



**GRAMPIAN**  
P · O · L · I · C · E

*Keeping our communities safe*

**COMMITTEE:** GRAMPIAN JOINT POLICE BOARD  
**DATE:** 04/03/2011  
**TITLE OF REPORT:** Quarter 3 Force Performance Report  
**REPORT NUMBER** «ReportNumber»

---

**1. PURPOSE OF REPORT**

- 1.1 The Force Quarter 3 Performance Report summarises the Force's performance during quarter 3 2010/11. The report should be considered in conjunction with 'Sustaining and Developing our Platform for Success 2010/11', which outlines the Force's strategic direction for the fiscal year.
- 1.2 The report complies with auditors' requirements to provide updates on performance against indicators and presents information in line with previous reports submitted to the Grampian Joint Police Board.
- 1.3 The statistical information contained in this report and the means of accessing more detailed information, will be made available to the public on the Force website ([www.grampian.police.uk](http://www.grampian.police.uk)).
- 1.4 Due to the timelines of previous Grampian Joint Police Board meetings and the publication of performance reports, the Quarter 2, which the Board has been unsighted on, has now been superseded by the Quarter 3 report, which contains data from the Quarter 2 report. The Quarter 2 report is available for any members if required.

**2. RECOMMENDATION(S)**

This report is submitted for the approval of the Grampian Joint Police Board.

**3. FINANCIAL IMPLICATIONS**

N/A

**4. SERVICE & COMMUNITY IMPACT**

N/A

**5. OTHER IMPLICATIONS**

N/A

---

## 6. REPORT

### **Performance Summary**

Our overall performance in relation to crimes and offences in quarter 3 has improved since quarter 2.

#### **Service Response**

The way in which Grampian Police responds to demands continues to be positive. The majority (97.8%) of 999 calls continue to be answered within 10 seconds. This is against a background of increasing demand, with over 14,000, 999 calls received in quarter 3.

We continue to respond to emergency incidents within the target times of 10 minutes in Aberdeen and 25 minutes in Aberdeenshire and Moray.

#### **Complaints at Low Level**

The overall number of allegations dealt with involving on and off duty Police Officers and Police Staff is at the lowest level since the start of 2009/10.

#### **Public Satisfaction**

Satisfaction with initial Police contact has reduced slightly in quarter 3, as has satisfaction with action taken to resolve enquiries. However, the number of survey respondents who were kept adequately informed on progress has increased, along with satisfaction by treatment from Officers who attended.

#### **Recorded Crime Down Compared to Last Quarter**

Compared to quarter 2 this year, recorded crime has fallen in all crime groups, with detection rates improving for crimes of violence, dishonesty, fireraising, reckless and malicious conduct and miscellaneous offences.

A number of external factors such as disclosure legislation, solicitor access for suspects and the introduction of the Sexual Offences (Scotland) Act 2009 have, and will continue to impact on detection rates. To alleviate this impact, we will continue to maximise on all investigative opportunities to improve detection rates.

#### **Reduction in Antisocial Behaviour Community Crimes**

Compared to quarter 2 this year, ASB community crimes have reduced by 25%. Detection rates have also improved and are at the highest level since quarter 4 last year. To combat antisocial behaviour over the festive season we ran a number of operations and initiatives throughout the Force, which resulted in reduced ASB and violence. The severe weather in quarter 3 may also have impacted on the number of crimes occurring. Throughout the year, Local Policing Teams have strived to reduced antisocial behaviour within local communities.

Vandalism in quarter 3 is shown in green for the first time in 3 quarters, an indication of our excellent performance.

---

### **Organised Crime Groups Dismantled**

During quarter 3, following a number of Operations targeting organised crime groups, 7 members of one OCG were sentenced to a total of 43 years in prison. A further operation was concluded with 18 individuals arrested and large quantities of cash and controlled drugs seized. We will continue to make Grampian a hostile environment for OCGs.

### **Serious Assaults at Lowest Level since 2007/08**

The number of Serious Assaults recorded in quarter 3 reduced from quarter 2 and was the lowest quarterly figure since the start of 2007/08. Detection rates also increased from quarter 2.

### **Robberies Increased**

The number of Robberies has increased, whilst the detection rate has decreased. To combat this, we will be redeploying Operation Berlin staff to maximise detections in coming months.

### **Higher Number of Fatal Road Collisions**

Eleven adults lost their lives on Grampian's roads in quarter 3. This is the highest number since the start of 2009/10. We will continue to educate drivers in a bid to reduce these fatalities.

### **Fewer Police Officers and Police Staff**

Twenty one Police Officers and 25 members of Police Staff left the organisation in quarter 3. We will work hard to ensure our performance is maintained, despite a reduction of personnel within the organisation.

## **7. REPORT AUTHOR DETAILS**

Strategic Planning and Performance Unit, Development and Governance,  
Grampian Police.

## **8. BACKGROUND PAPERS**

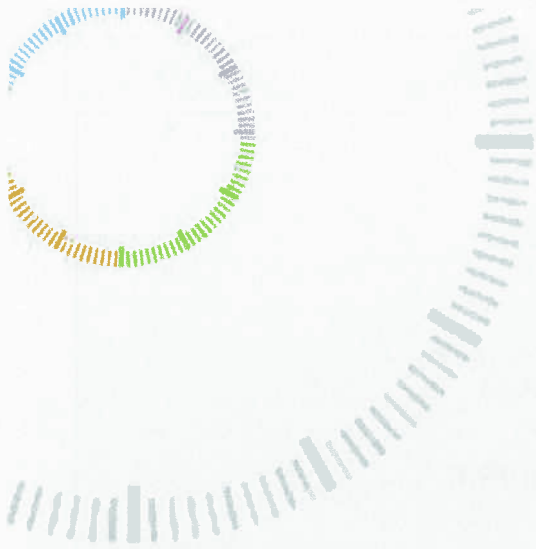
N/A

Chief Constable

«Date»



NOT PROTECTIVELY MARKED



***Sustaining and Developing  
our Platform for Success  
2010/11***

***Quarter 3 Performance Report***



**GRAMPIAN**  
P·O·L·I·C·E

*Keeping our communities safe*

NOT PROTECTIVELY MARKED

## CONTENTS

<b>1. INTRODUCTION &amp; EXECUTIVE SUMMARY</b>	<b>4</b>
<ul style="list-style-type: none"> <li>1.1 Introduction</li> <li>1.2 Executive Summary</li> </ul>	
<b>2. SERVICE RESPONSE</b>	<b>8</b>
<ul style="list-style-type: none"> <li><b>2.1 Community Focus</b> <ul style="list-style-type: none"> <li>Proportion of 999 calls answered within 10 seconds (NI) (PPR)</li> <li>Time taken to respond to emergency incidents (NI) (PPR)</li> <li>Handling of non-emergency calls (NI) (PPR)</li> </ul> </li> <li><b>2.2 Force Reputation and Standards</b> <ul style="list-style-type: none"> <li>Complaints about Police Officers and Police Staff (NI) (PPR)</li> <li>Quality of Service Complaints (NI) (PPR)</li> <li>User satisfaction with service provided (NI) (PPR)</li> </ul> </li> </ul>	
<b>3. PUBLIC REASSURANCE &amp; COMMUNITY SAFETY</b>	<b>13</b>
<ul style="list-style-type: none"> <li><b>3.1 Antisocial Behaviour</b> <ul style="list-style-type: none"> <li>Number of recorded ASB community crimes and offences and detection rates (NI) (PPR)</li> <li>Level of detected youth crime (NI) (PPR) (SOA)</li> </ul> </li> <li><b>3.2 National Security</b></li> <li><b>3.3 Public Protection</b> <ul style="list-style-type: none"> <li>Number of racist incidents, racially motivated crimes and offences and detection rates (NI) (PPR) (SOA)</li> </ul> </li> <li><b>3.4 Road Casualty Reduction</b> <ul style="list-style-type: none"> <li>Number of persons killed and injured in road accidents (NI) (PPR) (SOA)</li> </ul> </li> <li><b>3.5 Other Indicators</b> <ul style="list-style-type: none"> <li>Number of recorded crimes and offences (NI) (PPR)</li> <li>Detection rate for recorded crimes and offences (NI) (PPR)</li> <li>Number of Special Constables and hours they are on duty (NI) (PPR)</li> </ul> </li> </ul>	
<b>4. CRIMINAL JUSTICE &amp; TACKLING CRIME</b>	<b>27</b>
<ul style="list-style-type: none"> <li><b>4.1 Serious Organised Crime &amp; Drugs</b> <ul style="list-style-type: none"> <li>Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded (NI) (PPR) (SOA)</li> </ul> </li> <li><b>4.2 Violence (SOA)</b></li> <li><b>4.3 Other Indicators</b> <ul style="list-style-type: none"> <li>Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days (NI) (PPR)</li> <li>Number and percentage of reports submitted to the Children's Reporter within 14 calendar days (NI) (PPR)</li> <li>Use of Police Direct Measures: Antisocial Behaviour Fixed Penalty Notices, Formal Adult Warnings, and Restorative Justice Warning and Conference Scheme (NI) (PPR)</li> </ul> </li> </ul>	
<b>5. SOUND GOVERNANCE &amp; EFFICIENCY</b>	<b>36</b>
<ul style="list-style-type: none"> <li><b>5.1 Efficiency and Productivity</b> <ul style="list-style-type: none"> <li>Number of Police Officers and Police Staff (NI) (PPR)</li> <li>Staffing profile by declared disability, ethnicity and gender (NI)</li> <li>Turnover rates for Police Officers and Police Staff (NI) (PPR)</li> <li>Proportion of working time lost to sickness absence for Police Officers and Police Staff (NI) (PPR)</li> </ul> </li> <li><b>5.2 Other Indicators</b> <ul style="list-style-type: none"> <li>Value of efficiency savings generated (NI)</li> <li>Expenditure on salaries, operating costs and capital (NI)</li> <li>Expenditure per Resident (NI)</li> <li>Proportion of salary costs accounted for by overtime (NI) (PPR)</li> </ul> </li> </ul>	

<b>6. CONTEXT INDICATORS</b>	<b>41</b>
Number of telephone calls and incidents (NI) (PPR)	
Number of sudden death reports to Procurator Fiscal (NI) (PPR)	
Number of missing person incidents (NI) (PPR)	
Number of Registered Sex Offenders in the community (NI) (PPR)	
Number of domestic abuse incidents (NI) (PPR)	
Number of problem drug users (NI)	
Number of individuals brought into custody (NI) (PPR)	
Number of Freedom of Information requests and questions (NI)	
<b>7. APPENDIX</b>	<b>44</b>
<b>7.1 Interpretation of Information</b>	
7.1.1 Force Priorities	
7.1.2 National Framework Indicators (NI)	
7.1.3 Local Indicators (LI)	
7.1.4 Single Outcome Agreements (SOA)	
7.1.5 Baselines and 'Traffic Lights'	
<b>7.2 Acronyms</b>	
<b>7.3 Further Sources of Information</b>	

## 1. INTRODUCTION & EXECUTIVE SUMMARY

### 1.1 INTRODUCTION

This report refers to quarter 3 of the financial year 2010/11 (1 October 2010 – 31 December 2010).

'Sustaining and Developing our Platform for Success' was published on 1 April 2010. It continues to promote the Force Mission and the strategy for delivery, upon which this Quarterly Report is focused. The Force Mission is being achieved through delivery of the Force Priorities, which include crime/disorder and business/organisational issues. The purpose of this report is to inform the Force Executive Board (FEB) and the Grampian Joint Police Board (GJPB) of progress towards achieving that Mission.

This report is structured around the four 'areas of policing' identified within the Scottish Policing Performance Framework (SPPF), i.e. Service Response, Public Reassurance and Community Safety, Criminal Justice and Tackling Crime, and Sound Governance and Efficiency. Together, these represent the full range of policing related activities of Grampian Police and our partners. Each area of policing is covered by one section of this report.

The Force Priorities fit within the framework, as shown overleaf, for 2010/11. National Indicators (NI) are included within each section of the report, as are a range of Local Indicators (LI). Force level information is further broken down to Local Authority and lower local levels within divisional Public Performance Reports (PPR) and these indicators are highlighted with the PPR acronym. Further information on these, or any indicators, can be obtained by contacting Superintendent MacColl, at [Willie.MacColl@grampian.pnn.police.uk](mailto:Willie.MacColl@grampian.pnn.police.uk).

Where possible, indicators have been highlighted as being included in Single Outcome Agreements (SOAs), so that progress on these can be monitored throughout the year.

