

Continuing our Platform for Success

2011/12

Annual Performance Report
Incorporating Quarter 4 Performance
Report



GRAMPIAN
P·O·L·I·C·E

Keeping our communities safe

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1. INTRODUCTION & EXECUTIVE SUMMARY

1.1 INTRODUCTION

"Continuing our Platform for Success" was published on 1 April 2011. This strategy document promotes the Force Mission and the strategy for delivery, upon which this report is focused.

The Force Mission is achieved through delivery of the Force Priorities, which includes 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.

The report is structured around the four 'areas of policing' identified within the Scottish Policing Performance Framework (SPPF):

- *Service Response*
- *Public Reassurance and Community Safety*
- *Criminal Justice and Tackling Crime*
- *Sound Governance and Efficiency*

Together, these encompass the full range of policing related activities of Grampian Police and our partners. This report is split into sections, each section covering one of the policing areas listed above.

The Force Priorities for 2011/12 fit within the SPPF framework. National Indicators (NI) are included within each section of the report, as are a range of Local Indicators (LI).

Further information on indicators can be obtained by contacting Superintendent Blackhall, at craig.blackhall@grampian.pnn.police.uk.

1.2 STATEMENT FROM GRAMPIAN JOINT POLICE BOARD

The GJPB is responsible for setting the Force budget on an annual basis, appointing Senior Officers, having responsibility for the conduct of senior officers and having an overall scrutiny role in relation to the way the Chief Constable operates the Force. During 2011/12 the Board met on seven occasions.

The purpose of Board Meetings is to enable the Board to fulfil its scrutiny role. The Chief Constable reports to the Board on a wide range of issues including revenue and capital budget monitoring and Force performance. During Board Meetings which are held in public, Members seek clarification, additional information and assurance from the Chief Constable on relevant matters. Additionally, Board Meetings provide the formal opportunity for the Chief Constable to seek the Boards approval in applicable service developments.

The Board has continued to work towards the successful implementation of those recommendations arising out of the Best Value Audit & Inspection of Grampian Police and Grampian Joint Police Board which remain outstanding. Additionally, throughout 2011/12 the Board has participated fully in the ongoing Scottish Government consultation processes around the future structure of policing in Scotland. The Board's aim in the process has been to ensure that the current very high standard of policing in Grampian is maintained.

In response to increased community tension over the summers of 2009 and 2010 due to unauthorised traveller encampments in the Grampian area, the Board held a summit called 'Grampian Gypsy / Traveller Summit: Building Consensus and a Constructive Way Forward' was held in April 2011. The outcomes of this summit have been used at local and national level to support on-going progress addressing this issue.

During 2011/12 the Board was pleased to launch an Independent Custody Visiting Scheme in Grampian. This scheme, which recruits volunteers from amongst the local community, visits detainees who are held in custody by Grampian Police, to monitor the welfare of detainees and the conditions and treatment they experience. To date, over 70 such visits have been conducted.

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

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

1.3 EXECUTIVE SUMMARY

Over the past year the Force has continued to perform consistently well in what has been a period of significant uncertainty in terms of financial constraints and the impact of reform. The Force strategy document 'Platform for Success' has remained constant and ensures staff, partners and communities are clear about our focus.

Emergency Calls

Performance in relation to dealing with emergency calls from the public remains consistently amongst the best in Scotland. 98.9% of calls were answered within 10 seconds which is a further improvement on last year and exceeds the national target of 90%. The subsequent response to emergency incidents also improved with 94.8% of incidents responded to within Force target response times.

Non-Emergency calls

The number of non emergency calls increased from the previous year by 2.4%. Performance in relation to answering these calls within the agreed timescales (40 seconds) dropped slightly to just below the 90% national target. The Force Service Centre managed to resolve six out of ten calls at first point of contact. Resolution at this stage frees up Officers to spend more time in local communities.

The number of emails received by the Force increased by 25.8% compared with last year and highlights the growing popularity in this method of contact.

Compared to last year, the total number of non-emergency calls and emails has risen by over 13,000.

Public Satisfaction

After previous year on year increases, the number of Complaints about the Police reduced by 7.6% over the last year. Regular surveys show levels of public satisfaction with service have generally increased when compared with the previous year.

Community Focus

The number of recorded Antisocial Behaviour (ASB) Community Crimes has reduced again by 18.8% over the past year and is now at the lowest level for 9 years. The impact of the community focused Local Policing structure introduced two years ago is now filtering through and is assessed as having a positive impact on the reduction in these types of crime.

ASB Community Crimes include crimes such as Vandalism, Breach of the Peace, Fireraising and ASB offences involving alcohol.

Vandalism, which has received particular focus in recent years, is also at its lowest level for 9 years. Although detection rates dropped slightly over the year, they are still double that of 9 years ago.

Detected Youth Crime

The number of children and young people committing crimes continues to show a downward trend with the work of the Youth Justice Management Unit contributing to this. There was a reduction of 632 children and young people committing crimes compared to last year.

Road Casualty Reduction

The number of fatalities has fallen from 35 to 21 compared to last year, although serious injuries have increased slightly over the same period. Slight injuries have reduced by 197 over the past year with decreases in both the child and adult categories. Road Policing work continued to focus on young drivers and the other contributory factors to serious and fatal road collisions.

Crime Figures

The number of recorded crimes in Groups 1-4 are at their lowest level for five years with Groups 1, 3 and 4 at the lowest for 9 years.

Significant resource and effort has gone into tackling Group 1 crimes such as Robberies and Serious Assaults and this has contributed to the significant drop in these areas when compared with the previous year.

Recent legislative changes have resulted in an increase nationally of 11.7% in Group 2 crimes (Sexual Offences) although preparatory work by the Force in advance of the legislation has led to figures remained exactly the same as the previous year. Following review work carried out during the year, the Force remains confident that figures are recorded accurately and that processes are in place to encourage victims to report crimes.

Group 3 crimes (Dishonesty) have reduced by 32.3% when compared with 2003/ 04 and 771 crimes fewer than last year.

Group 4 crimes which include Vandalism, have seen particular focus through our Local Policing Team structure with recorded figures now 26.8% lower than 2003/ 04.

Detection Rates

Groups 1-4 detection rates have shown a 1.1% increase on last year's figures with particular success seen in Group 1 where the detection rate is at its highest level for 9 years. Group 2 figures have also improved when compared with the previous year and with the exception of Quarter 3 have shown an upward trend over the past 6 quarters.

Whilst Group 2 crimes are below the national average, recent Force work has resulted in an increase in detection rates of 2%. With the exception of quarter 3, detection rates have shown an upward trend over the past 6 quarters.

Serious Organised Crime and Drugs

Despite the abstraction of Major Investigation Team (MIT) resources to a number of protracted enquiries during the year, the Force maintained a focus on the disruption of Organised Crime Groups (OCGs) with the disruption of 43 OCGs over the year and the arrest of 111 individuals. In addition, controlled drugs with a street value of £843,103 were seized along with cash totalling £53,000.

Reports Submitted to the Procurator Fiscal

Although the number of reports submitted within the 28 day target dropped by 4% this year, performance in this area remains well above the national target.

Sound Governance and Efficiency

The number of Police Officers and Police Staff reduced over the year mainly due to the uncertain financial picture in the early part of the year. Recruitment of Police Officers has now re-commenced with 34 officers recruited in the final quarter of the year.

Despite the ongoing financial challenges, the Force achieved efficiency savings of £3,320,052.69 which exceeded the annual target by 17.8%.

Significant Operational Demands

The Force responded to and dealt with a number of significant challenges over the last year.

In June 2011, the Scottish Court of Criminal Appeal announced that Crown Office had been granted leave to instigate fresh proceedings against Nat Fraser in connection with the murder of his wife Arlene, following the decision to quash his conviction. Grampian Police worked closely with Crown Office to support the presentation of a fresh case before the courts for further consideration. In May 2012, Fraser was found guilty of Murder.

Like other Forces, Grampian Police provided support to colleagues in England & Wales during the riots in August 2011, with a number of specialist public order staff deployed south of the border.

The Force led an investigation into the unlawful landing of Pelagic fish. One of the largest Fraud enquiries ever undertaken in the UK has so far resulted in fines of over £1,000,000 being handed out.

The Force has also been working closely with colleagues and partners to ensure preparedness for the Olympic Games and associated Torch Relay.

Working closely with Aberdeen Football Club, a pilot scheme in the 2011/12 season, saw Premier League matches go ahead without a police presence for the first time in Scotland. An initial trial of three games at Pittodrie passed without any significant incident, paving the way for further matches without police involvement inside the stadium.

2. SERVICE RESPONSE

The area of Service Response relates to how Grampian Police respond to the public. The Force priority identified to deliver a high standard of Service Response is *Community Focus*.

2.1 COMMUNITY FOCUS

- We will 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)

Proportion of 999 Calls Answered within 10 seconds	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total 999 calls	13595	13168	14169	12286	13323	13849	13270	11177
Answered within 10 seconds	13205	12854	13851	12003	13175	13656	13145	11055
% Answered within 10 seconds	97.1%	97.6%	97.8%	97.7%	98.9%	98.6%	99.1%	98.9%

National Target – 90%.

Annual Statistics	2010/11	2011/12
Total 999 calls	53218	51619
Answered within 10 seconds	51913	51031
% Answered within 10 seconds	97.6%	98.9%

The total number of 999 calls received in quarter 4 was the lowest in a single quarter since the start of 2010/11 at 11177. The total for the year was 51619, 1599 (3.0%) calls below the figure for 2010/11. The decrease is assessed to be in part due to the mild winter in 2011 compared to 2010, where calls increased as a result of road accidents and problems on the roads. The focus of the Force on call handling and 'getting it right first time' has improved processes and assisted in avoiding the need for repeat phone calls.

The percentage of calls answered within 10 seconds has increased by 1.3% in 2011/12 to 98.9%. Performance in relation to answering 999 calls is consistently amongst the best in the country.

98.9% of 999 calls were answered within 10 seconds in 2011/12

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

Time Taken to Respond to Emergency Incidents	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total number of emergency response incidents	1265	1221	1148	1077	1057	1137	1070	983
Total number responded to within Force target response time*	1165	1138	1065	1029	994	1080	1010	942
% responded to within Force target response time	92.1%	93.2%	92.8%	95.5%	94.0%	95.0%	94.4%	95.8%
Average response time (minutes/seconds)**	6m16s	6m13s	6m25s	5m36s	5m31s	5m44s	5m4sec	5m10sec

*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 4, the Aberdeen Division average response time was 4m24s, for Aberdeenshire it was 7m11s and it was 5m0s in Moray.

Annual Statistics	2010/11	2011/12
Total number of emergency response incidents	4711	4247
Total Number responded to within force target time*	4397	4026
% responded to within force target response time	93.3%	94.8%
Average response time (minutes)**	6mins8sec	5min23sec

**This relates to the average response times for all Grade 1 incidents as per the National Indicator. In 2011/12, the Aberdeen Division average response time was 4m35s, for Aberdeenshire it was 7m20s and it was 5m33s in Moray.

Compared to quarter 4 last year, the number of emergency response incidents has reduced by 94 (8.7%) to 983. Of those 983 incidents, 95.8% were responded to within the Force target response times. The reduction in incidents is assessed to be partly accountable to the success of local policing and an associated general reduction in crime.

Over the year, 94.8% of emergency response incidents were responded to within the Force target time. This is an increase of 1.5% from last year. The average response time was 5 minutes 23 seconds, an improvement of 45 seconds from last year. It is assessed this may be attributable to the Local Policing Team (LPT) structure which has matured over the last year. Force response times and percentage of incidents responded to within target times are consistently amongst the highest in Scotland.

94.8% of emergency response incidents were responded to within the Force target time in 2011/12.

