

COMMITTEE: GRAMPIAN JOINT POLICE BOARD

DATE: 4 November 2011

TITLE OF REPORT: Force Performance Report Quarter 2 2011/12

1. PURPOSE OF REPORT

- 1.1 The Force Quarter 2 2011/12 Performance Report summarises the Force's performance during quarter 2 2011/12. The report should be considered in conjunction with '*Continuing our Platform for Success 2011/12*', 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).

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

Service Response

Grampian Police continues to exceed national targets for responding to emergency calls. This quarter we received 13,849 emergency calls, a rise on the previous quarter, of which 98.6% were answered within 10 seconds. 95% of emergency response incidents were responded to within the Force target time which is the highest figure across the last six quarters.

First to Finish

In order to make our Officers more visible and accessible, it is our aim to resolve as many calls as possible at the first point of contact. The proportion of calls resolved at the first point of contact in quarter 2 increased to 57%, compared to 51% in quarter 1. This brings positive benefits to our Local Policing Teams and the communities that they serve, by resolving enquiries without the need for Operational Police Officer involvement.

Public Satisfaction

Public satisfaction remains high. A survey of individuals contacting the Police showed that individuals are satisfied with their initial contact with Police (92.9%) and satisfied with their treatment by Officers (90%). Just over 8% of survey respondents expressed some form of dissatisfaction with the way in which Grampian Police dealt with their matter.

Antisocial Behaviour - A Continued Focus

ASB continues to be a focus for Grampian Police with sustained Operations in each of the three territorial Divisions, tackling the issues giving our communities the greatest cause for concern. While the number of recorded ASB incidents has increased by 3% compared to quarter 2 last year, the number of recorded ASB community crimes has reduced by 26.7%. This highlights the impact these Operations are having on tackling ASB.

Vandalism Continues to Fall

Reported acts of vandalism continued to show a downward trend compared to the previous two quarters and also against the same quarter last year. The detection rate showed a slight rise.

Road Casualty Reduction

Compared to quarter 2 last year, the number of fatal and serious collisions has decreased. Fewer people have died on our roads, compared to this time last year. However, despite this the numbers of those killed or injured on our roads continue to give cause for concern with figures showing a slight rise in this period, albeit they are lower than the same quarter last year. While efforts to work with partners and educate motorcyclists as well as young and inexperienced drivers continue, there has been an alarming rise in the number of young drivers (17 – 25 years) who were reported for drink or drug driving offences. During this quarter, 31% of those charged with such an offence were between the age of 17-25 years. Over some weekends young drivers accounted for half of those reported.

Crime Figures Slightly Down

A total of 6275 Group 1-4 crimes were recorded this quarter. While this represents 108 crimes less than in the previous quarter, it shows a comparable figure compared to the same period last year.

Violent Crime

An increase in street robberies, occurring predominantly in Aberdeen, has largely accounted for the overall increase in violent crime this quarter. In the previous quarter, robberies were at their lowest level for four years.

Detection Rates

The majority of detection rates across the different crime groups continue to be below the 3 year average. The detection rates in groups 2 and 4 have improved from quarter 1. We recognise the challenges in relation to detection rates and we will continue to build on every opportunity to detect crimes.

Serious Organised Crime Groups Disrupted

Quarter 2 saw significant drug recoveries and the disruption of 6 organised crime groups. One Operation resulted in the recovery of 2 kilograms of heroin with an estimated street value of £200,000. In another, whilst working with British Transport Police to disrupt trafficking routes, drugs with an estimated street value of almost £460,000 were recovered. During this quarter, drugs with an estimated worth of almost £747,000 were recovered along with almost £31,000 of cash. Additionally, criminal assets worth an estimated £140,000 were also seized.

Children's Reporter

The existing national indicator which we currently report on is redundant and no longer reflects the focus of our work in making sure that we identify and deliver the best outcome for the child. We now focus on more early intervention processes which aim to divert young people away from the Children's Reporter.

A new national indicator is currently being developed to better reflect the focus of this intervention work.

Sound Governance and Efficiency

During the period the numbers of Police Officers and Police Staff has continued to fall. While not yet completely clear, the Force's budgetary position is better known since the recent announcement of the Spending Review by the Scottish Government. A recruitment process for Police Officers will recommence so that Police Officer numbers are not further eroded.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

N/A

Chief Constable
4 November 2011