As the new financial year began, the Force's 3 year average baselines and aspirational performance levels were revised. The continuing trend of improving performance across the Force over the last few years is contributing to making baseline and aspirational performance even more challenging.



**NOT PROTECTIVELY MARKED**

	Service Response	Public Reassurance & Community Safety	Criminal Justice & Tackling Crime	Sound Governance & Efficiency	Context
<b>Force Priorities</b>	<ul style="list-style-type: none"> <li>▪ Community Focus</li> <li>▪ Force Reputation &amp; Standards</li> </ul>	<ul style="list-style-type: none"> <li>▪ Antisocial Behaviour</li> <li>▪ National Security</li> <li>▪ Public Protection</li> <li>▪ Road Casualty Reduction</li> </ul>	<ul style="list-style-type: none"> <li>▪ Serious Organised Crime &amp; Drugs</li> <li>▪ Violence</li> </ul>	<ul style="list-style-type: none"> <li>▪ Efficiency and Productivity</li> </ul>	
<b>SPPF National Indicators</b>	<ul style="list-style-type: none"> <li>▪ Complaints about police officers and police staff</li> <li>▪ Quality of Service complaints</li> <li>▪ User satisfaction with service provided</li> <li>▪ <i>Public confidence in the police</i></li> <li>▪ Proportion of 999 calls answered within 10 seconds</li> <li>▪ Time taken to respond to emergency incidents</li> <li>▪ Handling of non-emergency calls</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of recorded crimes and offences and detection rates</li> <li>▪ Number of racist incidents, racially motivated crimes and detection rates</li> <li>▪ Number of recorded ASB community crimes and offences and detection rates</li> <li>▪ Level of detected youth crime</li> <li>▪ Number of persons killed and injured in road accidents</li> <li>▪ <i>Offenders managed under MAPPA who are re-convicted or breach conditions</i></li> <li>▪ <i>Perception of general crime rate in local area</i></li> <li>▪ <i>Victimisation rates for personal and household crime</i></li> <li>▪ <i>Level of personal and household crime and the proportion reported to the police</i></li> <li>▪ <i>Volume of forensic services provided</i></li> <li>▪ Number of Special Police Constables and hours they are on duty</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>Percentage of criminal cases dealt with in 26 weeks</i></li> <li>▪ <i>Overall re-conviction rate</i></li> <li>▪ <i>Value of net criminal assets identified for restraint through criminal proceedings by the SCDEA</i></li> <li>▪ Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days</li> <li>▪ Number and percentage of reports submitted to the Children's Reporter within 14 calendar days</li> <li>▪ <i>Number of individuals reported to the Procurator Fiscal where proceedings were not taken</i></li> <li>▪ Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded</li> <li>▪ Use of Police Direct Measures</li> </ul>	<ul style="list-style-type: none"> <li>▪ Value of efficiency savings generated by Forces</li> <li>▪ <i>Value of efficiency savings generated by the SPSA</i></li> <li>▪ Proportion of working time lost to sickness absence</li> <li>▪ Turnover rates for police officers and police staff</li> <li>▪ Proportion of salary costs accounted for by overtime</li> <li>▪ <i>Scottish Police College course utilisation rate</i></li> <li>▪ Number of police officers and police staff</li> <li>▪ Staffing profile by declared disability, ethnicity and gender</li> <li>▪ Expenditure on salaries, operating costs and capital</li> <li>▪ Expenditure per resident</li> <li>▪ <i>SPSA expenditure</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of telephone calls and incidents</li> <li>▪ Number of sudden deaths reported to the Procurator Fiscal</li> <li>▪ Number of missing person incidents</li> <li>▪ Number of registered sex offenders in the community</li> <li>▪ Number of domestic abuse incidents</li> <li>▪ Number of problem drug users</li> <li>▪ Number of individuals brought into custody</li> <li>▪ Number of Freedom of Information requests and questions</li> </ul>
<b>Local Indicators</b>		<ul style="list-style-type: none"> <li>▪ ASB Incidents</li> <li>▪ Vandalism</li> <li>▪ Proactive Enforcement Operations &amp; High Visibility Patrols</li> <li>▪ Legal Services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Local Drug Indicators</li> <li>▪ Violence</li> <li>▪ Serious Assault</li> <li>▪ Robbery</li> <li>▪ Use of alternatives to court: Undertaking Cases</li> </ul>	<ul style="list-style-type: none"> <li>▪ Recruitment</li> <li>▪ Staff Performance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of CrimeFiles</li> <li>▪ Number of missing persons and levels of risk</li> <li>▪ Number of Drug Related Deaths</li> <li>▪ Disclosure</li> <li>▪ Legal Services</li> </ul>

*Indicators in italics are reported on centrally by other agencies - data not available for this report.*

## 1.2 EXECUTIVE SUMMARY

Our overall performance in relation to crimes and offences in quarter 3 has improved since quarter 2.

### **Service Response**

The way in which Grampian Police responds to demands continues to be positive. The majority (97.8%) of 999 calls continue to be answered within 10 seconds. This is against a background of increasing demand, with over 14,000 999 calls received in quarter 3.

We continue to respond to emergency incidents within the target times of 10 minutes in Aberdeen and 25 minutes in Aberdeenshire and Moray.

### **Complaints at Low Level**

The overall number of allegations dealt with involving on and off duty Police Officers and Police Staff is at the lowest level since the start of 2009/10.

### **Public Satisfaction**

Satisfaction with initial Police contact has reduced slightly in quarter 3, as has satisfaction with action taken to resolve enquiries. However, the number of survey respondents who were kept adequately informed on progress has increased, along with satisfaction by treatment from Officers who attended.

### **Recorded Crime Down Compared to Last Quarter**

Compared to quarter 2 this year, recorded crime has fallen in all crime groups, with detection rates improving for crimes of violence, dishonesty, fireraising, reckless and malicious conduct and miscellaneous offences.

A number of external factors such as disclosure legislation, solicitor access for suspects and the introduction of the Sexual Offences (Scotland) Act 2009 have, and will continue to impact on detection rates. To alleviate this impact, we will continue to maximise on all investigative opportunities to improve detection rates.

### **Reduction in Antisocial Behaviour Community Crimes**

Compared to quarter 2 this year, ASB community crimes have reduced by 25%. Detection rates have also improved and are at the highest level since quarter 4 last year. To combat antisocial behaviour over the festive season we ran a number of operations and initiatives throughout the Force, which resulted in reduced ASB and violence. The severe weather in quarter 3 may also have impacted on the number of crimes occurring. Throughout the year, Local Policing Teams have strived to reduce antisocial behaviour within local communities.

Vandalism in quarter 3 is shown in green for the first time in 3 quarters, an indication of our excellent performance.

### **Organised Crime Groups Dismantled**

During quarter 3, following a number of Operations targeting organised crime groups, 7 members of one OCG were sentenced to a total of 43 years in prison. A further operation was concluded with 18 individuals arrested and large quantities of cash and controlled drugs seized. We will continue to make Grampian a hostile environment for OCGs.

**Serious Assaults at Lowest Level since 2007/08**

The number of Serious Assaults recorded in quarter 3 reduced from quarter 2 and was the lowest quarterly figure since the start of 2007/08. Detection rates also increased from quarter 2.

**Robberies Increased**

The number of Robberies has increased, whilst the detection rate has decreased. To combat this, we will be redeploying Operation Berlin staff to maximise detections in coming months.

**Higher Number of Fatal Road Collisions**

Eleven adults lost their lives on Grampian's roads in quarter 3. This is the highest number since the start of 2009/10. We will continue to educate drivers in a bid to reduce these fatalities.

**Fewer Police Officers and Police Staff**

Twenty one Police Officers and 25 members of Police Staff left the organisation in quarter 3. We will work hard to ensure our performance is maintained, despite a reduction of personnel within the organisation.

## 2. SERVICE RESPONSE

The area of Service Response relates to how Grampian Police respond to the public. The priorities identified to deliver a high standard of Service Response are *Community Focus* and *Force Reputation & Standards*.

### 2.1 COMMUNITY FOCUS

- Engage and work with partners and the community, to deliver improved policing services based on the principles of a community focused approach.

#### **Proportion of 999 calls answered within 10 seconds (NI) (PPR)**

Proportion of 999 Calls Answered within 10 seconds	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total 999 calls	14900	15039	13984	12595	13595	13168	14169
Answered within 10 seconds	14087	14493	13452	12355	13205	12854	13851
% Answered within 10 seconds	94.5%	96.4%	96.2%	98.1%	97.1%	97.6%	97.8%

National Target – 90%.

The percentage of 999 calls answered within 10 seconds increased again in quarter 3 to 97.8%. This is the second highest level since the start of 2009/10.

**97.8% of all 999 calls were answered within 10 seconds.**

#### **Time taken to respond to emergency incidents (NI) (PPR) (In Grampian Police, this refers to 'Grade 1' calls where an emergency response is required)**

Time Taken to Respond to Emergency Incidents	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total number of emergency response incidents	1277	1189	1185	1061	1268	1221	1148
Total number responded to within Force target response time*	1172	1093	1099	988	1168	1138	1065
% responded to within Force target response time	91.8%	91.9%	92.7%	93.1%	92.1%	93.2%	92.8%
Average response time (minutes/seconds)**	6m34s	6m32s	6m12s	5m59s	6m16s	6m13s	6m25s

\*The Force target response times for Grade 1 incidents are 10 minutes for Aberdeen Division and 25 minutes for Aberdeenshire and Moray Divisions.

\*\*This relates to the average response times for all Grade 1 incidents as per the National Indicator. In quarter 3, the Aberdeen Division average response time was 4m58s, for Aberdeenshire it was 9m21s and it was 7m23s in Moray Division.

92.8% of emergency response incidents were responded to within the Force target time in quarter 3. The average response time has increased by 12 seconds to 6 minutes, 25 seconds. All Divisions average response times were within the targets of 10 minutes for Aberdeen Division and 25 minutes for Aberdeenshire and Moray Divisions.

**92.8% of emergency incidents were responded to within Force target response times.**

**Handling of non-emergency calls (NI) (PPR)**

Non-Emergency Call Performance	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Non-emergency calls received	94258	92460	86004	82331	93437	90803	84561
Non-emergency calls answered	91470	89841	84078	80981	91993	88555	82978
% Answered	97.0%	97.2%	97.8%	98.4%	98.5%	97.5%	98.1%
Number of calls abandoned/lost	2788	2619	1926	1350	1444	2248	1583
% Abandoned/lost	3.0%	2.8%	2.2%	1.6%	1.5%	2.5%	1.9%
Number of calls answered within 40 seconds	84152	81438	79116	78052	85449	82919	78930
% of non-emergency calls answered within 40 seconds	89.3%	88.1%	92.0%	94.8%	91.5%	91.3%	93.3%

*This indicator relates to calls handled by the Force Service Centre (FSC) and not those received directly at stations.*

*A call is considered answered when a member of staff speaks to the caller.*

*It has been agreed nationally by practitioners that targets for answering calls are for 92% of all calls to be answered and for 90% of calls answered to be answered in less than 40 seconds.*

In quarter 3, 98.1% of non emergency calls were answered, which is an increase of 0.6% compared to quarter 2. 93.3% of these calls were answered within 40 seconds.

**98.1% of non-emergency calls were answered, with 93.3% answered within 40 seconds.**

During quarter 3 the FSC dealt with 4088 emails, a decrease of 18.9% from quarter 2. As mentioned in the quarter 2 report, an internal counting disparity accounted for the high number of emails in quarter 2. This disparity has been resolved and the quarter 3 figure appears to be more comparable with the quarter 1 figure of 4533.

## 2.2 FORCE REPUTATION AND STANDARDS

- Maintain professional and ethical standards of behaviour from all our staff in order to improve the delivery of quality policing services and to enhance public trust and confidence.

### **Complaints about Police Officers and Police Staff (NI) (PPR) and Quality of Service Complaints (NI) (PPR)**

Complaints	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total Complaints	160	159	160	152	171	143	148
Complaints per 10,000 population**	2.96	2.95	2.96	2.82	3.14	2.62	2.72
Number of on duty closed allegations	239	208	211	293	216	194	185
Number of off duty closed allegations	8	6	7	9	9	7	1
Number of closed allegations where action is taken*	67	57	69	46	59	34	25
Number of Quality of Service closed allegations	78	63	66	78	35	42	36
Number of Quality of Service closed allegations per 10,000 population**	1.45	1.17	1.22	1.45	0.64	0.77	0.66

*Complaints within this indicator refer to on duty, off duty and quality of service complaints*

*\*Action includes action by Crown Office Procurator Fiscal Service, action in terms of police conduct regulations/staff discipline procedures or action outwith police conduct regulations/staff discipline procedure, e.g., diversion to training or redeployment.*

*\*\* Population in Grampian 2009/10 – 539630, 2010/11 - 544980*

Amendments to the SPPF for 2010/11 reflect that the total number of complaints now includes Quality of Service allegations, as well as on and off duty complaints. As such, the figures for total complaints have been updated for previous quarters to reflect the new counting rules. Furthermore, as detailed in the 2009/10 Annual Report, complaints are now counted per 10,000 population rather than per 10,000 incidents. This will provide a more balanced picture of complaints across Scotland.