Handling of non-emergency calls (NI)

Non-Emergency Call Performance	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Non-emergency calls received	93437	90803	84561	83218	92450	92564	86866	88403
Non-emergency calls answered	91993	88555	82978	81169	89622	89391	84102	85449
% Answered	98.5%	97.5%	98.1%	97.5%	96.9%	96.6%	96.8%	96.7%
Number of calls abandoned/lost	1444	2248	1583	2049	2828	3173	2764	2954
% Abandoned/lost	1.5%	2.5%	1.9%	2.5%	3.1%	3.4%	3.2%	3.3%
Number of calls answered within 40 seconds	85449	82919	78930	76281	83440	81398	78595	79818
% of non-emergency calls answered within 40 seconds	91.5%	91.3%	93.3%	91.7%	90.3%	87.9%	90.5%	90.3%

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.

Annual Statistics	2010/11	2011/12
Non-Emergency Calls Received	352019	360283
Non-Emergency Calls Answered	344695	348564
% Answered	97.9%	96.8%
Number of Calls Answered within 40 seconds	323579	323251
% Answered within 40 seconds	91.9%	89.7%

In quarter 4, the Force received 88,403 non-emergency calls, which is an increase compared to quarter 4 last year of 5185 calls (6.2%). The Force answered 90.3% of those calls within 40 seconds, which is a decrease of 1.4% compared to quarter 4 last year.

The percentage of calls abandoned or lost has increased compared to last year. Figures are still however within acceptable parameters.

Compared to last year, the number of non-emergency calls received has increased by 8264 calls (2.4%). The percentage of calls answered within 40 seconds has reduced from 91.9% last year to 89.7% this year. This dip in performance is assessed as being caused by a number of staff abstractions, predominantly due to the training and mentoring of new staff.

First to Finish (LI)

	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Number of Contacts	92450	92564	86866	88403
Number Resolved at first point of contact	46982	52881	67948	54737
% Resolved at first point of contact	50.8%	57.1%	78.2%	61.9%
Number Resolved by Force Service Delivery Unit (FSDU)	760	607	559	569
% Resolved by Force Service Delivery Unit (FSDU)	0.8%	0.7%	0.7%	0.7%

Annual Statistics	2011/12
Number of Contacts	360283
Number Resolved at first point of contact	222548
% Resolved at first point of contact	61.8%
Number Resolved by Force Service Delivery Unit (FSDU)	2495
% Resolved by Force Service Delivery Unit (FSDU)	0.7%

The FSC handles all non-emergency telephone calls, whilst the Force Service Delivery Unit (FSDU) carries out Police enquiries and investigations¹, primarily by telephone, with the sole intention of providing an excellent service to the public, while saving valuable Operational Police Officer time.

This local indicator, First to Finish was introduced in 2011/12 to monitor how effectively the FSC resolves queries arising from telephone contact without having to pass the caller to another resource within the Force.

Data from this indicator allows the FSC to make refinements to processes in order to continually improve the ability to deal with calls and resolve them. The greater the proportion of contacts resolved by the FSC, the less demand is passed to Operational staff, allowing them to dedicate time to policing communities.

The percentage of contacts resolved by the FSDU in quarter 4 was 0.7%. This figure has remained constant over the last 3 quarters and has given a year end figure of 0.7%. In addition, 61.8% of contacts made to the Force were resolved at initial contact, with no requirement for additional resources.

¹ The general type of calls the FSDU can deal with include reports of careless/inconsiderate driving, unlawful removals, frauds, 'E' crime, neighbour issues, breach of the peace and assault.

Number of Emails (LI)

	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Number of Emails Received	4533	5043	4088	4856	4633	6287	6382	5999

Annual Statistics	2010/11	2011/12
Number of Emails Received	18520	23301

There are a variety of methods available to allow the public to make contact with Grampian Police. Whilst telephone is the main method of communication, contact through email continues to grow in popularity.

Compared to quarter 4 last year, the number of emails received by the Force has increased by 1143 (23.5%), highlighting its growing popularity as a method of contacting Grampian Police. Over the year, a total of 23301 emails have been received by the Force. This is an increase of 4781 (25.8%) from last year.

Complaints about Police Officers and Police Staff (NI) and Quality of Service Allegations (NI)

Complaints	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total Complaints	171	143	148	179	141	149	135	167
Complaints per 10,000 population**	3.14	2.62	2.72	3.28	2.56	2.71	2.45	3.03
Number of on duty closed allegations	216	194	185	184	231	185	202	269
Number of off duty closed allegations	9	7	1	0	0	1	5	6
Number of closed allegations where action is taken*	59	34	25	32	45	35	46	60
Number of Quality of Service closed allegations	35	42	36	69	44	39	63	88
Number of Quality of Service closed allegations per 10,000 population**	0.64	0.77	0.66	1.27	0.80	0.71	1.14	1.60

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

**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 2010/11 – 544,980, 2011/12 – 550,620*

Annual Statistics	2010/11	2011/12
Total Complaints	641	592
Population	544980	550620
Complaints per 10,000 population	11.8	10.8
Number of on duty closed allegations	779	887
Number of off duty closed allegations	17	12
Number of closed allegations where action is taken	150	186
Number of Quality of Service closed allegations	182	234
Number of Quality of Service closed allegations per 10,000 population	3.3	4.3

The total number of complaints recorded in quarter 4 was 167. This is an increase of 32 complaints (23.7%) compared to quarter 3. This is accounted for by a small increase across most Business Areas and Departments. Quarter 4 last year saw a similar increase compared to quarter 3, with the number of complaints increasing by 20.9%.

The number of on duty closed allegations also increased in quarter 4 compared to quarter 3. This is most likely attributable due to the increase in complaint cases and each complaint containing more than two allegations.

Six off duty closed allegations were recorded in quarter 4. This is a higher figure than normal, although related to just two separate complaint cases. One allegation was found to be unsubstantiated and the second complaint, which contained the remaining five allegations, was ultimately withdrawn by the complainer.

Compared to last year, the number of recorded complaints has reduced by 49 (7.6%) down to 592. This equates to 10.8 complaints per 10,000 population, compared to 11.8 last year. Nationally, the number of complaints recorded has risen by 1.6%.

User satisfaction with service provided (NI)

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 the use of telephone surveys conducted by the FSC, who aim to carry out 200 surveys each month of individuals who have been in contact with Grampian Police.

Figures for quarter 4 relate to surveys carried out for contact with Grampian Police between September and December 2011. This time lapse is a regular occurrence in this indicator.

In quarter 4, 648 individuals were contacted and asked to participate in the survey. Of those, 643 agreed to take part, giving a response rate of 99.2%.

Over the financial year, 2635 individuals were asked to participate in surveys. 2598 agreed, giving a response rate of 98.6%.

Satisfaction with initial Police contact	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Very satisfied	56.8%	58.7%	52.5%	58.0%	58.4%	56.8%	55.6%	42.1%
Fairly satisfied	37.7%	36.3%	41.4%	35.9%	34.5%	41.2%	40.9%	52.1%
Neither Satisfied nor Dissatisfied	2.1%	2.4%	2.2%	2.6%	2.8%	1.2%	1.5%	2.8%
Fairly Dissatisfied	1.4%	1.3%	1.9%	1.5%	1.9%	0.8%	0.9%	1.4%
Very Dissatisfied	1.2%	0.8%	1.5%	1.1%	0.9%	0.0%	0.9%	1.4%
No response	0.8%	0.5%	0.5%	0.9%	1.5%	0.0%	0.2%	0.2%

Annual Statistics - Satisfaction with initial Police contact	2010/11	2011/12
Very satisfied	56.5%	53.4%
Fairly satisfied	37.8%	42.2%
Neither Satisfied nor Dissatisfied	2.4%	2.1%
Fairly Dissatisfied	1.6%	1.2%
Very Dissatisfied	1.1%	0.9%
No response	0.6%	0.2%

In 2011/12, 95.6% of survey respondents were satisfied or fairly satisfied with initial Police contact. This is an increase of 1.3% compared to 2010/11.

NOT PROTECTIVELY MARKED

Satisfaction with the actions taken by Police to resolve the enquiry	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Very satisfied	55.3%	59.5%	55.9%	57.6%	58.3%	57.7%	55.8%	41.3%
Fairly satisfied	34.7%	28.8%	31.7%	31.0%	29.7%	34.9%	36.0%	47.1%
Neither Satisfied nor Dissatisfied	3.0%	3.7%	4.8%	3.0%	4.0%	3.4%	3.2%	4.4%
Fairly Dissatisfied	3.5%	3.5%	3.3%	4.2%	3.4%	2.1%	1.8%	3.0%
Very Dissatisfied	2.7%	2.4%	3.5%	3.3%	3.3%	1.4%	2.3%	3.0%
No response	0.8%	2.1%	0.8%	0.9%	1.3%	0.5%	0.9%	1.2%

Annual Statistics - Satisfaction with the actions taken by police to resolve the enquiry	2010/11	2011/12
Very satisfied	57.1%	53.3%
Fairly satisfied	31.5%	36.9%
Neither Satisfied nor Dissatisfied	3.6%	3.7%
Fairly Dissatisfied	3.6%	2.6%
Very Dissatisfied	3.0%	2.5%
No response	1.2%	1.0%

The percentage of respondents who were satisfied or fairly satisfied with action taken by Police to resolve their enquiry in 2011/12 was 90.2%. This is an increase of 1.6% compared to 2010/11.

Kept adequately informed on progress	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Yes	35.3%	39.6%	41.6%	30.8%	33.2%	30.9%	37.2%	38.7%
No	21.9%	21.2%	19.7%	17.4%	15.7%	12.0%	19.3%	24.0%
Not applicable	42.4%	38.9%	38.5%	51.8%	50.2%	57.1%	43.5%	37.3%
No response	0.4%	0.3%	0.2%	0.0%	0.9%	0.0%	0.0%	0.0%

Annual Statistics – Kept adequately informed on progress	2010/11	2011/12
Yes	36.8%	35.1%
No	20.0%	17.7%
Not applicable	43.0%	47.0%
No response	0.2%	0.2%

In 2011/12, 35.1% of respondents felt they were adequately informed on progress. This is a reduction of 1.7% compared to last year.

NOT PROTECTIVELY MARKED

Satisfaction with their treatment by staff at initial contact	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Very satisfied	60.5%	65.5%	62.5%	62.5%	61.0%	59.7%	59.2%	47.3%
Fairly satisfied	34.5%	28.5%	29.5%	30.8%	31.7%	37.0%	36.4%	47.1%
Neither Satisfied nor Dissatisfied	1.1%	2.3%	3.0%	2.1%	3.1%	1.4%	2.3%	2.2%
Fairly Dissatisfied	2.1%	1.7%	2.3%	2.3%	1.6%	1.4%	1.1%	1.2%
Very Dissatisfied	1.1%	1.2%	2.0%	1.5%	0.9%	0.5%	0.8%	1.4%
No response	0.7%	0.8%	0.7%	0.8%	1.7%	0.0%	0.2%	0.8%

Annual Statistics - Satisfaction with their treatment by staff at initial contact	2010/11	2011/12
Very satisfied	62.8%	56.9%
Fairly satisfied	30.8%	38.1%
Neither Satisfied nor Dissatisfied	2.1%	2.2%
Fairly Dissatisfied	2.1%	1.3%
Very Dissatisfied	1.4%	0.9%
No response	0.8%	0.6%

The percentage of respondents who were satisfied or fairly satisfied with their treatment by staff at initial contact in 2011/12 was 95.0%. This is an increase of 1.4% compared to last year.

