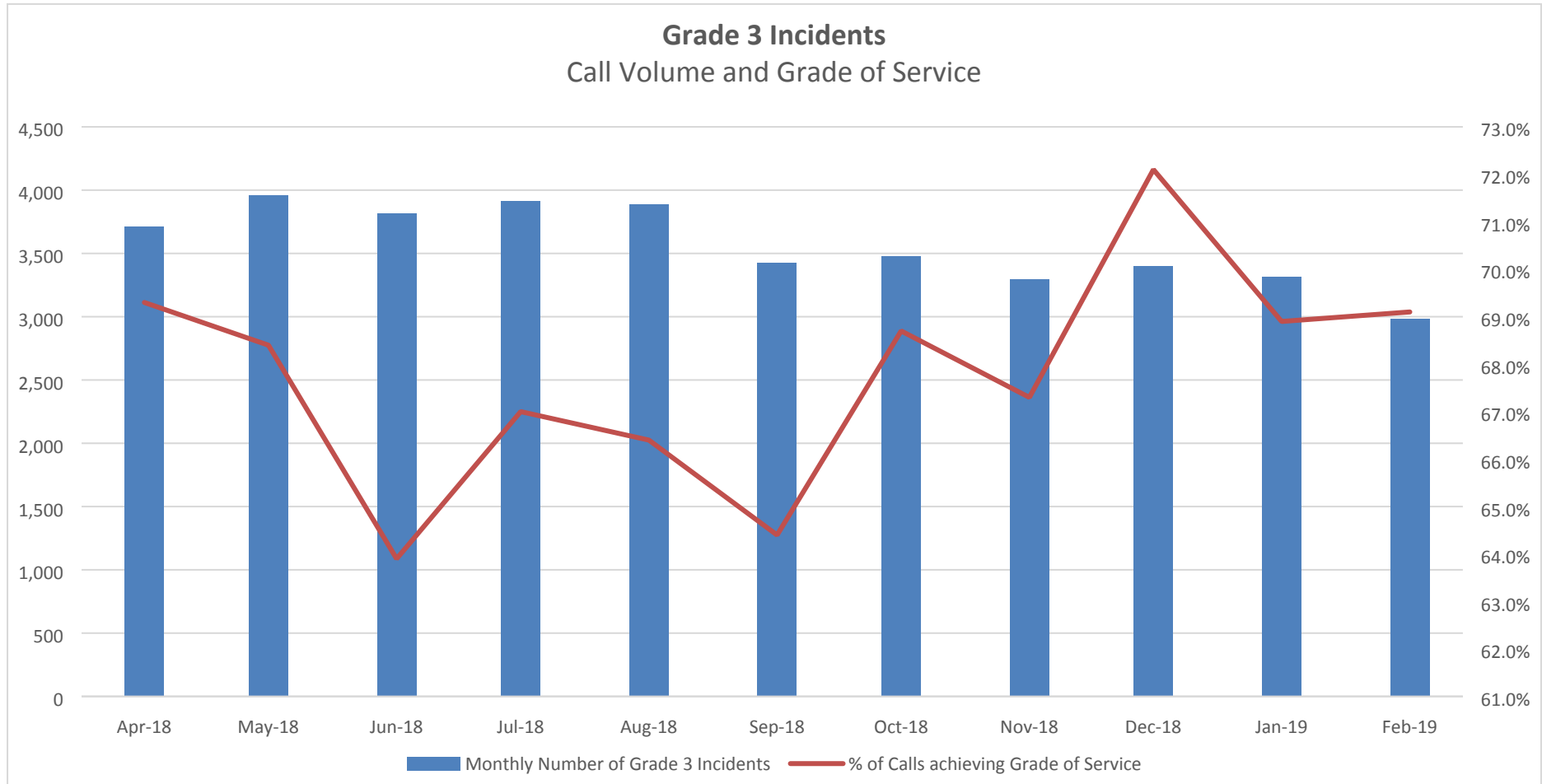


Grade 2 Incidents Call Volume and Grade of Service





Grade 3 Incidents Call Volume and Grade of Service





Grade 4-5 Incidents Call Volume