In quarter 3, 2.72 complaints per 10,000 population were recorded. This is an increase of 0.1 per 10,000 population when compared to quarter 2 and the second lowest figure since quarter 1 2009/10.

The number of on and off duty closed allegations are at the lowest levels since the start of 2009/10 at 185 and 1 respectively. The number of closed allegations where action is taken has also reduced from 34 in quarter 2 to 25 in quarter 3 and is at the lowest level since the start of 2009/10.

### **User satisfaction with service provided (NI) (PPR)**

Statistics on the level of service user satisfaction are required to be reported on an annual basis to the Scottish Government and other authorities. Gathering this data involves telephone surveys conducted by the FSC, who aim to carry out 200 surveys each month (600 per quarter) of individuals who have been in contact with Grampian Police. Statistics for previous quarters are regularly updated as surveys for previous quarters are completed. Statistics for the current quarter will also change in subsequent quarters once all surveys are completed.

**NOT PROTECTIVELY MARKED**

The figures provided below relate to surveys conducted with individuals who contacted Grampian Police between July and September 2010 with the survey results compiled during quarter 3.

Of the 672 people who were contacted and asked to participate in the survey, 665 agreed, giving a response rate of 99.0%. This is an increase of 1.8% when compared to quarter 2.

Satisfaction with initial Police contact	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Very satisfied	56.1%	59.0%	58.7%	58.6%	56.8%	58.7%	52.5%
Fairly satisfied	35.3%	32.1%	35.1%	35.7%	37.7%	36.3%	41.4%
Neither Satisfied nor Dissatisfied	3.4%	4.5%	2.4%	2.0%	2.1%	2.4%	2.2%
Fairly Dissatisfied	2.6%	2.7%	1.7%	1.5%	1.4%	1.3%	1.9%
Very Dissatisfied	1.6%	1.3%	1.8%	1.4%	1.2%	0.8%	1.5%
No response	0.9%	0.4%	0.3%	0.8%	0.8%	0.5%	0.5%

Satisfaction with initial Police contact in quarter 3 was at 93.8%. This is a reduction of 1.2% from quarter 2.

Satisfaction with the actions taken by Police to resolve the enquiry	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Very satisfied	52.7%	53.2%	55.4%	58.6%	55.3%	59.5%	55.9%
Fairly satisfied	31.9%	30.3%	31.3%	30.3%	34.7%	28.8%	31.7%
Neither Satisfied nor Dissatisfied	5.9%	5.7%	4.9%	4.4%	3.0%	3.7%	4.8%
Fairly Dissatisfied	4.4%	5.0%	3.6%	3.8%	3.5%	3.5%	3.3%
Very Dissatisfied	3.1%	3.3%	3.6%	2.4%	2.7%	2.4%	3.5%
No response	2.0%	2.7%	1.2%	0.5%	0.8%	2.1%	0.8%

87.6% of respondents were satisfied with action taken to resolve the enquiry. This is compared to 88.3% in quarter 2

Kept adequately informed on progress	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Yes	34.2%	35.2%	39.9%	35.4%	35.3%	39.6%	41.6%
No	22.9%	23.6%	23.1%	21.8%	21.9%	21.2%	19.7%
Not applicable	42.9%	41.2%	37.0%	42.6%	42.4%	38.9%	38.5%
No response	0%	0%	0%	0.2%	0.4%	0.3%	0.2%

Of those relevant survey respondents asked about being kept adequately informed on the progress of their enquiry, 41.6% answered yes. This is an improvement of 2% from quarter 2 and the first time the percentage has been above 40%.

Satisfaction with their treatment by staff at initial contact	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Very satisfied	64.7%	62.1%	61.6%	63.3%	60.5%	65.5%	62.5%
Fairly satisfied	27.7%	31.0%	32.3%	30.0%	34.5%	28.5%	29.5%
Neither Satisfied nor Dissatisfied	3.0%	3.3%	2.7%	2.4%	1.1%	2.3%	3.0%
Fairly Dissatisfied	2.5%	2.1%	1.4%	1.2%	2.1%	1.7%	2.3%
Very Dissatisfied	1.4%	0.8%	1.5%	2.1%	1.1%	1.2%	2.0%
No response	0.8%	0.7%	0.5%	1.0%	0.7%	0.8%	0.7%

The number of respondents who were satisfied with their treatment by staff at initial contact decreased by 2% in quarter 3 to 92%.

**NOT PROTECTIVELY MARKED**

Satisfaction with treatment by officers who attended	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Very satisfied	67.6%	68.0%	62.8%	69.8%	57.5%	71.7%	66.4%
Fairly satisfied	25.2%	23.7%	28.5%	22.9%	34.2%	21.6%	28.4%
Neither Satisfied nor Dissatisfied	3.1%	2.4%	2.5%	4.1%	2.5%	2.3%	1.3%
Fairly Dissatisfied	1.5%	2.1%	2.8%	1.3%	1.8%	2.7%	1.0%
Very Dissatisfied	1.5%	1.4%	2.5%	0.3%	2.9%	0.7%	1.6%
No response	1.1%	2.4%	0.9%	1.6%	1.1%	1.0%	1.3%

The level of satisfaction with treatment by Officers who attended increased from 93.3% in quarter 2 to 94.8% in quarter 3, an increase of 1.5%.

Satisfaction with the overall way Grampian Police dealt with the matter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Very satisfied	54.4%	53.0%	54.9%	57.8%	54.0%	60.1%	57.9%
Fairly satisfied	31.1%	31.5%	32.8%	28.6%	34.5%	28.8%	29.2%
Neither Satisfied nor Dissatisfied	6.1%	5.4%	5.8%	6.2%	3.6%	5.1%	4.9%
Fairly Dissatisfied	5.0%	6.2%	3.2%	3.5%	3.6%	3.5%	4.4%
Very Dissatisfied	2.2%	2.5%	3.2%	3.6%	3.2%	2.0%	3.1%
No response	1.2%	1.3%	0.2%	0.3%	1.1%	0.5%	0.5%

*Some of these statistics may have been updated from those recorded in previous reports.*

Overall satisfaction with the way in which Grampian Police dealt with the matter reduced from 88.9% in quarter 2 to 87.1% in quarter 3.

**93.8% of survey respondents were satisfied with initial Police contact.**

**87.6% of survey respondents were satisfied with actions taken by Police to resolve the enquiry.**

**92.0% of survey respondents were satisfied with treatment by staff at initial contact.**

**94.8% of survey respondents were satisfied with treatment by Officers who attended.**

**87.1% of survey respondents were satisfied with the overall way in which Grampian Police dealt with the matter.**



### 3. PUBLIC REASSURANCE & COMMUNITY SAFETY

The area of Public Reassurance and Community Safety includes proactive and neighbourhood based work areas. Priorities identified in this area of policing are: *Antisocial Behaviour, National Security, Public Protection and Road Casualty Reduction.*

#### 3.1 ANTISOCIAL BEHAVIOUR

- Deal with unacceptable conduct, which negatively impacts on the quality of life within the communities we serve, in conjunction with Local Authority strategies.

#### **Number of recorded ASB community crimes<sup>1</sup> and offences and detection rates (NI) (PPR) (SOA)**

Recorded	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Disregard for community/ personal wellbeing	2488	2554	2390	2154	2386	2024	1242
Acts directed at people	293	374	366	349	390	361	378
Environmental damage	2248	1842	1611	1584	2066	1820	1553
Misuse of public space	92	133	99	93	130	80	39
<b>Total</b>	<b>5121</b>	<b>4903</b>	<b>4466</b>	<b>4180</b>	<b>4972</b>	<b>4285</b>	<b>3212</b>

Detection Rates	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Disregard for community/ personal wellbeing	82.2%	78.4%	82.1%	81.3%	76.1%	81.6%	90.4%
Acts directed at people	62.5%	55.3%	57.7%	62.5%	54.6%	55.1%	66.7%
Environmental damage	29.3%	26.5%	29.5%	28.4%	30.5%	28.2%	33.0%
Misuse of public space	97.8%	101.5%	100.0%	98.9%	100.0%	100.0%	97.4%
<b>Total</b>	<b>58.1%</b>	<b>57.8%</b>	<b>61.5%</b>	<b>60.1%</b>	<b>56.1%</b>	<b>57.0%</b>	<b>60.0%</b>

The number of ASB Community Crimes in quarter 3 decreased by 25.0% (1073 offences) when compared to quarter 2. This is the lowest recorded figure since the SPPF commenced in 2007/08.

The quarter 3 detection rate for ASB Community Crimes is 60.0%. This is an improvement of 3% from quarter 2.

These reductions may be due to a number of factors including focused initiatives, severe weather and increased Police presence in identified hotspots over the festive period.

During quarter 3, we focused on reducing crime over the festive period. In Aberdeen Division, Operation Oak ran for six weeks targeting anti-social behaviour and violence. Antisocial behaviour was impacted with reductions in Breach of the Peace, Vandalism

<sup>1</sup> ASB Community Crimes and Offences are split into 4 headings; *Disregard for community/personal wellbeing, Acts directed at people, Environmental damage and Misuse of public space.* Further information on these can be found within the SPPF at <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/Performance>.

and Urinating in Public. The success of the Operation was assisted by the support of partners including Street Pastors, Taxi Marshals and the Aberdeen City Centre Association.

Within Aberdeenshire Division, a Safer Streets campaign ran over the festive season under the banner of Operation Whalsay. Extra patrols, funded by Aberdeenshire Council and the Scottish Government, tackled antisocial behaviour and disorder.

In Moray Division, Operation Star targeted shoplifting during daytime hours and focused on antisocial behaviour, violence and alcohol related disorder in the evenings and night time periods. Again the partnership effort funded by the Scottish Government and Moray Alcohol and Drug Partnership, saw reductions in shoplifting and violent crime, as a result of partnership and incorporated the work of Taxi Marshals, Red Star Ambulances and members of the licensed trade.

Roads Policing Officers contributed to reducing ASB in quarter 3 by issuing 22 ASB warnings to drivers who drove in a careless or inconsiderate manner. They also seized 98 vehicles across the Force. These seizures were in relation to uninsured vehicles and where ASB warnings had not been complied with.

**ASB Incidents (LI) (SOA)**

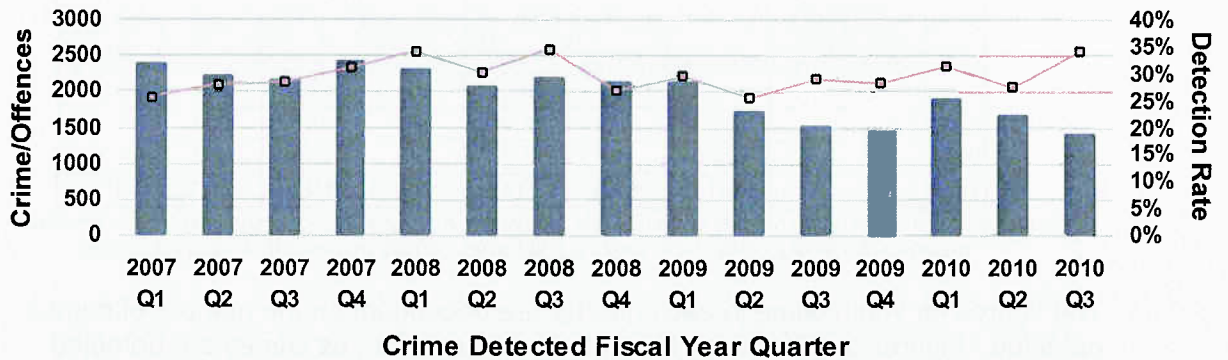
ASB Incidents recorded on STORM	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Aberdeen	4601	4675	3702	3388	4111	3947	3901
Aberdeenshire	1992	2118	1852	1628	1980	2014	1972
Moray	1326	1207	1039	904	1076	1061	1088
<b>Total</b>	<b>7919</b>	<b>8000</b>	<b>6593</b>	<b>5920</b>	<b>7167</b>	<b>7022</b>	<b>6961</b>

*ASB Incidents are a count of Incidents recorded on the STORM Command and Control system under the Incident Class Descriptions: Alcohol in a Public Place, Breach of the Peace, Disturbance, Drunk Man, Drunk Female, Neighbour Dispute, Noisy Music, Underage Drinking, Youth Disorder. From 03/11/2010 ASB Incidents counts Disturbance, Drinking in Public, Neighbour Dispute, Noise and Public Nuisance.*

Due to changes in the recording of incidents on STORM MA which came into Force on 3 November 2010, the calculation of ASB incidents has been amended and now includes incidents of disturbance. As such, the figures for previous quarters have also been amended.