Satisfaction with treatment by Officers who attended	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Very satisfied	57.5%	71.7%	66.4%	64.0%	61.8%	52.9%	51.6%	53.9%
Fairly satisfied	34.2%	21.6%	28.4%	27.6%	28.2%	41.8%	40.0%	41.3%
Neither Satisfied nor Dissatisfied	2.5%	2.3%	1.3%	3.2%	3.4%	1.3%	2.1%	1.8%
Fairly Dissatisfied	1.8%	2.7%	1.0%	2.4%	2.3%	2.7%	2.5%	0.9%
Very Dissatisfied	2.9%	0.7%	1.6%	2.0%	2.7%	0.9%	2.1%	0.9%
No response	1.1%	1.0%	1.3%	0.8%	1.6%	0.4%	1.7%	1.2%

Annual Statistics - Satisfaction with treatment by officers who attended	2010/11	2011/12
Very satisfied	65.1%	55.1%
Fairly satisfied	27.8%	37.9%
Neither Satisfied nor Dissatisfied	2.3%	2.2%
Fairly Dissatisfied	1.9%	2.0%
Very Dissatisfied	1.8%	1.6%
No response	1.1%	1.2%

The percentage of respondents who were satisfied or fairly satisfied with treatment by Officers who attended in 2011/12 was 93.0%. This is a slight increase from 92.9% in 2010/11.

NOT PROTECTIVELY MARKED

Satisfaction with the overall way Grampian Police dealt with the matter	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Very satisfied	54.0%	60.1%	57.9%	58.9%	58.5%	58.0%	56.3%	43.2%
Fairly satisfied	34.5%	28.8%	29.2%	27.6%	28.9%	33.2%	34.7%	45.6%
Neither Satisfied nor Dissatisfied	3.6%	5.1%	4.9%	5.0%	4.5%	4.0%	3.6%	5.9%
Fairly Dissatisfied	3.6%	3.5%	4.4%	4.5%	3.4%	2.9%	3.2%	2.3%
Very Dissatisfied	3.2%	2.0%	3.1%	3.6%	3.0%	1.7%	1.7%	2.6%
No response	1.1%	0.5%	0.5%	0.4%	1.7%	0.2%	0.5%	0.4%

Annual Statistics – Satisfaction with the overall way Grampian Police dealt with the matter	2010/11	2011/12
Very satisfied	57.7%	54.1%
Fairly satisfied	30.0%	35.6%
Neither Satisfied nor Dissatisfied	4.7%	4.5%
Fairly Dissatisfied	4.0%	3.0%
Very Dissatisfied	3.0%	2.2%
No response	0.6%	0.6%

The percentage of respondents who were satisfied or fairly satisfied with the overall way Grampian Police dealt with the matter was 89.7% in 2011/12, compared to 87.7% in 2010/11.

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: *Community Focus, Public Protection and Road Casualty Reduction.*

3.1 COMMUNITY FOCUS

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

Antisocial Behaviour

Antisocial Behaviour (ASB) formed part of the Community Focus Force Priority for the financial year of 2011/12.

Throughout each quarter of the year, Divisions and the Force have instigated a number of local and Forcewide operations to tackle ASB within communities.

As mentioned in the quarter 3 report, Operation Maple² which tackles ASB in Aberdeen Division continued during quarter 4. Funding has been secured to ensure the continuation of Maple in the forthcoming year. Over the last year, the Force has seen notable success in tackling street level drug supply, vandalism, underage drinking, poor driver behaviour, violence, in particular domestic related incidents and wider antisocial behaviour, including problematic tenants and residents. The operation has run city wide, with each LPT benefiting from the deployment of additional staff from Maple funding. In quarter 4, there have been over 30 days of action throughout the city.

A particular focus of Maple during quarter 4 has been joint partnership working with support agencies dealing with those in custody for alcohol or drug fuelled offending. Partners have assisted in identifying routes out of such behaviour through focused referrals and support packages. Almost 100 custodies have participated over the quarter and their offending will be monitored in terms of intervention effectiveness.

Operation Acorn³ has continued dealing with ASB and youth annoyance particularly around the shopping precincts at Byron Square and Greenfern Place in Aberdeen. Multi Agency Groups involving Grampian Police, Aberdeen City Council, Grampian Fire and Rescue and various voluntary organisations have been formed and are making positive progress in identifying the most problematic individuals and ensuring appropriate plans are in place to work with, challenge and change their behaviour.

² Operation Maple aimed to tackle drugs, violence and anti-social behaviour in Aberdeen, supported by Grampian Fire & Rescue Service, Grampian NHS and Aberdeen City Council.

³ Operation Acorn is aimed at dealing with the recurrent issues of antisocial behaviour, linked to youth annoyance, street drinking and at times general unruly and intimidating behaviour in Northfield and Mastrick.

A number of Operation Avon⁴ initiatives have taken place in Moray Division with involvement from partners.

Operation Moravia⁵ has continued through 2011/12, with a number of initiatives taking place in each of the LPT areas tackling ASB.

Number of recorded ASB community crimes⁶ and offences and detection rates (NI) (SOA)

Recorded	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total Offences Recorded	4474	3892	2703	2692	2973	2826	2689	2683
Number Detected	2493	2241	1657	1519	1552	1572	1369	1551
Detection Rate	55.7%	57.6%	61.3%	56.4%	52.2%	55.6%	50.9%	57.8%

The SPPF indicator for ASB community crimes has been revised and now comprises 13 offences instead of 23. The list of offences is detailed in the footnote below. Figures for previous quarters have been adjusted to reflect this change.

Annual Statistics	2010/11	2011/12
Recorded	13761	11171
Detected	7910	6044
Detection Rate	57.5%	54.1%

Continuing the good performance from quarter 3, where the number of recorded crimes was the lowest since the indicator was introduced, the quarter 4 figure has reduced again and is 6 crimes (0.2%) below the quarter 3 figure. The quarter 4 detection rate of 57.8% is the highest since quarter 3 last year.

Compared to last year, the number of ASB Community Crimes has reduced by 2590 (18.8%) and the figure is the lowest in 9 years. Although, the decrease compared to last year is affected by a reduction in the number of recorded Breach of the Peace charges, following a change in legislation, there are also reductions in other offences such as Vandalism and Drunk and Incapable. The number of Breach of the Peace charges has reduced by 37.6%.

The number of recorded ASB Community Crimes has reduced by 18.8% compared to last year and is the lowest in 9 years.

⁴ Operation Avon tackles underage drinking, with a view to reducing harm on individuals and the community as a whole.

⁵ Operation Moravia is a long term operation to support Communities and Local Policing Teams across Moray. The Operation will address the root cause of drug dealing, violence and anti-social behaviour and will involve partner agencies including NHS Grampian, Moray Council, Grampian Fire and Rescue and COPFS.

⁶ ASB Community Crimes and Offences are Fireraising, Vandalism, Breach of ASB Order, Breach of the Peace, Urinating or defecating in a public place, Drunk and Incapable, Riotous behaviour whilst drunk or refusing to leave licensed premises, Confiscation of alcohol from person under 18, Consumption of alcohol in designated places, byelaws prohibiting, Persisting to play music etc, Offences relating to ASB on public transport and Vehicle Nuisance.

ASB Incidents (LI) (SOA)

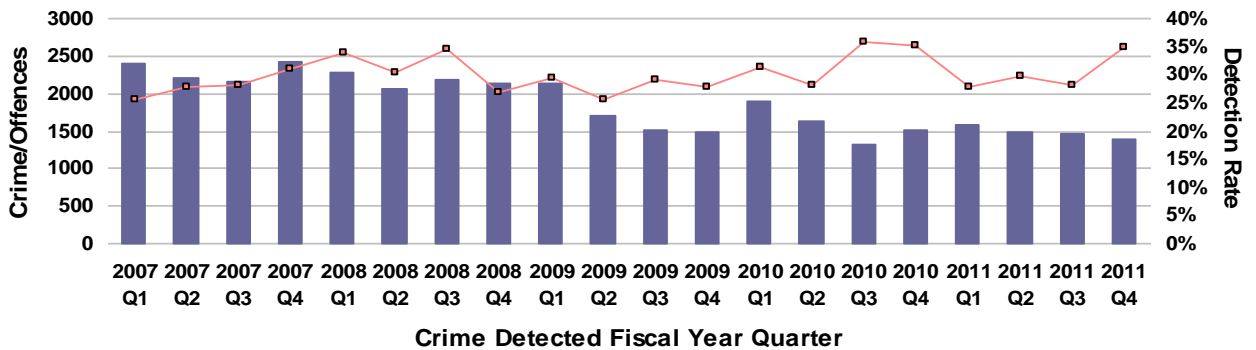
ASB Incidents recorded on STORM	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Aberdeen	4110	3947	3901	3650	4180	4105	3774	3545
Aberdeenshire	1980	2013	1972	1581	2069	2019	1694	1662
Moray	1076	1061	1088	963	1086	1120	957	782
Total	7166	7021	6961	6194	7335	7244	6425	5989

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.

Annual Statistics	2010/11	2011/12
Aberdeen	15608	15604
Aberdeenshire	7546	7444
Moray	4188	3945
Total	27342	26993

The number of recorded ASB incidents on STORM in quarter 4 is the lowest since quarter 4 2009/10. Compared to last year, the number has reduced by 349 incidents 1.3%, with reductions in all Divisions.

Vandalism (LI) (SOA)



Fiscal Year Quarter	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	
Recorded	1906	1629	1316	1509	1592	1481	1475	1387	
Detected	599	459	473	529	442	439	417	483	
Detection Rate	31.4%	28.2%	35.9%	35.1%	27.8%	29.6%	28.3%	34.8%	

Annual Statistics	2010/11	2011/12
Recorded	6360	5935
Detected	2060	1781
Detection Rate	32.4%	30.0%

The number of vandalism recorded by the Force in quarter 4 was 1387, the lowest figure since quarter 3 2010/11. The detection rate has increased for the first time in 4 quarters to 34.8% and for the first time in 2011/12, is higher than the three year average. A number of Operations were carried out during quarter 4 which had a positive impact on the detection rate.

Compared to last year, the number of recorded vandalism recorded has decreased by 425 (6.7%) and is the lowest in the last 9 years. Although the detection rate decreased, it is double what it was in 2004/05. The continued focus on Vandalism through the Community Focus priority has contributed to the detection rate more than doubling in 2011/12 compared to 2004/05.

The number of recorded Vandalisms is the lowest in 9 years.

Level of Detected Youth Crime (NI) (SOA)

Crimes Detected	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Aberdeen	845	678	620	700	691	710	556	496
Aberdeenshire	435	307	249	292	385	352	264	201
Moray	213	174	148	211	187	141	122	103
Total	1493	1159	1017	1203	1263	1203	942	800

Figures for youth crime relate to detected crimes (groups 1-6) where a child or young person (aged 8-17 inclusive) has been identified and charged with an offence.

Annual Statistics	2010/11	2011/12
Aberdeen	2843	2453
Aberdeenshire	1283	1202
Moray	746	553
Total	4872	4208

The figures for youth crime in each quarter are dependent on the number of crimes detected. For example, as crimes are detected from previous quarters, figures increase. The quarter 3 figure of 769 as reported in quarter 3 has since increased to 942.

In quarter 4, 800 detected offences were committed by children or young persons.

The annual figure has decreased compared to last year, reducing from 4872 to 4208, a decrease of 664 crimes (13.6%).

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Number of Children and Young People Responsible	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Aberdeen	513	463	408	475	452	445	333	302
Aberdeenshire	405	269	206	250	298	295	211	137
Moray	169	125	119	143	148	117	93	82
Total	1087	857	733	868	898	857	637	521

This indicator is a count of the number of children and young people (aged 8-17 inclusive) who committed crimes (Crime Groups 1-6).

Annual Statistics	2010/11	2011/12
Aberdeen	1859	1532
Aberdeenshire	1130	941
Moray	556	440
Total	3545	2913

The number of children and young people who have been detected committing crimes has reduced by 116 (18.2%) compared to quarter 3. Previous experience has highlighted that this recorded figure will continue to increase during future quarters, as Police enquiries are completed and more crimes detected.