The number of ASB incidents recorded in quarter 3 decreased by 61 (0.8%) from quarter 2, with decreases across all Divisions.

**Vandalism (LI) (SOA)**



Fiscal Year Quarter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	
Recorded	2139	1716	1512	1459	1900	1673	1401	
Detected	629	441	441	413	599	459	477	
Detection Rate	29.4%	25.7%	29.2%	28.3%	31.5%	27.4%	34.0%	

The number of vandalisms recorded by the Force reduced by 272 offences (16.3%) compared to quarter 2. This is the lowest quarterly level since the start of 2007/08 and the figure is shown in green for the first time in 3 quarters. The detection rate has increased 6.6% since quarter 2 to 34.0%. This is the highest detection rate for vandalism in 2 years. A focus by Divisions on detection opportunities through TTCG meetings has contributed to this improvement in performance.

**Level of detected youth crime (NI) (PPR) (SOA)**

Crimes Detected	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Aberdeen	716	802	683	691	840	649	535
Aberdeenshire	349	363	333	320	433	296	211
Moray	249	227	168	219	209	168	109
<b>Total</b>	<b>1314</b>	<b>1392</b>	<b>1184</b>	<b>1230</b>	<b>1482</b>	<b>1113</b>	<b>855</b>

*This indicator is a count of the number of crimes and offences (Crime Groups 1-6) committed by children and young people (aged 8-17 inclusive), i.e. where a child or young person appears as status 'accused'.*

The figures for youth crime in each quarter are dependent on the number of crimes detected. Figures therefore can fluctuate across quarters as crimes are detected.

The number of detected crimes and offences committed by children and young people in quarter 3 is 855. The quarter 2 figure increased from 882 to 1113 as more crimes were detected.

Number of Children and Young People Responsible	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Aberdeen	511	533	502	486	511	445	353
Aberdeenshire	341	300	265	282	403	259	157
Moray	192	178	137	166	168	120	89
<b>Total</b>	<b>1044</b>	<b>1011</b>	<b>904</b>	<b>934</b>	<b>1082</b>	<b>824</b>	<b>599</b>

*This indicator is a count of the number of children and young people (aged 8-17 inclusive) who committed crimes (Crime Groups 1-6) i.e. where a child or young person appears as status 'accused'.*

The number of children and young persons responsible for committing crimes in quarter 3 was 599. Previous experience has highlighted that this recorded figure increased with the passage of time and completion of Police enquiries. It is therefore assessed that the current quarter 3 figure will similarly increase.

## 3.2 NATIONAL SECURITY

- Counter the threat from Terrorism and Domestic Extremism.

The UK Government long term strategy for countering International Terrorism, CONTEST 2, aims to reduce the risk from International Terrorism and to allow people to go about their daily lives freely and with confidence. The strategy is divided into the 4 strands of Prevent, Pursue, Protect and Prepare.

***Prevent – terrorism by tackling its causes and the radicalisation of individuals***

During quarter 3, the Home Office conducted its previously publicised review of the Prevent strand of the CONTEST strategy. The results of the review, which involved the Scottish Government and other CONTEST Scotland Board partners are expected in the forthcoming quarter.

Activity with Multi Agency Delphinus Groups has continued in quarter 3, with both the Aberdeen and Aberdeenshire groups meeting. A representative of the Aberdeen Mosque and Islamic Centre attended an Aberdeen Delphinus Group meeting.

A Workshop to Raise Awareness of Prevent (WRAP) event was held at Banff and Buchan College and commitment to host other events has been received from Aberdeen and Aberdeenshire local authorities, Robert Gordon University, Aberdeen College and HMP Aberdeen. Following on from Aberdeen National Front (NF) leafleting activities around Northfield Academy, Harlaw Academy and Aberdeen Grammar School, WRAP events are scheduled to take place at those schools, along with St Machar Academy during quarter 4.

***Pursue – terrorists and those who sponsor them***

During quarter 3, BAA Aberdeen announced plans to commence work on the runway extension at Aberdeen Airport, which will commence during 2011. Following the announcement, the environmental group 'Plane Stupid' identified Aberdeen Airport as a legitimate target for direct action. There is no information to suggest any planned action, however this will continue to be monitored by Force Special Branch and Aberdeen Division.

***Protect – potential targets of terrorism***

Counter Terrorism Security Advisors (CTSAs) participated in a counter terrorism exercise at St Fergus Gas Terminal hosted by one of the terminal operators. CTSAs were also involved in Exercise Warrior at St Fergus. This exercise was based on a bomb threat at St Fergus.

Joint briefings have been conducted by CTSAs with Ministry of Defence Police for Force Control Room and Force Service Centre supervisors.

**Prepare** – to respond to the consequences of a terrorist incident, in order that any disruption is minimised

Work has continued with the local business community to raise awareness of counter terrorism issues through the CTAs. A number of Project Griffin<sup>2</sup> and Argus<sup>3</sup> events have taken place during quarter 3, including an event with a number of security representatives from locally based oil companies. This has enhanced partnership preparedness and activity to counter threats.

### 3.3 PUBLIC PROTECTION

- Safeguard children, young persons and vulnerable adults, from risk of physical, emotional and sexual abuse or neglect and effectively manage offenders through the development of internal and partnership processes.

#### **Adult Protection**

All Constables and Sergeants in Force have completed the Adult Support and Protection Computer Based Training package. Adult Protection aide memoirs have been circulated to staff. A call handling guide for FSC has been developed and training is being delivered to support FSC and FCR staff in responding appropriately to adult and child protection and domestic abuse issues.

A card to support improved emergency response to carers and cared for persons has been re-launched by Voluntary Service Aberdeen (VSA) and Grampian Police. The card is to allow members of the emergency services immediate access to individual's details, should their carer be unable to communicate that they are responsible for the care of a person within the community. A similar card will be held by the cared for person, should they be unable to communicate that they are being cared for. The aim is to provide faster response rates for Officers and improved outcomes for carers and vulnerable adults.

#### **Domestic Abuse**

£6500 of funding from the Fairer Scotland Fund has been secured by Aberdeen Division for the purchase of protective equipment for victims of domestic abuse.

The Public Protection Unit (PPU) has been working with the Force Training Unit to develop public protection training for Probationers. Further work is also being carried out in relation to public protection training for line managers. We have been delivering public protection training inputs at the Scottish Police College and these will be developed further at a local level.

A multi agency Forced Marriage and Honour Based Violence event is being planned by the Domestic Abuse Training Consortium due to the increase in such incidents within the Force area. This event which will raise awareness of these incidents across our partners will take place during quarter 4.

---

<sup>2</sup> Project Griffin is an internationally acclaimed Counter Terrorism protective security initiative aimed at the business, retail and commercial communities, with the aim of providing an understanding of terrorism and extremism and the practical measures that can be taken to counter this in our communities.

<sup>3</sup> Project Argus is a National Counter Terrorism Security Office initiative, exploring ways to prevent, handle and recover from a terrorist attack, by taking businesses through a simulated terrorist attack.

### 3.4 ROAD CASUALTY REDUCTION

- Achieve a steady reduction in the numbers of those killed and seriously injured, with the ultimate vision of a future where no one is killed on the roads in Aberdeen, Aberdeenshire and Moray and the injury rate is much reduced.

#### ***ACPOS Scottish Road Policing Framework***

The ACPOS Scottish Road Policing Framework was published in 2009. Based on five pillars; education, enforcement, engineering, encouragement and evaluation, the framework aims to reduce deaths and injuries on Scotland's roads by 2020.

Earlier this year, the Scottish Government announced new Road Casualty Targets to be reached by 2020, with a progress check in 2015. These are:

- Fatal Casualties                      30% reduction by 2015, 40% reduction by 2020.
- Serious Casualties                    43% reduction by 2015, 55% reduction by 2020.
- Slight Casualties                    10% reduction by 2020.
- Child Fatalities                        35% reduction by 2015, 50% reduction by 2020.
- Child Serious Casualties            50% reduction by 2015, 65% reduction by 2020.

An update on progress in relation to the Scottish Government road casualty targets will be provided in the 2010/11 Annual Report.

Quarter 3 saw the conclusion of the motorcycle safety initiative, Operation Zenith. As well as assisting in the 22% reduction of all motorcycle casualties, Zenith also received national recognition from the Scottish Policing Awards and the Scottish Society for the Prevention of Accidents.

During December the Force participated in the ACPOS traditional Festive Safety Campaign, targeting drink and drug driving offences. The campaign involved a number of pro-active enforcement initiatives, including multi-Officer vehicle check points at high profile locations. Drink driving offences reduced from 57 to 48 when compared to the same period in 2009.

The heavy snowfall during quarter 3 presented roads authorities with considerable challenges in trying to keep roads open. To support this, the Scottish Government provided the services of a heavy vehicle recovery unit to assist large goods vehicles, which were struggling on the roads and impeding traffic flow. The Grampian deployment was located on the A96 near Huntly and was used on one occasion.

The Roads Policing Unit worked alongside other departments within the Force and ACPOS Road Policing to ensure the 'safe winter driving message' was provided to north east motorists throughout the bad weather. During such periods, it is essential that accurate information is supplied to motorists, reflecting the road conditions and providing enough detail to allow motorists to make informed decisions about travelling. As a result, Traffic Scotland and ACPOS have developed the Traffic Winter Warning Message strategy, which provides a staged response in media messages, ranging from 'travel with caution' to 'avoid travelling on the roads'. This process allows motorists to make more informed decision regarding their travel and was carried out in an attempt to reduce

collisions and incidents on the roads.

***Number of persons killed and injured in road accidents (NI) (PPR) (SOA)***

Persons Killed or Injured in Road Accidents (National Indicator)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Fatal Injury Collisions	5	9	6	6	9	8	10
Serious Injury Collisions	69	82	77	49	65	86	59
Slight Injury Collisions	254	237	269	198	178	223	184
<b>Total Collisions</b>	<b>328</b>	<b>328</b>	<b>352</b>	<b>253</b>	<b>252</b>	<b>317</b>	<b>253</b>
Adults Killed	5	10	6	8	9	9	11
Adults Seriously Injured	69	98	93	51	71	97	66
Adults with Slight Injuries	307	280	328	237	211	244	238
Children Killed	0	1	0	0	0	0	0
Children Seriously Injured	3	7	7	6	3	9	6
Children with Slight Injuries	28	30	20	19	15	45	18
<b>Total KSI</b>	<b>77</b>	<b>116</b>	<b>106</b>	<b>65</b>	<b>83</b>	<b>115</b>	<b>83</b>
<b>Total Injuries (Fatal, Serious, Slight)</b>	<b>412</b>	<b>426</b>	<b>454</b>	<b>321</b>	<b>309</b>	<b>404</b>	<b>339</b>

In quarter 3, 10 fatal injury collisions occurred, resulting in 11 adult fatalities. This is the highest number of fatal collisions and adult fatalities since the start of 2009/10. Compared to quarter 3 last year, fatal collisions increased by 4 and adult fatalities by 5.

Despite the increase in fatalities, the number of serious and slight injury collisions have decreased in quarter 3 compared to quarter 2, which has resulted in reductions in serious and slight injuries in adults and children.

Total injuries in quarter 3 (fatal, serious and slight) has decreased to 339, a reduction of 16.1% compared to quarter 2.

**Compared to quarter 3 2009/10, the total number of collisions has reduced by 28.1% and the number of injuries has reduced by 25.3%.**



***Proactive enforcement operations & high visibility directed patrols (LI)***

Proactive Enforcement Operations	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Operations	19	21	27	21	16	14	12
Local Contributory Offences	29	14	53	4	37	2	0
Other Offences	138	153	114	150	84	65	100
Educated	5	277	608	168	422	759	18

High Visibility Directed Patrolling Activity	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Hours on Patrol	1268	287	303	337	421	496	228
Local Contributory Offences	57	8	1	6	3	6	9
Other Offences	2151	116	148	259	319	638	160
Educated	2381	621	561	741	651	810	481
Injury Collisions	None	None	2 Serious	1 Fatal	1 Serious	1 Serious	1 Serious

This quarter has seen a reduction of 268 hours spent on patrol, along with a reduction in the number of offences detected. The lengthy periods of adverse weather throughout the latter part of the quarter reduced the time available for Officers to spend on patrol, as time was spent assisting motorists.

3.5 OTHER INDICATORS

**Number of recorded crimes and offences (NI) (PPR)**

Crime Group	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	
Group 1	224	198	181	183	231	202	195	
Group 2	219	258	227	243	307	214	241	
Group 3	4104	4121	3909	3740	4349	4065	3939	
Group 4	2356	1947	1698	1659	2161	1929	1643	
Group 5	1322	1463	1255	1501	1643	1489	1192	
Group 6	4951	5048	4772	4558	5209	4663	4425	
Group 7*	8039	7487	6164	7304	9439	8816	6278	

\*Group 7 includes both recorded offences on CrimeFile. Vehicle Penalty and Fixed Penalty Offences (VPFPO) and Pensys statistics – i.e. Road Traffic Fixed Penalty Offences.

**Group 1 – Crimes of Violence**

The number of recorded crimes of violence has fallen for the second quarter in a row. Compared to quarter 2, the figure has reduced by 17 crimes (8.4%) and is very similar to the numbers recorded in quarters 3 and 4 last year.

**Group 2 – Crimes of Indecency**

On 1st December 2010, the Sexual Offences (Scotland) Act 2009, came into Force changing the way crimes of indecency are recorded across Scotland. As a result of the widening of the definition of Rape, it is anticipated that the number of recorded Rapes will increase.

Whilst Operation Begonia<sup>4</sup> continues during quarter 3, group 2 crimes of indecency have increased. It is of note however, that although shown in red for the second quarter this year, the quarter 3 figure of 241 is only 3 offences above the 3 year average.

**Group 3 – Crimes of Dishonesty**

Crimes of dishonesty reduced by 126 (3.1%) in quarter 3. This is the lowest figure for the year so far.

**Group 4 – Fire-raising, Malicious and Reckless Conduct (including Vandalism)**

In quarter 3, 286 (14.8%) fewer group 4 crimes were recorded than in quarter 2. This is the first time the figure has been shown in green this year and is the lowest quarterly figure recorded since the start of 2007/08. Similar to quarter 2, 97.2% of this reduction is made up by fewer recorded vandalisms.

<sup>4</sup> Operation Begonia commenced in quarter 2 and involves working alongside partner agencies to try to encourage street workers away from prostitution. The focus is on referral to partner organisations to change their lifestyle rather than taking enforcement action against them.

**Group 5 – Other Crimes** *(including Resisting Arrest, Obstruction, Perverting the Course of Justice, Bail Offences and Drugs Offences)*

During quarter 3, 297 (19.9%) less group 5 crimes were recorded by the Force than in quarter 2. New counting rules in relation to drug possession and supply charges have contributed towards this decrease.

Possession of Offensive Weapon charges have also decreased in quarter 3, from 96 to 68, a reduction of 29.2%.

**Group 6 – Miscellaneous Offences** *(including Minor Assault, Breach of the Peace, Racially Aggravated Offences, Licensing Offences and Telecommunications Offences)*

Group 6 offences have fallen for the second quarter in a row, from 4663 in quarter 2 to 4425 in quarter 3, a reduction of 238 offences (5.1%).

**Group 7 – Offences Relating to Motor Vehicles**

Group 7 offences reduced from 8816 in quarter 2 to 6278 in quarter 3. This is a reduction of 28.9%. This reduction is in part due to work undertaken during quarter 3 by Roads Policing Officers on keeping motorists moving, rather than recording offences.

**Detection Rate for Recorded Crimes and Offences (NI) (PPR)**

Crime Group	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	
Group 1	75.9%	88.9%	82.9%	84.7%	80.5%	75.7%	80.5%	
Group 2	61.2%	86.4%	60.8%	71.6%	65.1%	54.7%	51.0%	
Group 3	33.3%	37.2%	37.4%	44.5%	38.3%	35.2%	40.4%	
Group 4	30.1%	28.2%	30.4%	29.2%	31.6%	29.1%	34.3%	
Group 5	94.3%	95.3%	91.1%	94.5%	95.4%	96.7%	95.6%	
Group 6	76.6%	72.0%	77.6%	74.2%	69.2%	74.2%	75.9%	
Group 7*	95.0%	93.4%	93.6%	95.7%	94.6%	95.2%	93.8%	

\*Group 7 detection rates include detected offences recorded in CrimeFile, VPFPO and Pensys statistics i.e. Road Traffic Fixed Penalty Offences.

Note: The standard method of calculation depends on the date of detection. This counts crimes detected during the period, even though they were recorded in a previous quarter. Hence, detection rates may occasionally exceed 100%.

The table above shows that the overall picture across all crime group detection rates has improved since quarter 2, with 5 out of the 7 crime groups now above the baseline target.

Detection rates in quarter 3 for groups 1 violence, 3 dishonesties, 4 fire-raising, malicious and reckless conduct and 6 miscellaneous offences are all either equal to, or better than the detection rates recorded for the first two quarters of 2010/11.

The detection rate for group 2 crimes of indecency continues to prove challenging for the Force.

**Group 1 – Crimes of Violence**

The detection rate for crimes of violence increased to 80.5% in quarter 3. Processes have been put in place to ensure CCTV is seized at the earliest opportunity and opportunities for the gathering of forensic evidence are maximised. This, along a renewed emphasis on the importance of checking and reviewing CrimeFiles by supervisors, will assist with maintaining and improving upon detection rates.

**Group 2 – Crimes of Indecency**

The detection rate for Group 2 crimes decreased to 51.0% in quarter 3. This represents a continual decrease since the beginning of the financial year.

When compared to quarter 4 2009/10, there has been a dip in detection rates for Rape, Assault with intent to Rape, Indecent Assault and Lewd and Libidinous Practices.

**Group 3 – Crimes of Dishonesty**

The detection rate for crimes of dishonesty increased to 40.4% in quarter 3 and is now above the baseline target. This rate is at the third highest since the start of 2007/08.

**Group 4 – Fire-raising, Malicious and Reckless Conduct**

The quarter 3 detection rate of 34.3% is the highest rate since quarter 3 2008/09 and is only 0.3% away from the aspirational target of 34.6%.

**Group 5 – Other Crimes**

Although the group 5 detection rate has fallen by 1.1% compared to quarter 2, it is at the second highest rate since quarter 4 2008/09.

As our detection rate for group 5 crimes is one of the lowest nationally, we have undertaken a review of all group 5 offences and in particular, those that are undetected. This review is likely to result in a number of recommendations, mainly relating to training, supervision and ensuring our adherence to Scottish crime recording standards.

**Group 6 – Miscellaneous Offences**

For the first time since the start of the financial year, the detection rate for group 6 is above the 3 year average and therefore, shown in amber. Compared to quarter 2, the rate has increased by 1.7%.

**Group 7 – Offences Relating to Motor Vehicles**

Our consistent excellent performance in group 7 has continued in quarter 3. Although the rate has decreased by 1.4% when compared to quarter 2, it is still above our aspirational target and therefore, shown in green.

**Number of racist incidents, racially motivated crimes and offences and detection rates (NI) (PPR) (SOA)**

Racist Incidents	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Recorded	119	161	149	145	168	146	134

*The numbers shown above are incidents recorded in STORM Command and Control system.*

Racially Motivated Crimes	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Recorded	183	245	246	205	249	187	221
Detected	127	185	175	122	165	142	123
<b>Detection Rate</b>	<b>69.4%</b>	<b>75.5%</b>	<b>71.1%</b>	<b>59.5%</b>	<b>66.5%</b>	<b>75.9%</b>	<b>55.7%</b>

*Racially Motivated Crimes include the direct charges of racially aggravated conduct and harassment, and any other crime or offence which has been perceived as racially motivated by the victim.*

The number of recorded racist incidents in quarter 3 decreased to 134. This is the lowest number since quarter 1 2009/10. Racially motivated crimes increased by 18.2% (34 offences) when compared to quarter 2, however, the quarter 2 figure was lower than previous quarterly figures. The detection rate decreased to 55.7%.

The number of racially motivated crimes will be monitored and reported on further in the quarter 4 report.

**Number of Special Constables and hours they are on duty (NI) (PPR)**

Special Constables (Headcount)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Number of Special Constables	181	167	173	179	173	182	190
Hours they are on duty	8005	7670	8002	7680	7096	7893	8286

Following on from the recruitment of 17 Special Constables in quarter 2, a further 12 were recruited in quarter 3. This brings the total number of Special Constables in the Force to 190. During quarter 3, Special Constables spent 8286 hours on duty. This is an increase of 393 hours (5%) from quarter 2 and equates to an average of 43.6 hours per Special Constable. This is an increase of over 4 hours from quarter 2.

## 4. CRIMINAL JUSTICE & TACKLING CRIME

The Force has 2 Control Strategy Priorities in this area – *Serious Organised Crime and Drugs and Violence*.

### 4.1 SERIOUS ORGANISED CRIME AND DRUGS

- Reduce the harm caused by Serious Organised Crime and in particular Controlled Drugs, within the communities we serve.

**Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded (NI) (PPR) (SOA)**

National Drug Indicators	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
All Offences for Supply and Possession with intent to supply <sup>5</sup> (NI)	137	173	169	235	191	154	106
Supply and Possession with intent to supply Class A drugs <sup>6</sup> (NI)	91	104	109	147	106	98	46
Weight of Class A Drug Seizures (grams) (NI)	1951.4	11515.2	2691.5	3022.7	2765.0	4285.0	4689.4
Quantity of Class A Drug Seizures (tablets) (NI)	123	3	15.5	0	7	3	21
Millilitres of Class A Drug Seizures (NI)	310	519	1094	969	5672	557	447

#### Local drug indicators (LI) (SOA)

Local Drug Indicators	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Supply and Possession with intent to supply Class B&C drugs <sup>6</sup> (LI)	40	54	32	68	70	40	40
Possession of Class A drugs (LI)	143	188	144	188	186	137	94
Possession of Class B & C drugs (LI)	251	328	256	362	418	354	267

As mentioned in the quarter 2 report, national changes to the recording of drug supply charges took effect in September 2010. Following analysis undertaken in Force to identify the impact these changes would have, it was predicted that supply charges would reduce by up to 37.5% and possession charges by 12.5%. As such, baseline and aspirational targets have been amended to reflect these changes and these continue to be monitored through the Force Tactical Tasking and Coordinating Group (FTTCG).

In line with these changes, Supply and Possession with intent to supply charges fell by 31.1% in quarter 3 down to 106.

<sup>5</sup> Supply and Possession with intent to supply are counted from the Crime recording system CrimeFile based on the number of charges. To distinguish between Class A, B & C related charges involves counting charges dependent on a drug Modifier applied to them, relevant to the drug class. In a minority of charges this has not yet been applied, due to a number of reasons, such as awaiting the return of laboratory test results. Therefore, the sum of Class A and B & C drugs charges will not always equal the total number of charges.

Quarter 3 saw 7 members of a West Midlands Organised Crime Group (OCG) sentenced to a total of 43 years as a result of Crime Management Business Area (CMBA) led Operation Charger. A further major operation was concluded in December 2010, when 18 individuals were arrested as part of Operation Dorian. Dorian targeted an OCG of London based Jamaican individuals who were supplying Heroin and Crack Cocaine throughout Aberdeen. £40,100 in cash and significant quantities of Heroin and Crack Cocaine were also seized during this operation.

Other major drug seizures during quarter 3 included Heroin with a street value of £100,500 by Officers in Aberdeen Division and Amphetamine with a street value of £142,000 recovered by Officers in Moray Division.

Officers from the Major Investigation Teams have continued to support LPTs across the Force throughout the quarter, assisting operations in Aberdeen, Aberdeenshire and Moray Divisions. A number of further joint operations are planned for the forthcoming period.