As a result it is assessed the current quarterly figure will increase. Despite this, the number of children and young people committing crimes continues to show a downward trend. A contributing factor in relation to the number of juvenile offenders is the work of the Youth Justice Management Unit (YJMU), who continue to develop and refine their processes, particularly in relation to early intervention.

Annually, the number of children and young people committing crimes has reduced by 632 individuals (17.8%). The benefit of early intervention and partnership working is contributing to the reduction in child offending through initiatives such as Getting it Right for Every Child (GIRFEC) and the Youth Justice Whole System approach. Although the latter approach initially focused on only young people in Aberdeen, the principles are now being applied in Aberdeenshire and Moray Divisions also.

3.2 PUBLIC PROTECTION

- We will safeguard children, young people and vulnerable adults from risk of physical, emotional and sexual abuse or neglect and effectively manage offenders through internal and partnership processes.

Adult Protection

Processes for adult protection referrals are well embedded in the 3 Local Authority Areas of the Force, with feedback from the Adult Protection Committees and Operational Groups identifying practice improvement.

Internally, training inputs continue to be delivered to new FSC Staff to ensure knowledge and awareness of adult protection processes.

An emerging issue identified this year is Financial Harm within the sphere of Adult Protection, where a friend, relative or carer is stealing money or possessions from an adult who is vulnerable due to their age or through disability. The Scottish Government are also to tackle Financial Harm dealing with such issues as 'mail shot scams' and 'bogus workmen'.

Child Protection

Quarter 4 saw significant enquiry into the deaths of two infants, both of which involved a number of partner agencies. Two serious sexual enquiries of a historical nature were also conducted and have been reported to the Procurator Fiscal.

During the quarter, extensive work has been undertaken to ensure the Force and partners are prepared for the launch of Video Recorded Interviews (VRI) and the new national guidance on interviewing child witnesses, which will go live during the initial part of 2012/13. Almost 150 Police and Social Work staff have been retrained. Seven sites in Grampian have been fitted with the equipment, along with five mobile kits available for use throughout the region. A multi agency VRI Management Group was formed and includes representation from Grampian Police, Crown Office and Procurator Fiscal Service (COPFS), Aberdeen, Aberdeenshire and Moray Social Work Departments and Scottish Children's Reporter Administration (SCRA).

In March 2012 a new Family Protection Unit was opened in Elgin. The benefits of Police, Social Work and Health being in the same building are already evident. The facilities available to children and the atmosphere within the new building are having a positive impact on all users.

Work continues under the Aberdeen Operational Sub Group of NESCP to address the strategic objectives set in the external inspection of services to protect children in Aberdeen, carried out by the then Social Care and Social Work Inspectorate Scotland (SCSWIS), which was published in June 2011:

- Ensure that children and families get the help they need quickly.
- Make it easier for people to report concerns about children and ensure that staff respond to these concerns without delay.

The project is being managed by Aberdeen City Council Social Care and Wellbeing Child Protection Lead and is made up of partners including Health, Education, Voluntary Section, SCRA and Police.

The Sex Offenders Community Disclosure Scheme is now well embedded across the Force, with the number of applications being lower than expected.

Getting it Right for Every Child (GIRFEC) and Multi Agency Risk Assessment Conference (MARAC)

Capacity to meet the demands of the core function and role of the Force Referral Unit has improved with the recruitment of additional staff. The Unit will now have capacity to further develop the GIRFEC practice model processes with partners in Aberdeen City and Aberdeenshire. An internal and external review of the Force Referral Unit will lead to better practice and delivery of improved outcomes for children and young people.

Following the review report and recommendations being received, an implementation team was seconded to the Public Protection Unit (PPU) to progress the necessary work. The team comprises 1 Temporary Inspector and 3 Police Constables, one from each Division.

The work relates to all strands of concern reporting, child and adult, along with process regarding subsequent sharing of information with partner agencies. The implementation team is set to conclude the secondment in quarter 1 of the forthcoming year, at which time they will complete a report on matters progressed and those which will require further work with partner agencies to develop. Significant positive progress has been made and it is anticipated those issues requiring additional development can be readily progressed by existing practitioners.

Over the financial year, considerable inroads have been made to ensure children, young persons, adults at risk and the wider community are protected from physical, emotional and sexual abuse or neglect. This focus and commitment will continue in particular with regard to ensuring that continuous improvement within the Force Referral Unit allows successful delivery of GIRFEC and the Multi Agency Risk Assessment Conference (MARAC) process in relation to Domestic Abuse is complied with.

Sex Offenders Management Group (SOMG)

A review has been carried out in relation to the policy for recording decisions made at SOMG meetings, the subsequent tasking and allocation of actions falling from that meeting and policy decisions made in any resultant enquiry.

A Managing Sexual Offenders, Potential Dangerous Persons and Restricted Patients Procedure was introduced in March 2012 and will be reviewed in October 2012 and should go some way to mitigating the risk.

This will continue to be developed in respect of the management of offenders to keep pace with new legislation and practice promulgated from significant case reviews.

3.3 ROAD CASUALTY REDUCTION

- We will work with partners and the public to achieve road casualty reduction by using the key themes of enforcement, education, engineering and personal responsibility.

Association of Chief Police Officers Scotland (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 the year 2020.

The continued reduction in fatal road casualties was maintained during quarter 4. In total in 2011/12, there were 21 fatalities. Despite the Force becoming accustomed to lower figures, sudden and unexplained increases have occurred in the past, making it essential that the Force continues with current interventions and enforcement approaches during the year ahead.

In early March, members of the Force met with key partners to discuss options for the structure of future local road safety delivery plans and to develop and advance work previously undertaken as part of the North East Scotland Road Casualty Reduction Strategy. In 2010, the joint Road Safety Plan was launched with the three Local Authorities. It is hoped that this document can become more mainstreamed when considering ongoing and future local road safety actions and interventions.

The work undertaken under the framework in quarter 4 and the financial year as a whole is summarised below:

Education

The fourth quarter of the financial year incorporated the planning phase for the year ahead.

The 'Winter Walker'⁷ initiative continued in Aberdeen during quarter 4. Road safety information was circulated to the target group centering on the safe use of roads in the winter months.

Enforcement

Drink driving continues as a key theme for Roads Policing and Road Casualty Reduction. During quarter 4, the Roads Policing Unit implemented a Forcewide enforcement campaign under the banner 'Operation Castle'. This operation involved 335 drivers being tested for alcohol and the detection of six related offences. The initiative focused on weekend road users, when most drink drive offences are detected and saw additional Roads Policing resources on patrol at identified key times. The notable presence of young drivers (17-25) and Eastern European drivers in drink driving offences continues to be of concern to the Force and will form part of the Force's 2012/13 road safety activities.

⁷ The 'Winter Walker' initiative was developed in conjunction with First Group, Morrisons Supermarket and NHS Grampian. Pedestrian safety information was supplied to the over 55 age group aimed at reducing pedestrian fatalities.

The Force continues to make use of the extended powers for seizing the vehicles of convicted drink drivers. Since the start of the 2011 Festive Safety Campaign in December 2011, 13 vehicles have been seized, with a further 10 pending. Of note, 46% of vehicle seizures have related to drivers of Eastern European descent, highlighting the significance of this group.

Engineering

The completion and opening of the A96 Fochabers bypass sees the end of one of the most significant road building operations on the local trunk road network in recent years. The Force continues to be consulted on the trunking/de-trunking of the A90 Aberdeen to Ellon route and in particular, the dual carriageway upgrade of the section between Balmedie and Tipperty.

Encouragement

Preparations are underway for Operation Zenith 2012 by Road Safety Grampian. Considerable financial support has been obtained to support the forthcoming year's activities, including donations from Aberdeenshire Council, Grampian Fire and Rescue Service, and BP. This year will see the first local television adverts for Zenith on Scottish Television (STV). Local radio advertisements will continue. Two sponsored motorcycles have been supplied by Honda UK and Ecosse Motorcycles.

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

Persons Killed or Injured in Road Accidents (National Indicator)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Fatal Injury Collisions	9	8	10	5	5	6	4	4
Serious Injury Collisions	66	89	62	60	56	65	84	80
Slight Injury Collisions	179	223	192	200	168	180	180	155
Total Collisions	254	320	264	265	229	251	268	239
Adults Killed	9	9	11	5	5	7	4	4
Adults Seriously Injured	73	108	76	63	64	84	94	94
Adults with Slight Injuries	220	289	271	254	197	247	217	206
Children Killed	0	0	0	1	0	0	1	0
Children Seriously Injured	4	9	7	3	9	8	6	12
Children with Slight Injuries	14	45	19	21	23	19	12	15
Total KSI	86	126	94	72	78	99	105	110
Total Injuries (Fatal, Serious, Slight)	320	460	384	347	298	365	334	331

Annual Statistics	2010/11	2011/12
Fatal Collisions	32	19
Serious Injury Collisions	277	285
Slight Injury Collisions	794	683
Adults Killed	34	20
Adults Seriously Injured	320	336
Adults with Slight Injuries	1034	867
Children Killed	1	1
Children Seriously Injured	23	35
Children with Slight Injuries	99	69

Compared to last year, the number of fatalities in Grampian has reduced from 35 to 21.

Serious injuries in adults and children have increased compared to last year, highlighting the importance of the need to continue the focus on educating drivers on safe road user behaviour.

The number of fatalities has reduced from 35 in 2010/11 to 21 in 2011/12

3.4 OTHER INDICATORS

National Comparisons

Performance data for national comparisons relates to quarter 1 - 4 2011/12 and is taken from the ACPOS Police Service in Scotland Performance Report Quarter 4 2011/12.

In comparison to all other Scottish Forces, the Force recorded offences above the Scottish average per 10,000 members of the population for Group 2. Groups, 1, 3 and 4 were below the Scottish average. The detection rate in Groups 2 and 3 were below the Scottish average, with detection rates in 1 and 4 above the Scottish average.

The number of offences recorded under Groups 5, 6 and 7 are impacted upon by the level of law enforcement activity against each group. As this level of activity varies across Forces dependent on their individual priorities and resource deployment, no national comparisons have been included for these crime groups.

Number of recorded crimes and offences (NI)

Crime Group	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	
Group 1	229	198	183	183	145	199	159	119	
Group 2	304	216	228	271	271	272	230	246	
Group 3	4345	4037	3886	3928	4061	3927	3730	3707	
Group 4	2167	1905	1585	1758	1855	1705	1704	1591	
Group 5	1582	1434	1164	1296	1298	1374	1302	1331	
Group 6	5202	4650	4410	4531	4839	4931	4527	4366	
Group 7*	9651	9217	7365	9915	10147	8737	7404	9148	

*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.

Annual Statistics	2010/11	2011/12	% Change
Group 1	793	622	-21.6%
Group 2	1019	1019	-
Group 3	16196	15425	-4.8%
Group 4	7415	6855	-7.6%
Group 5	5476	5305	-3.1%
Group 6	18793	18663	-0.7%
Group 7	36148	35436	-2.0%
Total Group 1-4	25423	23921	-5.9%
Total Group 1-7	85840	83325	-2.9%

Group 1 – 4

The number of recorded crimes in 2011/12 is the lowest in the last 5 years. As detailed below, the number of crimes recorded in groups 1, 3 and 4 is the lowest in the last 9 years.

Recorded crime in Groups 1, 3 and 4 is at the lowest level in 9 years.

Group 1 – Crimes of Violence

The overall picture with crimes of violence is very positive. The quarter 4 recorded figure is the lowest recorded quarterly figure since the SPPF was introduced at the start of 2007/08.

The number of crimes recorded is the lowest for 9 years and highlights the success of the resources and effort applied to reduce violent crime across the Force area. Strict adherence to crime recording procedures over the last year has ensured only the most appropriate charge is applied to each crime.

Compared to last year, the number of crimes has reduced by 171 (21.6%). The most significant decreases have been in Robbery, Serious Assault, Threats and Extortion and Attempted Murder charges.