Division	Q3 2010	Q2 2010	Q1 2010	YTD 2010
Aberdeen	1	1	1	3
Aberdeenshire	1	1	1	3
Moray	1	1	1	3
Other	1	1	1	3
Total	4	4	4	12

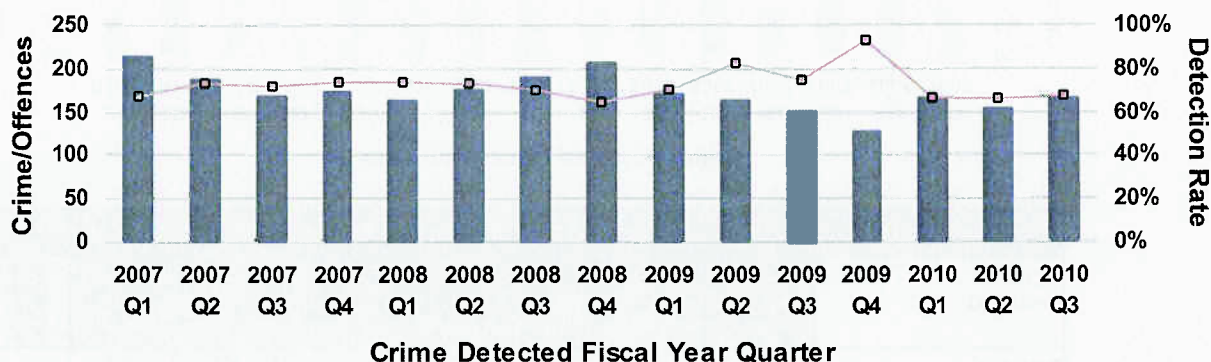
Division	Q3 2010	Q2 2010	Q1 2010	YTD 2010
Aberdeen	1	1	1	3
Aberdeenshire	1	1	1	3
Moray	1	1	1	3
Other	1	1	1	3
Total	4	4	4	12



## 4.2 VIOLENCE

- Target violence to make Grampian a safer place to visit, work and live in.

### Violence<sup>6</sup> (LI) (SOA)



Fiscal Year Quarter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	
Recorded	170	163	151	127	165	155	165	
Detected	120	135	113	118	110	103	111	
Detection Rate	70.6%	82.8%	74.8%	92.9%	66.7%	66.5%	67.3%	

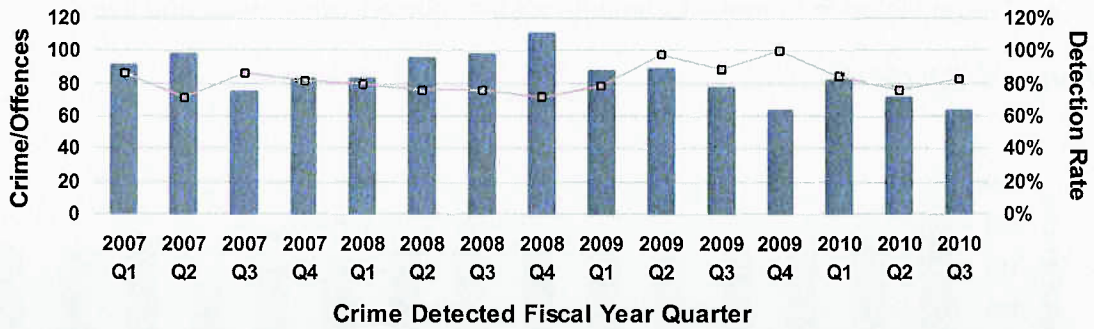
Crimes of violence increased by 10 in quarter 3, when compared to quarter 2, however the figure is below the 3 year average and therefore, still shown in amber. The detection rate has increased for the 3rd quarter in a row.

During quarter 3, the Force launched Operation Maple. Funded by the Scottish Government Fairer Scotland Fund, the Operation has been tackling drugs, violence and antisocial behaviour across Aberdeen Division and has been supported by various partner organisations including Grampian Fire and Rescue, Grampian NHS and Aberdeen City Council.

Through our FTTCG processes, considerable effort has been placed upon increasing detection rates for crimes of violence. As mentioned earlier, the importance of seizing CCTV as soon as possible and ensuring the potentials for forensic evidence are maximised has been reiterated to Officers across the Force. This focus has increased our quarter 3 detection rate slightly.

<sup>6</sup> Priority Crimes of Violence: Murder, Culpable Homicide, Attempted Murder, Serious Assault, Assault & Robbery, Assault w.i. Rob, Rape and Assault with Intent to Rape.

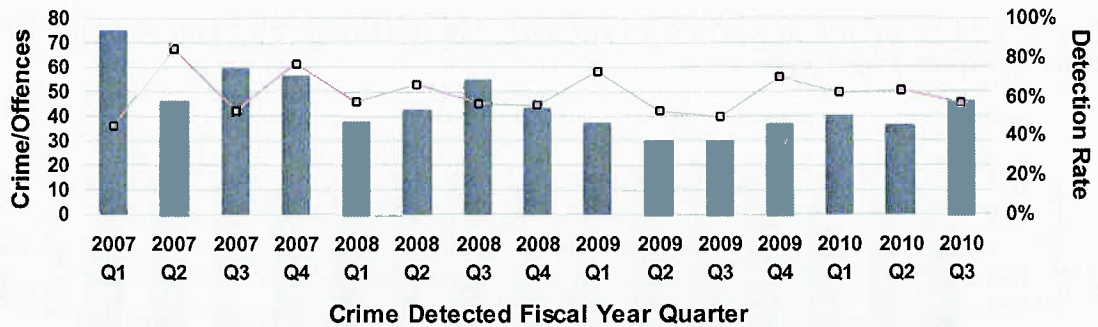
**Serious Assault (LI)**



Fiscal Year Quarter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	
Recorded	88	89	77	64	82	71	63	
Detected	69	87	68	64	69	54	52	
Detection Rate	78.4%	97.8%	88.3%	100.0%	84.1%	76.1%	82.5%	

The number of Serious Assaults recorded in quarter 3 decreased for the second quarter and the figure is now at the lowest level since the start of 2007/08. Detection rates have increased from 76.1% in quarter 2 to 82.5% in quarter 3.

**Robbery (LI)**



Fiscal Year Quarter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	
Recorded	37	30	30	37	40	36	46	
Detected	27	16	15	26	25	23	26	
Detection Rate	73.0%	53.3%	50.0%	70.3%	62.5%	63.9%	56.5%	

The number of Robberies recorded in quarter 3 rose by 10 to 46. This is the highest number since quarter 3 2008/09. Detection rates have also slipped and are now below the 3 year average. Despite this, the detection rate is 6.5% above the detection rate for the same period last year.

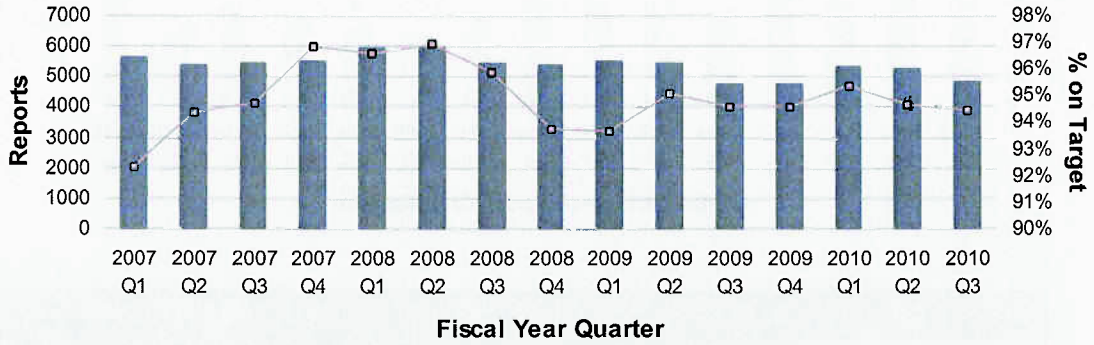
There have been abstractions of staff working on Operation Berlin, which may have contributed to the increase in recorded crimes and the reduction in detection rate. Officers from Aberdeen Division CID have been redeployed to Operation Berlin to ensure all opportunities to detect these offences are progressed.

Analysis has shown that the majority of these offences are sporadic and there is no identifiable crime pattern.

Given that crimes such as Robbery are often uncorroborated, the importance of ensuring that forensic examination is carried out and CCTV is seized at the earliest opportunity has been reiterated to staff.

4.3 OTHER INDICATORS

**Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days (NI) (PPR)**

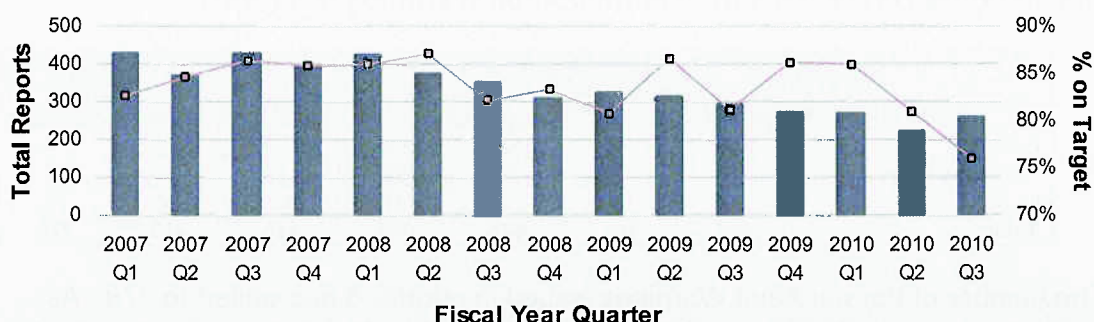


Reports to PF	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	
Total Reports	5527	5446	4785	4749	5308	5267	4859	
Within 28 Days	5178	5180	4528	4491	5064	4988	4590	
% on Target	93.7%	95.1%	94.6%	94.6%	95.4%	94.7%	94.5%	

National Target - 80% Submitted within 28 days.

The percentage of reports submitted to the Procurator Fiscal (PF) within the target of 28 days remained very similar to quarter 2 at 94.5%. The table above shows that we are consistently performing above the national target of 80%.

**Number and percentage of reports submitted to the Children's Reporter within 14 calendar days (NI) (PPR)**



Reports to Children's Reporter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	
Total Reports	323	315	294	277	270	227	258	
Within 14 Days	261	273	239	239	232	184	196	
% on Target	80.8%	86.7%	81.3%	86.3%	85.9%	81.1%	76.0%	

National Target - 80% Submitted within 14 days.

The number of reports submitted to the Children's Reporter within the target of 14 days decreased 76.0% in quarter 3. This is the first time the Force has been below the national target of 80%

**Use of Police Direct Measures: Antisocial Behaviour Fixed Penalty Notices (ASBFPNs) (NI) (PPR)**

Antisocial Behaviour Fixed Penalty Notices Issued	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Aberdeen	444	405	407	332	403	402	324
Aberdeenshire	190	169	144	136	171	156	91
Moray	112	107	87	66	54	58	71
<b>Total Issued</b>	<b>746</b>	<b>681</b>	<b>638</b>	<b>534</b>	<b>628</b>	<b>616</b>	<b>486</b>
<b>Total Complied With (Paid)</b>	<b>486</b>	<b>419</b>	<b>415</b>	<b>362</b>	<b>420</b>	<b>427</b>	<b>224</b>
<b>% Complied With</b>	<b>65.1%</b>	<b>61.5%</b>	<b>65.1%</b>	<b>67.8%</b>	<b>66.9%</b>	<b>69.3%</b>	<b>46.1%</b>

The percentage of ASBFPNs complied with may not reflect the true picture of compliance, as individuals have a 28 day period in which to pay the penalty issued. As such, not all tickets issued, particularly in March, may have been complied with.

ASBFPNs have been established as a means of dispensing justice, while minimising Police bureaucracy and maximising Officers' time spent on the streets. ASBFPNs are issued at an Officer's discretion, for minor offences as defined by the Antisocial Behaviour etc (Scotland) Act 2004, which include drunken behaviour, Vandalism, Breach of the Peace and Malicious Mischief.

The number of ASBFPNs issued in quarter 3 decreased from 616 in quarter 2 to 486 in quarter 3, with a compliance rate of 46.1%. This decrease has been attributed to a reduction in the number of Breach of the Peace and Urinating offences recorded. This is partly due to the high level of targeted uniformed patrols that were undertaken over the festive period. Furthermore, at the start of the quarter, the new Statutory Breach of the Peace offence came into effect. It was anticipated that this would affect the number of ASBFPNs issued as it is not currently possible to issue an ASBFPN for this offence.

Further guidance on this is anticipated following discussion between COPFS and ACPOS.

***Use of Police Direct Measures: Formal Adult Warnings (NI) (PPR)***

Formal Adult Warnings (FAWs) Issued	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Aberdeen	281	346	324	237	245	293	208
Aberdeenshire	148	112	74	89	117	94	47
Moray	70	50	39	41	54	36	23
<b>Total</b>	<b>499</b>	<b>508</b>	<b>437</b>	<b>367</b>	<b>416</b>	<b>423</b>	<b>278</b>

The number of Formal Adult Warnings issued in quarter 3 decreased to 278. As anticipated the quarter 2 figure has increased from 333 to 423 as more crimes were detected and offenders warned.

As mentioned in previous reports, FAWs were previously being issued by Officers for offences which did not comply with the national protocol. To remedy this, considerable effort has been made to educate Officers on the appropriate use of FAWs and it is anticipated that numbers will continue to be lower in future quarters.

***Use of Police Direct Measures: Restorative Justice Warning & Conference Scheme (NI) (PPR)***

Restorative Justice Warnings Issued and Conferences held	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Aberdeen	2	18	18	14	15	5	14
Aberdeenshire	25	27	42	34	27	40	16
Moray	2	11	19	8	10	8	1
<b>Total</b>	<b>29</b>	<b>56</b>	<b>79</b>	<b>56</b>	<b>52</b>	<b>53</b>	<b>31</b>

*The Restorative Justice Warning and Conference Scheme is used in accordance with the Scottish Government's 'National Standards for Youth Justice Service', to provide a coordinated and consistent approach to youth offending, while working with partners to reduce youth crime and antisocial behaviour.*

The number of Restorative Justice Warnings Issued and Conferences held in quarter 3 was 31. The quarter 2 figure of 42 reported in the last report has since increased to 53. It is anticipated that the quarter 3 figure will increase, as the adverse weather restricted the number of warnings delivered.

Although resource intensive, the use of RJ warnings is viewed as effective as previous analysis indicated that 56% of offenders do not reoffend.

**Undertaking Cases (LI)**

% of cases that are on Undertaking, by Procurator Fiscal Area	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Aberdeen	20.1	20.4	23.7	22.4	19.7	17.9	18.1%
Banff	18.4	12.2	15.0	14.9	14.9	15.0	14.5%
Elgin	13.1	19.0	18.4	15.6	15.1	10.6	13.5%
Peterhead	15.9	14.6	19.0	17.0	15.2	12.6	17.5%
Stonehaven	10.8	8.3	8.4	10.5	10.0	7.3	8.0%
<b>Total</b>	<b>17.4%</b>	<b>17.9%</b>	<b>20.5%</b>	<b>19.7%</b>	<b>17.4%</b>	<b>15.2%</b>	<b>16.4%</b>

The percentage of undertaking cases in quarter 3 increased to 16.4%. As mentioned in previous reports, wherever possible, the Force deals with cases by means of undertaking. The use of undertaking assists the efficient management of court time.

## 5. SOUND GOVERNANCE & EFFICIENCY

The area of Sound Governance and Efficiency develops the way Grampian Police is governed and managed, ensuring the organisation is effective and accountable to the public, the GJPB and other stakeholders. It also considers whether the Force is being run efficiently and effectively. To continue to improve this area, the Force Priority, which has been identified is *Efficiency and Productivity*.

### 5.1 WORKFORCE MODERNISATION

- Maximise frontline resources through effective and efficient resource and financial management, to ensure suitably trained staff are in place to deliver our mission.

#### **Number of Police Officers and Police Staff (NI) (PPR)**

Total Staff (Headcount)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Police Officers	1577	1594	1592	1600	1607	1593	1572
Police Staff	843	868	857	847	835	818	796
Cadets	17	17	30	23	17	14	24
<b>Total</b>	<b>2437</b>	<b>2479</b>	<b>2479</b>	<b>2470</b>	<b>2459</b>	<b>2425</b>	<b>2392</b>
Total Staff (Full Time Equivalent FTE)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Police Officers	1542.78	1559.52	1556.77	1565.16	1570.6	1558.2	1534.9
Police Staff	732.08	750.73	742.13	735.81	725.4	719.6	693.8

Police Officer numbers continue to reduce, with a reduction of 21 to 1572 from the end of quarter 2. Police Staff numbers have reduced again this quarter, a continual reduction since quarter 2 2009/10 and we ended quarter 3 with 796 members of Police Staff.

Ten Police Cadets were appointed in quarter 3, bringing the total number up to 24.

#### **Recruitment (LI)**

Recruitment	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Recruits: Police Officers	30	31	12	22	21	10	0
Police Staff	41	41	11	19	29	18	3
Special Constables	12	0	12	13	0	17	12
Cadets	0	0	16	0	0	0	10
Police Staff Internal Transfers	1	1	5	2	2	3	0
Police Staff Permanent Promotions	1	4	4	6	6	0	0
Police Staff Temporary Promotions	0	1	0	0	1	0	0
Police Officers Permanent Promotions	19	16	8	5	5	9	4
Police Officers Temporary Promotions	12	16	11	9	5	11	6

No Police Officers were recruited in quarter 3 in line with the current Force policy not to actively recruit Police Officers. Three new members of Police Staff were recruited during quarter 3, along with 12 Special Constables and 10 Police Cadets.



**Staffing Profile by Declared Disability, Ethnicity and Gender (NI)**

Police Officers (Headcount)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Declared disability	9	16	17	25	26	28	44
No declared disability	1568	1578	1575	1575	1581	1565	1528
% with a declared disability	0.6%	1.0%	1.1%	1.6%	1.6%	1.8%	2.9%
Declared Ethnicity as White	1437	1439	1435	1431	1435	1420	1401
Declared Ethnicity as Black and Minority	4	4	4	4	3	3	3
No declared ethnicity	136	151	153	165	169	170	168
% declared ethnicity as Black or Minority Ethnic	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%
Females	408	416	418	422	427	423	419
Males	1169	1178	1174	1178	1180	1170	1153
% Female	25.9%	26.1%	26.3%	26.4%	26.6%	26.6%	26.7%

Police Staff	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Declared disability	20	22	21	26	28	29	35
No declared disability	823	846	836	821	807	789	761
% with a declared disability	2.4%	2.5%	2.5%	3.1%	3.4%	3.5%	4.4%
Declared Ethnicity as White	675	701	685	665	643	637	622
Declared Ethnicity as Black and Minority	4	4	4	4	4	4	4
No declared ethnicity	164	163	168	178	188	177	170
% declared ethnicity as Black or Minority Ethnic	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%
Females	571	587	576	568	557	548	534
Males	272	281	281	279	278	270	262
% Female	67.7%	67.6%	67.2%	67.1%	66.7%	66.9%	67.1%

The percentage of Police Officers with a declared disability increased to 2.9% in quarter 3, with the percentage of Police Staff with a declared disability increasing to 4.4%. As reported in quarter 2, this increase is due to an increase in self reporting by staff in relation to any declared disabilities, following a change to internal processes to record such information.

The proportion of female Police Officers increased marginally to 26.7%.

**Turnover rates for Police Officers and Police Staff (NI) (PPR)**

Police Officers	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total Staff Leaving (Headcount)	10	14	14	14	14	24	21
Average Staff Employed (Headcount)	1567	1586	1593	1596	1604	1600	1583
<b>% Staff Turnover</b>	<b>0.6%</b>	<b>0.9%</b>	<b>0.9%</b>	<b>0.9%</b>	<b>0.9%</b>	<b>1.5%</b>	<b>1.3%</b>

Police Staff	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total Staff Leaving (Headcount)	43	16	22	29	41	35	25
Average Staff Employed (Headcount)	844	856	863	852	841	827	807
<b>% Staff Turnover</b>	<b>5.1%</b>	<b>1.9%</b>	<b>2.6%</b>	<b>3.4%</b>	<b>4.9%</b>	<b>4.2%</b>	<b>3.1%</b>

In quarter 3, 21 Police Officers and 25 Police Staff left the organisation giving turnover rates of 1.3% and 3.1% respectively. These rates have both reduced compared to quarter 2.

**Proportion of working time lost to sickness absence (NI) (PPR)**

Police Officers	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total Days Available	85985	87068	87609	87866	88379	88436	87552
Total Days Lost	2916	2463	3152	2930	2888	2700	3392
<b>% Working Time Lost to Sickness Absence</b>	<b>3.4%</b>	<b>2.8%</b>	<b>3.6%</b>	<b>3.3%</b>	<b>3.3%</b>	<b>3.1%</b>	<b>3.9%</b>

Police Staff	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total Days Available	46648	47292	47768	47320	46788	46004	44968
Total Days Lost	1847	1943	2376	2313	1951	1665	1754
<b>% Working Time Lost to Sickness Absence</b>	<b>4.1%</b>	<b>4.1%</b>	<b>5.0%</b>	<b>4.9%</b>	<b>4.2%</b>	<b>3.6%</b>	<b>3.9%</b>

Sickness absence amongst Police Officers and Police Staff has increased in quarter 3 when compared to quarter 2, with both rates currently at 3.9%. The Police Officers figure is the highest since the start of 2009/10.

**Staff Performance (LI)**

Staff Performance (LI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total PDRs issued	546	415	473	560	568	429	506
Total PDRs complete	538	409	468	542	503	318	137
<b>% of PDRs complete</b>	<b>98.5%</b>	<b>98.6%</b>	<b>98.9%</b>	<b>96.8%</b>	<b>88.6%</b>	<b>74.1%</b>	<b>27.1%</b>

*Each quarter's statistics are updated in each quarterly report, as the number of PDRs completed increases over time.*

The level of completion of Performance and Development Reviews (PDRs) is updated in each quarterly report and this continues to improve for each quarter as time progresses. In quarter 3, 27.1% of PDRs were completed. The quarter 2 figure reported of 20.8% as reported in the previous quarterly report has since increased to 74.1%.

## 5.2 OTHER INDICATORS

**Value of efficiency savings generated (NI)**

Efficiency Savings	Target 2009/10	2009/10	Target 2010/11	2010/11
Efficiency Savings	£3,335,000	£4,389,363.30	£5,025,000	£2,976,882.96

The target for efficiency savings in 2010/11 is £5,025,000. In total this year so far, we have achieved savings of £2,976,882.

**Procurement (LI)**

Procurement	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Procurement savings achieved Cashable/Non Cashable (£)	115855	46160	49475	40951	189300	31255	59679
Value of Sponsorship achieved (£)	112150	82420	147740	54599	36599	19000	500
% Invoices paid on time*	89.7%	92.6%	92.6%	85.1%	95.8%	94.2%	98.0%

Figures to the end of each quarter may change, reflecting transactions and payments for goods and services received prior to the end of the quarter but not yet invoiced. \*On time is recognised as within 30 days.

Procurement savings in quarter 3 increased to £59,679. Sponsorship reduced to £500. This is as a result of change in internal procedures. Further follow up work is being undertaken, which may result in the quarter 4 figure increasing.

The percentage of invoices paid on time in quarter 3 increased to 98.0%.

**Expenditure on Salaries, Operating Costs and Capital (NI)**

Salaries £000's	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Police Officer salaries	15518	15579	17004	16003	15668	15912	16962
Police Staff salaries	5066	5254	5343	5547	5267	5280	5244
Operating Costs (all non-employee expenditure)	4505	3013	2807	3821	3770	3277	3170
Capital Expenditure	105	503	353	742	10	115	268
<b>Total</b>	<b>25194</b>	<b>24349</b>	<b>25507</b>	<b>26113</b>	<b>24715</b>	<b>24584</b>	<b>25644</b>
<b>Police Officer salaries % total costs</b>	<b>61.6%</b>	<b>64.0%</b>	<b>66.7%</b>	<b>61.3%</b>	<b>63.4%</b>	<b>64.7%</b>	<b>66.1%</b>
<b>Police Staff salaries % total costs</b>	<b>20.1%</b>	<b>21.6%</b>	<b>20.9%</b>	<b>21.2%</b>	<b>21.3%</b>	<b>21.5%</b>	<b>20.4%</b>

Year end financial figures for 2009/10 may change, reflecting updates during the annual finalisation of accounts and external audit.

Police Officer salaries increased in quarter 3, whilst the figure for Police Staff decreased. Operating costs have also decreased, with capital expenditure increasing. The proportion of Police Officer salaries as a percentage of our total costs continues to rise, with the Police Staff figure decreasing for the first time since quarter 3 2009/10.

**Expenditure per Resident (NI)**

Finance	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total net revenue expenditure (excluding capital) (£000s)	25089	23846	25154	25371	24705	24469	25376
Population	539630	539630	539630	539630	544980	544980	544980
Spend per resident (£)	46.49	44.19	46.61	47.02	45.33	44.89	46.56

Expenditure per resident in quarter 3 has increased by £1.67 to £46.56 compared to quarter 2. Compared to quarter 3 last year, the figure has fallen by £0.05.