Group 2 – Sexual Offences

The quarter 4 recorded figure of 246 is below the baseline and is shown in amber for the second consecutive quarter after three quarters above the baseline.

The number of sexual offences recorded has remained identical to last year. Given the introduction of the new Sexual Offences Legislation which came into Force on 1 December 2010, performance in relation to Group 2 crimes should be regarded positively, particularly given that the number of offences has risen by 11.7% across Scotland.

Group 3 – Crimes of Dishonesty

The quarter 4 recorded figure for crimes of dishonesty is the lowest recorded figure since the SPPF indicator was introduced in 2007/08.

The annual figure is the lowest recorded figure in the last 9 years. Compared to 2003/04, the number of recorded crimes in Group 3 has reduced by 32.3%.

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

The number of crimes recorded in Group 4 is the second lowest quarterly figure since the indicator was introduced.

The annual figure is the lowest in the last 9 years. In particular, the number of vandalisms are at the lowest in 9 years, with the recorded figure 26.8% below the recorded figure from 2003/04.

A considerable proportion of crimes recorded under Group 4 are monitored under the Force priority of Community Focus, under the ASB strand. The reduction in crimes highlights the success the Force has achieved in reducing ASB within communities.

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

In quarter 4, 1331 Group 5 crimes were recorded. Over the course of the year 5305 crimes were recorded. This is a decrease of 171 (3.1%) from last year. As mentioned elsewhere in the report, the proactive nature of crimes recorded under Group 5, i.e. drug charges is impacted upon by resource abstractions. Large protracted enquiries for example, reduce the resources available to carry out drug enforcement activity.








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

The number of offences recorded in Group 6 in quarter 4 is the lowest quarterly figure since the indicator was introduced, with the annual figure being the lowest in 9 years.

Group 7 – Offences Relating to Motor Vehicles

Compared to quarter 3, the number of offences recorded in Group 7 has increased by 1744 (23.6%). The corresponding quarters last year also experienced a significant increase between quarters 3 and 4. As mentioned last quarter, offences recorded under Group 7 show an increase during the latter quarters of the year, assessed to be in part due to longer hours of daylight, making offences such as seat belts and mobile phones more visible.

Detection Rate for Recorded Crimes and Offences (NI)

Crime Group	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	
Group 1	81.2%	76.3%	81.4%	80.9%	79.3%	84.9%	82.4%	88.2%	
Group 2	65.8%	54.2%	53.9%	58.3%	60.5%	62.1%	51.7%	68.7%	
Group 3	38.3%	35.4%	40.8%	35.6%	37.2%	36.9%	38.5%	34.1%	
Group 4	31.5%	29.5%	35.3%	35.2%	29.2%	30.2%	28.5%	34.4%	
Group 5	99.2%	100.8%	97.8%	95.3%	98.1%	97.2%	96.5%	98.7%	
Group 6	69.2%	74.4%	75.7%	74.1%	74.3%	72.7%	75.9%	76.8%	
Group 7*	94.9%	95.0%	94.3%	96.0%	97.6%	97.6%	95.4%	96.8%	

*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%.

Annual Statistics	2010/11	2011/12	% Change
Group 1	79.9%	83.6%	+3.7%
Group 2	58.7%	60.9%	+2.2%
Group 3	37.5%	36.7%	-0.8%
Group 4	32.7%	30.5%	-2.2%
Group 5	98.4%	97.6%	-0.8%
Group 6	73.2%	74.9%	+1.7%
Group 7	95.1%	96.9%	+1.8%
Total Group 1-4	37.2%	38.3%	+1.1%
Total Group 1-7	74.9%	73.7%	-1.2%

The ethos of continuous improvement within the Force during the past three years means detection rate targets for 2011/12 remain increasingly challenging.

Group 1 – Crimes of Violence

The Group 1 detection rate for quarter 4 of 88.2% is the highest since quarter 2 2009/10. The annual detection rate of 83.6% is 3.4% above last year and the highest detection rate achieved in the last 9 years.

The Group 1 detection rate is the highest in 9 years.

Group 2 – Crimes of Indecency

The quarter 4 detection rate of 68.7% is the highest since quarter 4 2009/10. The annual detection rate is 60.9%, an improvement of 2.2% from last year.

Group 3 – Crimes of Dishonesty

The quarter 4 Group 3 detection rate has fallen to 34.1% and is below the baseline. Compared to last year, the rate has fallen from 37.5% last year to 36.7%.

Group 4 – Fire-raising, Malicious and Reckless Conduct

The Group 4 detection rate in quarter 4 is the highest since the same quarter last year at 34.4%. The annual rate has fallen from 32.7% last year to 30.5% this year.

Group 5 – Other Crimes

The quarter 4 detection rate for Group 5 of 98.7% is the highest since quarter 2 last year. The annual rate has fallen by 0.8% compared to last year to 97.6%.

Group 6 – Miscellaneous Offences

The Group 6 quarter 4 detection rate of 76.8% is the highest since quarter 3 2009/10. The annual rate has increased from 73.2% last year to 74.9% this year.

Group 7 – Offences Relating to Motor Vehicles

The Group 7 detection rate improved by 1.4% from quarter 3 to 96.8%. Compared to last year, the rate has increased from 95.1% to 96.9%.

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

Racist Incidents	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Recorded	166	146	133	105	140	136	111	110

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

Annual Statistics	2010/11	2011/12
Racist Incidents	550	497

Racially Motivated Crimes	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Recorded	287	197	223	183	220	231	199	147
Detected	208	156	156	126	164	167	160	89
Detection Rate	72.5%	79.2%	70.0%	68.9%	74.5%	72.3%	80.4%	60.5%

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.

Annual Statistics	2010/11	2011/12
Racially Motivated Crimes Recorded	890	797
Racially Motivated Crimes Detected	646	580
Detection Rate	72.6%	72.8%

The number of recorded racist incidents in quarter 4 was 110, the lowest figure since quarter 3 2007/08. The total figure for 2011/12 is 497, which is a reduction of 53 incidents (9.6%) from last year.

In line with the reduction in racist incidents, the number of racially motivated crimes recorded in quarter 4 is at its lowest level in 2 years at 147 crimes. The detection rate is at its lowest in that period at 60.5%.

The overall number of racially motivated crimes and offences recorded in 2011/12 has reduced by 10.5% (93 crimes) from last year to 797. The detection rate has increased slightly compared to last year, from 72.6% to 72.8%.

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

Special Constables (Headcount)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Number of Special Constables	173	182	190	197	191	180	177	171
Hours they are on duty	8019	7935	8986	9379	8855	8254	8653	8018
Average hours on duty	46.4	43.6	47.3	47.6	46.4	45.9	48.9	46.9

Annual Statistics	2010/11	2011/12
Number of Special Constables	197	171
Hours they are on duty	34319	33780
Average hours on duty	174.2	197.5

As mentioned in the quarter 3 report, recruitment of Special Constables has reduced due to the recommencement of regular Police Officer recruitment. In quarter 4, the Force had 171 Special Constables within the Force, who spent 8018 hours on duty. This equates to an average of 46.9 hours on duty per Special Constable.

Compared to last year, the number of Special Constables within the Force has reduced from 197 to 171, with a number rejoining the Force as regular Police Officers. Despite there being 26 fewer Special Constables operating in the Force, the number of hours spent on duty has reduced by only 539 hours. The total hours spent on duty in 2011/12 was 33780, equating to an average of 197.5 hours per Special Constable, compared to 174.2 hours last year.

4. CRIMINAL JUSTICE & TACKLING CRIME

The Force Priorities in this area are *Serious Organised Crime and Drugs (SOC&D)* and *Community Focus (Violence strand)* and *National Security*.

4.1 SERIOUS ORGANISED CRIME AND DRUGS

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

Significant enforcement activity in relation to serious organised crime has continued from quarter 3 into quarter 4, with the further dismantling of six Organised Crime Groups (OCGs).

As part of the national Serious Organised Crime Mapping process, 19 OCGs were identified. A variety of activity is underway in respect of all those groups.

Controlled drugs with a value in excess of £220,000 from 10 OCGs and cash seizures totalling £26,567 were made during quarter 4. In addition, 35 people were arrested.

Progress was made on a number of ongoing operations. In particular, the principal subject of Operation Tolmount was remanded in custody following the recovery of Heroin with a street value of £50,000. This individual has since been sentenced to a period of almost six years imprisonment.

Operation Dion was successfully concluded with the arrest of the principal subject following the recovery of 1.8kg of Mephedrone (MCAT), with a street value of £58,000 and 1778 Diazepam tablets.

Joint working across the Force between Crime Management Business Area (CMBA), Moray Division and Northern Constabulary as part of Operation Epic saw three males apprehended and drugs with a street value of £60,000 recovered.

The Force led the investigation into the unlawful landing of fish involved in the Scottish Pelagic Fishing Fleet. The investigation, named Operation Trawler spanned four Police Force areas in Scotland. The majority of the focus was on two fish processing factories in Peterhead and Shetland. Operation Trawler was one of, if not, indeed, the largest ever Fraud investigations in the UK. At its conclusion, 31 individual Masters and three Pelagic Fish Processing factories were reporting to COPFS accused of crimes totalling almost £64,000,000. All accused pled guilty through the High Court and ten await sentence. To date, fines of almost £1,000,000 have been handed out.

At the conclusion of the court proceedings, the largest and most complex confiscation investigation undertaken by a Police Force in the UK resulted in the confiscation of almost £3,500,000 in cash seizures under the Proceeds of Crime Act (POCA), with a number of hearings still to be completed. It is anticipate that the fines and sums seized will increase as all proceedings are concluded.

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

National Drug Indicators	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
All Offences for Supply and Possession with intent to supply ⁸ (NI)	213	179	120	135	145	118	126	149
Supply and Possession with intent to supply Class A drugs (NI)	106	96	47	56	51	34	35	39
Weight of Class A Drug Seizures (grams) (NI)	2765	4285	4689	3517	3692	7810	2632	4772
Quantity of Class A Drug Seizures (tablets) (NI)	7	3	21	0	10	2	111	40
Millilitres of Class A Drug Seizures (NI)	5672	557	447	1035	450	681	210	484

Annual Statistics	2010/11	2011/12
All Offences for Supply and Possession with intent to supply (NI)	647	538
Supply and Possession with intent to supply Class A drugs (NI)	305	159
Weight of Class A Drug Seizures (grams) (NI)	15256	18906
Quantity of Class A Drug Seizures (tablets) (NI)	31	163
Millilitres of Class A Drug Seizures (NI)	7711	1825

Throughout 2011/12, significant Major Investigation Team (MIT) resources were committed to a number of protracted enquiries, such as the preparation for the re trial of Nat Fraser which resulted in a successful conviction. As mentioned in previous reports, such commitments undoubtedly adversely impact on performance in relation to the execution of Drug Search Warrants, Stop Searches and the number of recorded Supply and Possession of Drugs charges. Furthermore, there is also an impact on the flow of intelligence which supports and initiates proactive activity. Despite this, the Force has maintained efforts to address the threat posed by OCGs.

During the course of the year, a total of 36 OCGs were identified with only 15 remaining to be successfully dealt with, however they are being actively targeted and are the subject of ongoing disruption.

Approximately 111 arrests were made and controlled drugs with an estimated street value of £843,103 and cash totalling approx £53,000 was seized.

Operation Hotspur was launched in Aberdeenshire Division during the financial year. The Operation aimed to proactively target persons involved in the supply and misuse of controlled drugs through intelligence led enforcement and the development of partnership diversionary and harm reduction referral solutions. During the operation 66 drug search warrants (DSWs) were executed, 47% of which were positive, resulting in 60 people being reported to the Procurator Fiscal for drugs offences. In total, 39 people were also referred to appropriate support agencies. A review is ongoing to assess the success of this Operation. It is anticipated that this model could be used in the future across the

⁸ 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.