**Proportion of salary costs accounted for by overtime (NI) (PPR)**

Police Officers	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total Payroll Costs (£000's)	15518	15579	17004	16003	15668	15912	16962
Total Overtime Costs (£000's)	927	754	779	827	428	537	577
<b>% Overtime Costs</b>	<b>5.9%</b>	<b>4.8%</b>	<b>4.6%</b>	<b>5.2%</b>	<b>2.7%</b>	<b>3.4%</b>	<b>3.4%</b>

Police Staff	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total Payroll Costs (£000's)	5066	5254	5343	5547	5267	5280	5244
Total Overtime Costs (£000's)	80	68	56	58	36	38	43
<b>% Overtime Costs</b>	<b>1.6%</b>	<b>1.3%</b>	<b>1.0%</b>	<b>1.0%</b>	<b>0.7%</b>	<b>0.7%</b>	<b>0.8%</b>

Overtime costs in quarter 3 remained identical to quarter 2 for Police Officers and increased by 0.1% for Police Staff. Compared to quarter 3 last year, Police Officer overtime has decreased by 1.2% and Police Staff by 0.2%.

## 6. CONTEXT INDICATORS

Context indicators can be used in conjunction with performance indicators in this report. They are not measures of performance, but are designed to provide wider information on the demands placed on the Force and the environment in which we operate.

### *Number of telephone calls and incidents (NI)*

Telephone Calls	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Total Number of 999 Calls	14900	15039	13984	12595	13595	13168	14169
Total Number of Non-Emergency Calls	94258	92460	86004	82331	93437	90803	84561

STORM Incidents (Command and Control System)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Aberdeen	22512	22917	19949	18641	21656	21320	19388
Aberdeenshire	12781	13104	12601	11532	12395	12566	11901
Moray	6068	6287	5380	5119	5358	5366	5128
<b>Total</b>	<b>41361</b>	<b>42308</b>	<b>37930</b>	<b>35292</b>	<b>39409</b>	<b>39252</b>	<b>36417</b>

### *Number of CrimeFiles (LI)*

Number of CrimeFiles	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Aberdeen	7089	6911	6609	6443	7539	6979	6639
Aberdeenshire	4179	4146	3471	3395	4253	3954	3339
Moray	2023	1806	1613	1467	1634	1537	1533
<b>Total</b>	<b>13291</b>	<b>12863</b>	<b>11693</b>	<b>11305</b>	<b>13426</b>	<b>12470</b>	<b>11511</b>

### *Number of sudden death reports to Procurator Fiscal (NI)*

Sudden Deaths	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Sudden Deaths	148	142	125	136	123	125	142

**NOT PROTECTIVELY MARKED**

**Number of missing person incidents (NI) and number of missing persons and levels of risk (LI)**

Missing Person Incidents (NI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Aberdeen	373	333	215	301	427	363	337
Aberdeenshire	131	140	114	152	164	110	111
Moray	105	121	91	105	80	86	88
<b>Total</b>	<b>609</b>	<b>594</b>	<b>420</b>	<b>558</b>	<b>671</b>	<b>559</b>	<b>536</b>

Missing Persons (LI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
High Risk	64	69	53	59	57	68	55
Medium Risk	184	177	132	150	120	128	139
Low Risk	336	342	266	337	453	377	312
<b>Total</b>	<b>584</b>	<b>588</b>	<b>451</b>	<b>546</b>	<b>630</b>	<b>573</b>	<b>506</b>

**Number of Registered Sex Offenders in the community (NI)**

Registered Sex Offenders (NI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Registered Sex Offenders in the Community	283	260	266	282	276	268	263

*These statistics are a snap shot at the end of each quarter and reflect the number of offenders within the community.*

**Legal Services (LI)**

Offender Management – Legal Services	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
SOPO	31	33	34	37	37	39	40
Interim SOPO	4	5	4	3	3	5	4
RSHO	2	1	1	2	2	2	2
Interim RSHO	1	1	2	1	2	2	1

**Number of domestic abuse incidents (NI)**

Domestic Abuse	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Incidents	952	825	808	815	897	895	924

**Number of drug related deaths (LI)**

Drug Related Deaths	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Drug Related Deaths (LI)	4	14	9	11	8	8	8

**Number of Problem Drug Users (NI)**

Annual Statistics	2009/10	2010/11
Problem Drug Users	4340	4153

*Figures are based on the report, commissioned by the then Scottish Executive, entitled 'Estimating the National and Local Prevalence of Problem Drug Misuse in Scotland'. This statistic will therefore remain constant until a new national source of data is identified.*

**Number of individuals brought into custody (NI)**

Custodies	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Individuals Brought into Custody	4876	4871	4738	4842	5144	4915	4566

**Number of Freedom of Information requests and questions (NI)**

Freedom of Information (FOI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Number of requests	146	179	173	213	159	152	147
Number of questions within requests	624	814	618	692	518	568	472

**Disclosure (LI)**

Disclosure (LI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11
Data Protection requests received	655	624	599	841	686	630	505
% completed within 40 calendar days (target: 100%)*	100%	99%	99%	99%	100%	99%	99%
Part V enquiries from Disclosure Scotland	749	762	789	666	637	754	625
% completed within 14 calendar days (target: 90%)*	97%	96%	92%	94%	10%	4%	21%

## 7. APPENDIX

### 7.1 INTERPRETATION OF INFORMATION

#### 7.1.1 FORCE PRIORITIES

The purpose of this report is to provide a picture of Grampian Police Force Priorities and how the Force is addressing them. This report identifies work and progress during quarter 1 of 2010/11. The Force Priorities for 2010/11 are:

- Antisocial Behaviour
- Community Focus
- Efficiency & Productivity
- Force Reputation & Standards
- National Security
- Public Protection
- Road Casualty Reduction
- Serious Organised Crime & Drugs
- Violence

#### 7.1.2 NATIONAL INDICATORS (NI)

The SPPF was launched across Scotland in April 2007 and identified a set of National Indicators to be reported by all Forces. Additional indicators have been introduced each year. The information contained in this report reflects the structure of the information provided within the SPPF, which is still evolving.

In this report, National Indicators have been integrated with Force Priorities, where relevant to that priority, and are now identified by the acronym **(NI)** after the title. Any calculations in this report which record statistics in proportion to population use the General Register's Office for Scotland 2009 mid year estimates of population, which record the Grampian population as 544,980 for 2010/11.

Audit Scotland provide annual direction on Statutory Performance Indicators (SPIs). Previously 9 were set for Police Forces, however, in 2009/10, all indicators within the SPPF became auditable, therefore all NI's are now auditable.

#### ***Crime Trend Information***

Where historical data is available, this is reported on a quarterly basis to provide comparison and an indication of longer term trends. Where graphs are used, the bars display the number of crimes/offences using the left axis, and the lines relate to the percentage detection rate in the right axis.



### ***Quarter on Quarter Comparison***

Where possible, statistics for the same quarter in the last financial year have been provided, and where not available, have been marked '-' (No Data Available). As sources of information build, particularly for new indicators, greater comparison and interpretation of the data will become possible.

### **7.1.3 LOCAL INDICATORS (LI)**

Where local indicators provide an additional level of information deemed useful in providing further context to the reader, they are included in tables in the document, either within sections on Force Priorities or alongside National Indicators. Local Indicators are identified by the acronym **(LI)** after their title. These Local Indicators are reflective of Force Priorities and local needs.

### **7.1.4 SINGLE OUTCOME AGREEMENTS (SOAs)**

Single Outcome Agreements (SOAs) were introduced in Scotland as a result of the concordat between the Scottish Government and COSLA. An important element of the SOA approach is the annual reporting process. This reporting has a dual purpose to provide an outward focus reporting to the public on the delivery of outcomes in the local area, and second, to report to the Scottish Government a Local Authority or Community Planning Partnership's (CPP's) contribution towards the governance, management and delivery of local services and outcomes. This includes Grampian Police as a statutory partner in the CPP.

The SOA Guidance confirmed that the SOA will be subject to annual reviews and that the annual reports to the Scottish Government will be integral parts of the reports to local communities which Councils prepare under their duty of Public Performance Reporting (PPR). Reporting should also inform PPR reports to local communities.

To ensure the Force's statistical reporting processes remain as consistent and efficient as possible, where there is commonality in the region's 3 SOAs, these have been incorporated into our quarterly reporting processes. As such, these are highlighted in this report and within the associated PPR reports compiled by each of the 3 divisions every quarter.

### 7.1.5 BASELINES AND 'TRAFFIC LIGHTS'

Where appropriate, an aspirational target has been set by the Force for certain indicators. These targets are based on:

1. The baseline set from the average of the past 3 years annual performance data.
2. An aspirational value based on the best annual figure during the past three years.

Where these are applied the following traffic light system is used:

Excellent (Aspirational)	
Good (Baseline)	
Below Average	

- Performance highlighted in green is classified as excellent, representing an improvement in our best quarterly performance over the last 3 years,
- Performance highlighted in amber is classified as good performance, indicating that the results achieved exceed the average overall performance over the last three years,
- Performance falling below average is highlighted in red.

Due to continuous improvement within the Force and ongoing excellent levels of performance during the past three years, targets for 2010/11 are increasingly challenging. This is due to the previous excellent performance driving up both the average (baseline) and the best ever (aspirational) targets. It is anticipated that this challenging regime will result increasingly in more targets being categorised as amber, providing evidence of good performance.

## 7.2 ACRONYMS

ACPOS	Association of Chief Police Officers Scotland
ACT	All Communities Together
ASB	Antisocial Behaviour
ASBFPN	Antisocial Behaviour Fixed Penalty Notice
ASBO	Antisocial Behaviour Order
CCTV	Closed Circuit Television
CMBA	Crime Management Business Area
CNI	Critical National Infrastructure
COPFS	Crown Office Procurator Fiscal Service
CTSA	Counter Terrorism Security Advisor
FAWS	Formal Adult Warning Scheme
FCR	Force Control Room
FEB	Force Executive Board
FOI	Freedom Of Information
FSC	Force Service Centre
FTE	Full Time Equivalent
FTTCG	Force Tactical Tasking Coordinating Group
GIRFEC	Getting it Right for Every Child
GJPB	Grampian Joint Police Board
GROS	General Register Office for Scotland
HMICS	Her Majesty's Inspectorate of Constabulary for Scotland
KSI	Killed or Seriously Injured
LI	Local Indicator
LPT	Local Policing Team
MIT	Major Investigation Team
-	No Data Available

NF	National Front
NHS	National Health Service
NI	National Indicator
PDR	Performance and Development Review
PF	Procurator Fiscal
PPR	Public Performance Reporting
PRS	Pre Referral Screening
RJW	Restorative Justice Warning
RSHO	Risk of Sexual Harm Order
RSO	Registered Sex Offender
RTC	Road Traffic Collision
SOA	Single Outcome Agreement
SOPO	Sexual Offences Prevention Order
SPI	Statutory Performance Indicator
SPPF	Scottish Policing Performance Framework
TTCG	Tactical Tasking and Co-ordinating Group
VFPFO	Vehicle Penalty and Fixed Penalty Offences
VSA	Voluntary Service Aberdeen
WRAP	Workshop to Raise Awareness of Prevent
YJMU	Youth Justice Management Unit

### 7.3 FURTHER SOURCES OF INFORMATION

Census data is provided by the General Register Office for Scotland, and currently uses the most up to date statistics available: the 'Mid 2009 Population Estimates Scotland'.

Data for the Grampian Police area can be found at:

<http://www.gro-scotland.gov.uk/statistics/publications-and-data/population-estimates/mid-year/mid-2009-pop-est/index.html>

Statistics on drug misuse are contained with the Executive Report commissioned by the Scottish Executive entitled, 'Estimating the National and Local Prevalence of Problem Drug Misuse in Scotland'. Figures based on 2006 estimate. The numbers can be found in section 5.1.6 of the Executive Report, which can be found at:

[http://www.drugmisuse.isdscotland.org/publications/local/Prevalence\\_2009.pdf](http://www.drugmisuse.isdscotland.org/publications/local/Prevalence_2009.pdf)

Sustaining and Developing our Platform for Success, 2010 can be accessed at:

<http://www.grampian.police.uk/Publications.aspx?id=59&pid=30;31;5;59>

This report will be published at:

<http://www.grampian.police.uk/Publications.aspx?id=133&pid=30;31;5;133>

Further information on the SPPF can be found at:

<http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/Performance>

The 2009/10 SPPF Annual Report and the ACPOS Annual Performance Report 2009/10 can be accessed at:

[Association of Chief Police Officers in Scotland \(ACPOS\) Performance and Development Review \(PDR\)](http://www.acpos.gov.uk/ACPOS%20Performance%20and%20Development%20Review%20(PDR))