Force.

Operation Shield, the Force wide initiative tackling SOC&D, with particular emphasis on transport routes used by those who wish to transport drugs into and around the Force area was launched during quarter 2. This initiative continues and to date, drugs with an estimated street value of £500,000 have been recovered.

Local drug indicators (LI) (SOA)

Local Drug Indicators	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Supply and Possession with intent to supply Class B&C drugs (LI)	92	63	56	64	76	60	55	60
Possession of Class A drugs (LI)	184	134	97	112	95	89	105	87
Possession of Class B & C drugs (LI)	413	349	268	372	453	372	288	287

Annual Statistics	2010/11	2011/12
Supply and Possession with intent to supply Class B&C drugs (LI)	275	251
Possession of Class A drugs (LI)	527	376
Possession of Class B & C drugs (LI)	1402	1400
Total Possession Charges (Possession of Class A and Possession of Class B&C drugs)	2204	2027

Local Serious Organised Crime & Drugs Indicators	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Number of Organised Crime Groups Disrupted	14		9		9	6	9	19
Class A Drug Street Value Seized	n/a	n/a	n/a	n/a	£326,230	£746,650	£246,750	£484,910
SOC&D Cash Productions	n/a	n/a	n/a	n/a	£65,740	£30,879	£17,728	£64,445
Seizures Under POCA Legislation	n/a	n/a	n/a	n/a	£185,594	£139,191	£24,517	£58,232

Statistics for 2010/11 concerning the value of drugs seized, cash productions and POCA seizures are not available. The Force has processes in place to capture this data on a quarterly basis from 2011/12 onwards.

Annual Statistics	2010/11	2011/12
Number of Organised Crime Groups Disrupted	23	43
Class A Drug Street Value Seized	n/a	£1,804,540
SOC&D Cash Productions	n/a	£178,792
Asset Confiscations Under POCA Legislation	n/a	£407,534

During quarter 4, there were 17 cases where cash was seized under POCA from criminals. Under POCA, £58,232 was forfeited by the Courts, which went to the Cashback to Communities fund. This type of activity demonstrates the Force's commitment, not only to seizing drugs, but also targeting the illegally obtained assets of those involved in serious organised crime.

Proactive financial investigation into members of OCGs identified through the national mapping process is continuing with a view to identifying bank accounts and assets suitable for confiscation under POCA, along with identifying intelligence for ongoing operations.



During quarter 4, the Force Financial Investigation Unit worked alongside Aberdeen Division on Operation Wasabi conducting enquiries into the off street sex industry in Aberdeen. As a result of these enquiries, a woman from London was identified and arrested in relation to managing a brothel in Aberdeen. Assets in excess of £700,000 were identified and confiscation investigations under POCA have been instigated to recover them.

In total over the financial year, £156,520.38 in cash was seized under POCA. Six confiscation orders for criminal asset cases were made for £291,754.22.

4.2 VIOLENCE

Non Sexual Violence⁹ (LI) (SOA)

In line with the revision of crimes being monitored under the Violence strand of the Community Focus Force priority, Rape, and Assault with Intent to Rape have been removed from the violence figures and the section re-named 'Non Sexual Violence'. Figures for last year have been recalculated based on this revision.

Fiscal Year Quarter	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	
Recorded	129	113	125	121	97	127	112	75	
Detected	104	87	95	100	74	112	83	64	
Detection Rate	80.6%	77.0%	76.0%	82.6%	76.3%	88.2%	74.1%	85.3%	

Annual Statistics	2010/11	2011/12
Recorded	488	411
Detected	386	333
Detection Rate	79.1%	81.0%

The number of recorded crimes in quarter 4 is the lowest figure since the start of 2007/08 and is 46 crimes (38.0%) lower than quarter 4 last year. The most notable reductions have been in Serious Assault and Robberies. The detection rate is the second highest quarterly detection rate this year at 85.3%. This is 2.7% higher than quarter 4 last year.

The overall 2011/12 recorded figure is 411, the lowest figure in the last 9 years. The detection rate of 81.0% is above the baseline detection rate and is 1.9% above last year. The detection rate is the second highest in 9 years.

**The number of recorded non sexual violent crimes is the lowest in 9 years.
The detection rate is the second highest in 9 years.**

Percentage of complainers and offenders under the influence of alcohol (LI)

Crime	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q1 11/12	Q3 11/12	Q4 11/12
Complainers	56.1%	54.0%	44.0%	53.0%	51.8%	48.9%	45.8%	51.6%
Offenders	50.0%	47.1%	36.9%	39.4%	35.4%	44.7%	51.0%	40.5%



Annual Statistics	2010/11	2011/12
Complainers	51.8%	49.2%
Offenders	43.3%	43.1%

⁹ Non Sexual Crimes of Violence are: Murder, Culpable Homicide, Attempted Murder, Serious Assault, Assault & Robbery, Assault with intent to Rob.

This is a local indicator which reflects where alcohol has played a part in non sexual violent crimes. The Force is working in partnership to influence the night time economy to reduce the number of non sexual violent crimes involving alcohol.

The quarter 4 figure for complainers has increased to 51.6%, with the offender figure reducing to 40.5%. The figures have remained fairly static compared to last year, with 49.2% of complainers and 43.1% of offenders under the influence of alcohol in 2011/12.

Serious Assault (LI)

Fiscal Year Quarter	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	
Recorded	80	66	64	65	61	70	63	44	
Detected	69	52	53	60	48	66	51	37	
Detection Rate	86.3%	78.8%	82.8%	92.3%	78.7%	94.3%	81.0%	84.1%	

Annual Statistics	2010/11	2011/12
Recorded	275	238
Detected	234	202
Detection Rate	85.1%	84.9%

In quarter 4, 44 Serious Assaults were recorded, which was 21 (32.3%) crimes fewer than the same period last year. The detection rate was 84.1%.

The number of recorded Serious Assaults in 2011/12 is the lowest since 2003/04 and is 28.7% lower than the number recorded in that year. Each Division has decreased compared to last year. The yearly detection rate of 84.9% is the second highest in 9 years.

**The number of Serious Assaults recorded in 2011/12 is the lowest in 9 years.
The detection rate is the second highest in 9 years.**

Serious Sexual Offences (LI)

	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Rape/Having Intercourse with Older Child	33	31	30	35	58	42	37	41
Number Detected	6	11	16	14	17	15	14	27
Detection Rate	18.2%	35.5%	53.3%	40.0%	29.3%	35.7%	37.8%	65.9%
Sexual Assault by Penetration	0	0	7	14	10	32	24	15
Number Detected	N/A	N/A	5	8	5	22	8	11
Detection Rate	N/A	N/A	71.4%	57.1%	50.0%	68.8%	33.3%	73.3%

Annual Statistics	2010/11	2011/12
Rape/Having Intercourse with Older Child	129	178
Detection Rate	36.4%	41.0%
Sexual Assault by Penetration	21	81
Detection Rate	61.9%	56.8%

There has been a notable increase in the number of serious sexual offences recorded by the Force. Crimes relating to Rape and Intercourse with older children have increased from 129 last year to 178 this year. This increase is higher than was initially anticipated following the introduction of the Sexual Offences (Scotland) Act 2009, which came into effect in December 2010. This increase may be due to an increased confidence from victims in reporting sexual crimes to Grampian Police. The increase may also be due to increasing trend relating to alcohol consumption for both offenders and complainers, which has been a significant factor in many adult offences.

Detection rates for serious sexual offences continue to fluctuate. It is anticipated that the full effect of the recommendations of the Short Life Working Group, which reviewed recording and investigative methods of this type of offence, will not be seen until the coming year, with the introduction of an investigative checklist and formal review policy. As mentioned previously, the introduction of a 'Sexual Offences Champion' at COPFS has had a positive impact on the progression of cases from undetected to detected status. The closer relationship with COPFS has been positively praised by Operational Officers across the Force.

An ACPOS/Rape Crisis Scotland joint media campaign is now at a crucial stage. Once approval is granted by the various stakeholders, the campaign is expected to go live in Autumn 2012. The focus for the campaign will be on male behaviour and attitudes, particularly targeting offenders, rather than highlighting the actions of victims.

Robbery (LI)

Fiscal Year Quarter	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	
Recorded	40	35	44	45	28	47	40	23	
Detected	25	23	26	28	20	35	27	17	
Detection Rate	62.5%	65.7%	59.1%	62.2%	71.4%	74.5%	67.5%	73.9%	

Annual Statistics	2010/11	2011/12
Recorded	164	138
Detected	102	99
Detection Rate	62.2%	71.7%

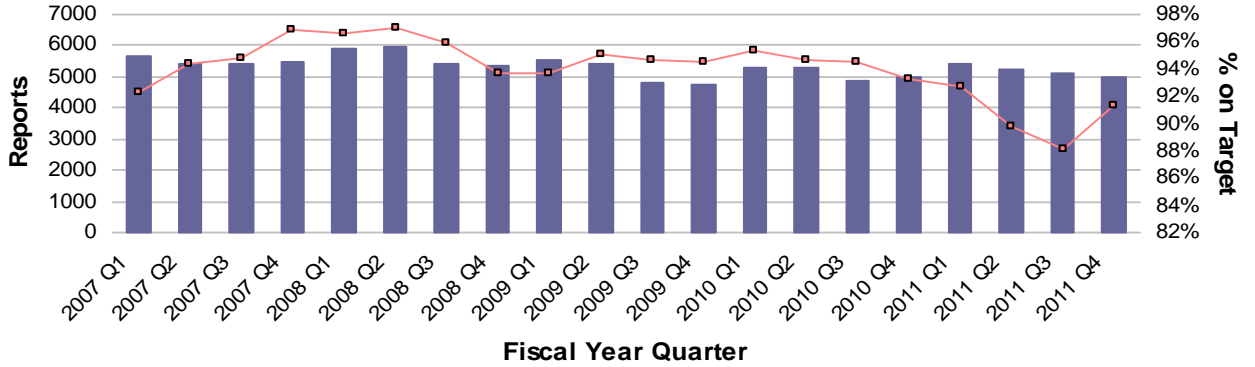
The number of recorded Robberies in quarter 4 was 23. This is 22 (48.8%) fewer than in quarter 4 last year. The detection rate is 73.9% and is one of the highest quarterly detection rates since 2007/08.

The number of Robberies recorded has reduced compared to last year by 26 (15.8%) compared to last year. This is the second lowest recorded figure in the last 9 years and when compared to 2003/04, has reduced by 42.7%, with each Divisions recording fewer crimes. The detection rate compared to last year has increased by 9.5% to 71.7% and is the highest detection rate since 2003/04.

The number of Robberies recorded in 2011/12 is the second lowest in 9 years. The detection rate is the highest in 9 years.

4.3 OTHER INDICATORS

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



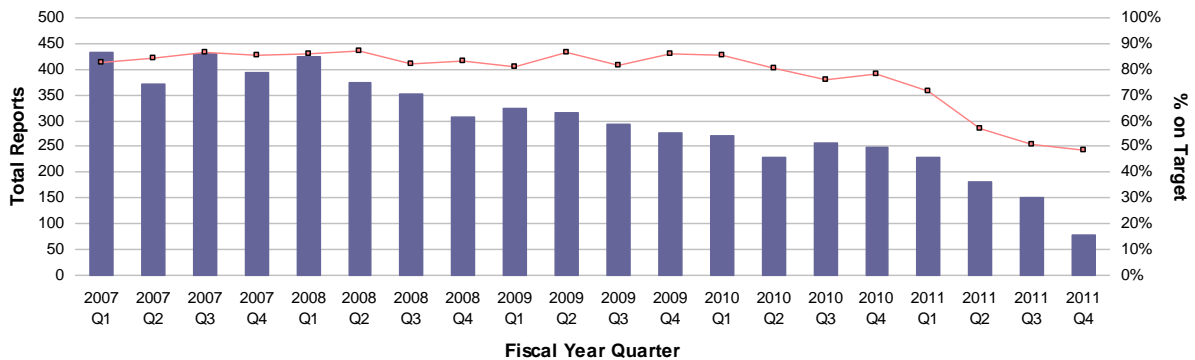
Reports to PF	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	
Total Reports	5308	5266	4858	5010	5437	5206	5140	4967	
Number submitted within 28 days	5064	4987	4589	4670	5043	4676	4530	4537	
% on Target	95.4%	94.7%	94.5%	93.2%	92.8%	89.8%	88.1%	91.3%	

National Target - 80% Submitted within 28 days.


Annual Statistics	2010/11	2011/12
Recorded	20442	20750
Detected	19310	18786
Detection Rate	94.5%	90.5%

The percentage of reports submitted to the Procurator Fiscal (PF) within 28 days remained above the national target at 91.3% in quarter 4. This is an increase on the last two quarters. Compared to last year, the figure has reduced by 4.0%, however remains well above the national target of 80%.

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



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Reports to Children's Reporter	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	
Total Reports	271	228	258	248	229	182	150	78	
Reports submitted within 14 days	232	184	196	194	164	104	76	38	
% on Target	85.6%	80.7%	76.0%	78.2%	71.6%	57.1%	50.7%	48.7%	

National Target - 80% Submitted within 14 days.

Annual Statistics	2010/11	2011/12
Total Reports	1005	639
Within 14 Days	806	382
% on Target	80.2%	59.8%

As reported previously, the Force has revised its early intervention processes aimed at diverting young people away from the Children's Reporter. These new processes mean the length of time taken to reach a decision on the most appropriate intervention required is longer, making the target harder to achieve. The focus has moved away from submission within the target and instead concentrates on ensuring the best possible outcome is achieved for each child.

The number of Standard Police Reports (SPR) compiled in relation to youth offenders has decreased, with only 33% of detected offences now resulting in an SPR. This is a 52% reduction from 2009.

A new National Indicator is currently being developed to better reflect the focus of intervention work.

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

Antisocial Behaviour Fixed Penalty Notices Issued	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Aberdeen	402	401	326	259	354	353	373	434
Aberdeenshire	171	154	96	108	197	169	115	115
Moray	54	58	73	68	56	57	66	46
Total Issued	627	613	495	435	607	579	554	595
Total Complied With (Paid)	419	426	322	291	392	355	372	333
% Complied With	66.8%	69.5%	65.1%	66.9%	64.6%	61.3%	67.1%	56.0%

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, 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.

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Annual Statistics	2010/11	2011/12
Aberdeen	1388	1514
Aberdeenshire	529	596
Moray	253	225
Total Issued	2170	2335
Total Complied With (Paid)	1458	1452
% Complied With	67.2%	62.2%

As is normal with each quarter, the percentage of ASBFPNs complied with is lower than previous quarters. However, it is predicted that as late payments are made, this figure will increase. The current Grampian Police compliance rate is usually around 65%, which is well above the national average of 44%.

As mentioned last quarter, discussions are taking place with the local Criminal Justice Board with a view to expanding the use of Direct Measures in general.

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

Formal Adult Warnings (FAWs) Issued	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Aberdeen	245	300	274	243	247	278	202	177
Aberdeenshire	117	96	81	50	92	72	69	36
Moray	54	37	34	37	54	48	60	28
Total	416	433	389	330	393	398	331	241

Annual Statistics	2010/11	2011/12
Aberdeen	1062	904
Aberdeenshire	344	269
Moray	162	190
Total	1568	1363

The number of Formal Adult Warnings issued in 2011/12 has reduced by 205 (13.1%) compared to last year.

Examination of the criteria for ASBFPNs and FAWs is being looked at currently, with a view to extending the range of applicable offences. Locally, the guidance for operational Officers is being refreshed and updated as part of a renewed emphasis on direct measures for the 2012/13 financial year.

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

Restorative Justice Warnings Issued and Conferences held	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Aberdeen	15	5	14	15	8	17	11	4
Aberdeenshire	27	40	16	9	12	19	13	3
Moray	10	8	1	6	3	2	1	0
Total	52	53	31	30	23	38	25	7

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.

Annual Statistics	2010/11	2011/12
Aberdeen	49	40
Aberdeenshire	92	47
Moray	25	6
Total	166	93

The downward trend of Restorative Justice (RJ) Warnings and Conferences held is assessed as being attributable to the decrease in the overall number of detected crimes involving young offenders. Increased use of other alternative measures in the form of Recorded Juvenile Verbal Warnings and Warning Letters has also had an effect on the number of restorative justice warnings and conferences.

The lower figures are consistent with the Force's approach to diversion from prosecution through the use of multi-agency approaches. Processes similar to RJ warnings are still ongoing, however partners are delivering more of them, thus reducing Force figures.

Although resource intensive, the use of RJ warnings is considered to be effective, as previous analysis has shown that over half (56%) of offenders do not re-offend.

Undertaking Cases (LI)

% of cases that are on Undertaking, by Procurator Fiscal Area	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Aberdeen	19.6%	17.8%	18.1%	15.6%	16.2%	18.5%	17.3%	14.9%
Banff	15%	15.0%	14.5%	26.0%	18.8%	9.9%	13.4%	12.6%
Elgin	15.2%	10.7%	13.5%	12.1%	11.9%	12.2%	13.6%	12.4%
Peterhead	15.2%	12.8%	17.5%	11.8%	13.1%	16.9%	18.7%	11.1%
Stonehaven	10.0%	7.1%	8.0%	5.5%	5.5%	7.9%	7.4%	6.6%
Total	17.4%	15.1%	16.4%	14.1%	14.1%	16.2%	15.9%	13.3%

Annual Statistics	2010/11	2011/12
<i>Aberdeen</i>	17.9%	16.7%
Banff	16.1%	13.7%
Elgin	13.2%	12.5%
Peterhead	14.4%	15.0%
Stonehaven	7.8%	8.0%
Total	15.8%	14.9%

The percentage of cases dealt with by means of undertaking in quarter 4 decreased to the lowest level in the last two years to 13.3%. The annual figure is 0.9% below last year at 14.9%.

4.4 NATIONAL SECURITY

- We will raise awareness, work with our communities and take action to counter the threat from Terrorism and Domestic Extremism.

Level of Counter Terrorism Briefings Delivered to Communities (NI)

	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Number of Briefings/Presentations Delivered by Force	45	40	44	59
Number of Non Police Attendees	529	185	707	959

Annual Statistics	2011/12
Number of Briefings/Presentations Delivered by Force	188
Number of Non Police Attendees	2380

In delivering activity to counter the threats from Terrorism and Extremism, Grampian Police are led by intelligence assessed UK Threat levels. The threat level from International Terrorism during quarter 4 was assessed as SUBSTANTIAL, indicating that there was a strong possibility of an attack in the UK.

The threat of International Terrorism comes from a diverse range of sources, including Al Qaida and associated networks, and those who share Al Qaida's ideology but do not have direct contact with them. Simultaneously, the threat level from Northern Ireland Related Terrorism to the UK mainland remains at SUBSTANTIAL indicating that there is a strong possibility of an attack in the UK.

There has been greater focus on the potential of an attack by lone actors, with the national assessment indicating that an attack in the UK from an individual with violent far-right or Islamist extremist views is a strong possibility.

Prevent

During quarter 4, the Multi Agency Delphinus Groups in Aberdeen, Aberdeenshire and Moray have continued to meet and make progress in identifying potential causes of radicalisation in their areas and developing measures to address them.

The Grampian Police Prevent Coordinator is continuing to deliver briefings and structured workshops to raise awareness of the causes of radicalisation, encompassing activities designed to ensure communities know when and how to report concerns to the Police. These briefings have predominantly been delivered to local public sector bodies and other suitable groups.

The Prevent Coordinator is also working on internal awareness raising activity for Police Officers and Police Staff, in conjunction with the Special Branch Briefing Officer and the Counter Terrorism Security Advisors (CTSA).

Following the recent approval of the updated ACPOS Prevent Delivery Plan, the Force

Task Matrix is in the process of being updated and will be rolled out during 2012/13. Oversight of the progress made will be maintained by the Force Tactical Tasking and Co-ordinating Group. Activity will take place around the 4 strands of CONTEST, while ensuring focus is maintained on the relevant intelligence, prevention and enforcement priorities agreed through the Force Strategic Assessment.

Pursue

A significant volume of work has been undertaken in relation to the preparedness of the Force to pursue, detect and disrupt terrorist activity. These issues covered amongst others, Counter Terrorism investigations, Intelligence, Disaster Victim Identification and a full review of the relevant emergency plans. Various reviews, scenarios and table top exercises were completed to test our preparedness and any areas for development were identified and addressed.

As the Olympic and Paralympic Games approach, the preparatory work undertaken by the Force for the Olympic Torch Relay will stand the Force in good stead for the challenges that the games themselves will present.

Project Pegasus was launched nationally at the start of March 2012. In collaboration with UKBA, Pegasus aims to provide a reporting system for aviation stakeholders and those who live near to aviation sites to enhance the protection of UK airspace against threats of criminality and terrorism. Briefings have already taken place with General Aviation stakeholders, with a view to delivering project objectives and developing a network of contacts in this sector.

Prepare

Throughout the year, a number of multi-agency exercises have taken place to improve our preparedness for dealing with a CT incident, including a number at Aberdeen Airport involving resources from throughout the Force.

Protect

CTSAs have continued to deliver Project Argus¹⁰ and Griffin¹¹ events within the Force area. Covering the education and retail sectors, one Argus and five Griffin events were held. The Argus event was the Major Events derivative and involved representatives from Aberdeen Sports Village, Robert Gordon University (RGU) Sport and Aberdeen City Council. The Griffin events covered the education, energy and retail sectors.

CTSAs have received a number of tasks from the National Counter Terrorism Security Office (NaCTSO) in relation to protective security issues around the Olympics. These relate to the Olympic Torch Relay route and Olympic Parallel events.

During quarter 4, the Force CTSAs were visited by NaCTSO representatives as part of the annual Quality Assurance inspection. The Force has been advised that it will be awarded with an 'outstanding' grading.

¹⁰ 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.

¹¹ Operation 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.

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 Grampian Joint Police Board (GJPB) and other stakeholders. It also considers whether the Force is being run efficiently and effectively. The Force Priority, *Service Reconfiguration* focuses on this area.

5.1 SERVICE RECONFIGURATION

- In a challenging financial climate we will continue to support the Force Mission by directing and delivering reconfigured policing services for the communities of the North East.

Number of Police Officers and Police Staff (NI)

Total Staff (Headcount)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Police Officers	1607	1593	1572	1568	1549	1524	1525	1542
Police Staff	835	818	796	754	704	696	685	693
Cadets	17	14	24	16	10	12	6	4
Total	2459	2425	2392	2338	2263	2232	2216	2239
Total Staff (Full Time Equivalent FTE)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Police Officers	1570.6	1558.2	1534.9	1530.2	1509.6	1485.9	1485.2	1503.5
Police Staff	725.4	719.6	693.8	660.7	620.14	613.6	603.8	618.2

Annual Statistics (Headcount) (at end of financial year)	2010/11	2011/12
Police Officers	1568	1542
Police Staff	754	693
Cadets	16	4
Total	2338	2239

The total number of Police Officers employed by the Force at the end of 2011/12 was 1542. Following two periods of lower numbers in quarter 2 and 3, recruitment of Police Officers in the latter part of the year has increased. At the end of the year, there were 693 members of Police Staff and 4 Cadets.

Recruitment (LI)

Recruitment	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Recruits: Police Officers	21	10	0	7	3	1	20	34
Police Staff	29	18	3	3	10	10	10	33
Special Constables	0	17	12	16	0	6	12	11
Cadets	0	0	10	0	0	0	0	0
Police Staff Internal Transfers	2	3	0	4	15	4	5	5
Police Staff Permanent Promotions	6	0	0	1	8	3	1	8
Police Staff Temporary Promotions	1	0	0	1	3	0	3	1
Police Officers Permanent Promotions	5	9	4	4	0	0	17	16
Police Officers Temporary Promotions	5	11	6	7	4	4	17	16

Annual Statistics	2010/11	2011/12
Recruits: Police Officers	38	58
Police Staff	53	63
Special Constables	45	29
Cadets	10	0
Police Staff Internal Transfers	9	29
Police Staff Permanent Promotions	7	20
Police Staff Temporary Promotions	2	7
Police Officers Permanent Promotions	22	33
Police Officers Temporary Promotions	29	41

As mentioned last quarter, Police Officer recruitment within the Force has recommenced. Thirty four additional Police Officers were recruited in quarter 4, giving a yearly figure of 58. In addition, 33 members of Police Staff were recruited in quarter 4. The annual total for Police Staff recruits was 63, an increase of 10 from last year.

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

Police Officers (Headcount)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Number of declared disabled Officers in post	26	28	44	61	72	84	95	100
% with a declared disability	1.6%	1.8%	2.8%	3.9%	4.6%	5.5%	6.2%	6.5%
Declared Ethnicity as White	1435	1420	1401	1398	1382	1361	1361	1340
Declared Ethnicity as Black and Minority	3	3	3	3	3	3	3	3
Ethnicity Unknown/Not Declared	169	170	168	167	164	160	161	199
% declared ethnicity as Black or Minority Ethnic	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%
Females	427	423	419	421	419	412	411	418
Males	1180	1170	1153	1147	1130	1112	1114	1124
% Female	26.6%	26.6%	26.7%	26.9%	27.1%	27.0%	27.0%	27.0%

NOT PROTECTIVELY MARKED

Police Staff	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Number of declared disabled Staff in post	28	29	35	39	44	50	56	57
% with a declared disability	3.4%	3.6%	4.4%	5.2%	6.3%	7.2%	8.2%	8.2%
Declared Ethnicity as White	643	637	622	587	545	537	532	518
Declared Ethnicity as Black and Minority	4	4	4	4	4	3	3	3
Ethnicity Unknown/Not Declared	185	174	168	161	153	154	148	170
% declared ethnicity as Black or Minority Ethnic	0.5%	0.5%	0.5%	0.5%	0.6%	0.4%	0.4%	0.4%
Females	557	548	534	507	470	465	458	465
Males	278	270	262	247	234	231	227	228
% Female	66.7%	66.9%	67.1%	67.2%	66.8%	66.8%	66.9%	67.1%

The number of Officers declaring a disability increased from 95 in quarter 3 to 100 in quarter 4, representing 6.5% of all Officers. The number of Police Staff with a declared disability also increased from 56 to 57, representing 8.2% of all Police Staff.

Declaring a disability does not mean that Officers are unfit for Operational duties, but simply that they have a condition as defined in the Equalities Act which may or may not require the Force to make "reasonable adjustments" to enable them to carry out their role. Closer working with the Force Occupational Health provider has resulted in greater numbers identifying themselves as having some form of disability. It does not mean the Force now has more staff with a disability which prevents them from carrying out their day to day role.

Turnover rates for Police Officers and Police Staff (NI)

Police Officers	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total Staff Leaving (Headcount)	14	24	21	11	22	26	19	17
Average Staff Employed (Headcount)	1604	1600	1583	1570	1559	1537	1525	1534
% Staff Turnover	0.9%	1.5%	1.3%	0.7%	1.4%	1.7%	1.3%	1.1%

Annual Statistics	2010/11	2011/12
Total Staff Leaving (Headcount)	70	84
Average Staff Employed (Headcount)	1584	1555
% Staff Turnover	4.4%	5.4%

Police Staff	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total Staff Leaving (Headcount)	41	35	25	45	60	18	21	25
Average Staff Employed (Headcount)	841	827	807	775	729	700	691	689
% Staff Turnover	4.9%	4.2%	3.1%	5.8%	8.2%	2.6%	3.0%	3.6%

Annual Statistics	2010/11	2011/12
Total Staff Leaving (Headcount)	146	124
Average Staff Employed (Headcount)	800	719
% Staff Turnover	18.3%	17.2%

NOT PROTECTIVELY MARKED

Over the financial year, 84 Police Officers left the Force, giving an annual staff turnover rate of 5.4%. In 2010/11, 70 Officers left the Force.

The number of Police Staff leaving the organisation in 2011/12 was 124. A significant proportion of those leavers took voluntary redundancy or early retirement as part of a programme run at the end of the 2010/11 financial year.

Proportion of working time lost to sickness absence (NI)

Police Officers	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total Days Available	88379	88436	87552	86925	86469	85329	84616.5	82992
Total Days Lost	2888	2643	3270	3390	3193	2909	3224	3147
% Working Time Lost to Sickness Absence	3.3%	3.0%	3.7%	3.9%	3.7%	3.4%	3.8%	3.8%

Annual Statistics	2010/11	2011/12
Total Days Available	351292	339406.5
Total Days Lost	12191	12473
% Working Time Lost to Sickness Absence	3.5%	3.7%

Police Staff	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total Days Available	46788	46004	44968	43260	40656	38948	38388	33990.7
Total Days Lost	1951	1693	1694	1861	1144	1409	1441	1645
% Working Time Lost to Sickness Absence	4.2%	3.7%	3.8%	4.3%	2.8%	3.7%	3.8%	4.8%

Annual Statistics	2010/11	2011/12
Total Days Available	181020	151982.7
Total Days Lost	7199	5639
% Working Time Lost to Sickness Absence	4.0%	3.7%

The percentage of working time lost to sickness absence for Police Officers in 2011/12 was 3.7%. This is an increase of 0.2% compared to last year. For Police Staff the figure this year has fallen by 0.3% to 3.7%.

Staff Performance (LI)

Staff Performance (LI)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total PDRs issued	578	423	490	559	557	475	471	541
Total PDRs complete	189	77	121	130	140	80	96	12
% of PDRs complete	32.7%	18.2%	24.7%	23.3%	25.1%	16.8%	20.4%	2.2%

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

Annual Statistics	2010/11	2011/12
Total PDRs issued	2050	2044
Total PDRs complete	517	328
% of PDRs complete	25.2%	16.1%

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 4, the percentage of PDR's completed was 2.2%. The Force transferred to a new recording system during quarter 4. As a result, not all data has been transferred and the percentage of PDR's completed is not accurate. Data in the forthcoming quarter should be accurate.

5.2 OTHER INDICATORS

Value of efficiency savings generated (NI)

Efficiency Savings	Target 2010/11	Achieved 2010/11	Target 2011/12	Achieved 2011/12
Efficiency Savings	£5,025,000	£6,489,627	£2,816,000.00	£3,320,052.69

The Force is working towards a 3% efficiency saving and work continues to identify savings across the Force. Despite the financial challenges faced by the Force, £3,320,052.69 in efficiency savings were made in 2011/12, exceeding the target.

Procurement (LI)

Procurement	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Procurement savings achieved Cashable/Non-Cashable (£)	189300	31255	59679	47331	95169	37302	42843	54517
Value of Sponsorship achieved (£)	36599	19000	500	339333	20900	10000	1900	283397
% Invoices paid on time*	95.8%	94.2%	98.0%	96.0%	92.3%	97.6%	97.7%	95.7%

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.

Annual Statistics	2010/11	2011/12
Procurement savings achieved Cashable/ Non-Cashable (£)	327565	229831
Value of Sponsorship achieved (£)	395432	316197
% Invoices paid on time	96.0%	95.8%

In quarter 4, the Force achieved procurement savings of £54,517. This is the highest figure since quarter 1 this year. The Force also achieved £283,397 in sponsorship. This is the highest figure since quarter 4 last year.

Over the course of the year, the Force has made procurement savings of £229,831 and achieved sponsorship of £316,197.

Expenditure on Salaries, Operating Costs and Capital (NI)

Salaries £000's	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Police Officer salaries	15668	15912	16962	16532	15656	15610	15750	16204
Police Staff salaries	5267	5280	5244	7833	5327	4188	4671	4714
Operating Costs (all non-employee expenditure)	3770	3277	3170	6218	4472	2511	2702	4064
Capital Expenditure	10	115	268	2445	26	361	647	1250
Total	24715	24584	25644	33028	25481	22670	23770	26232
Police Officer salaries % total costs	63.4%	64.7%	66.1%	50.1%	61.4%	68.9%	66.3%	61.8%
Police Staff salaries % total costs	21.3%	21.5%	20.4%	23.7%	20.9%	18.5%	19.7%	18.0%

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

Annual Statistics £000's	2010/11	2011/12
Police Officer salary costs	65074	63220
Police Staff salary costs	23624	18900
Operating Costs (all non-employee expenditure)	16435	13749
Capital Expenditure	2838	2284
Total	107971	98153

In line with the recruitment of additional Police Officers, salary costs have increased in quarter 4. Police Staff salaries have also increased, as has operating costs and capital expenditure. Overall, over the year, expenditure on salaries, operating costs and capital has reduced when compared to last year.

Expenditure per Resident (NI)

Finance	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Expenditure on salaries and operating (£000s)	24705	24469	25376	30583	25455	22309	23123	24982
Population	544980	544980	544980	544980	550,620	550,620	550,620	550,620
Spend per resident (£)	45.33	44.89	46.56	56.11	46.22	40.51	41.99	45.37

Annual Statistics	2010/11	2011/12
Expenditure on salaries and operating (£000s)	105133	95869
Spend per resident (£)	192.91	174.11

For the first time in three quarters, expenditure per resident has increased to £45.37. Annually however, the spend per resident has decreased from £192.91 last year to £174.11 this year.

Proportion of salary costs accounted for by overtime (NI)

Police Officers	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total Payroll Costs (£000's)	15668	15912	16962	16532	15656	15610	15750	16204
Total Overtime Costs (£000's)	428	537	577	1143	390	508	804	1153
% Overtime Costs	2.7%	3.4%	3.4%	6.9%	2.5%	3.3%	5.1%	7.1%

Annual Statistics – Police Officers	2010/11	2011/12
Total Payroll Costs (£000's)	65074	63220
Total Overtime Costs (£000's)	2685	2855
% Overtime Costs	4.1%	4.5%

Police Staff	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total Payroll Costs (£000's)	5267	5280	5244	7833	5327	4188	4671	4714
Total Overtime Costs (£000's)	36	38	43	50	27	24	58	69
% Overtime Costs	0.7%	0.7%	0.8%	0.6%	0.5%	0.6%	1.2%	1.5%

Annual Statistics – Police Staff	2010/11	2011/12
Total Payroll Costs (£000's)	23624	18900
Total Overtime Costs (£000's)	167	178
% Overtime Costs	0.7%	0.9%

Overtime costs increased in quarter 4 for both Police Officers and Police Staff due to increased expenditure on a number of operations. Over the course of the year, overtime costs have accounted for 4.5% of Police Officer salary costs and 0.9% of Police Staff salary costs. Both figures have increased compared to last year, by 0.4% and 0.2% respectively.

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.

In summary, for 2011/12:

- The total number of 999 calls is lower than last year.
- The total number of non-emergency calls increased compared to last year.
- The total number of STORM incidents increased slightly compared to last year (166 incidents).
- There were 42 less sudden deaths than in 2010/11.
- There were 41 fewer reported missing persons than in last year.
- There are 5 fewer Registered Sex Offenders living within the community compared to this time last year.
- There were 474 more domestic abuse incidents than in 2010/11.
- There were 5 more drug deaths than last year.

Number of telephone calls and incidents (NI)

Telephone Calls	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Total Number of 999 Calls	13595	13168	14169	12286	13323	13849	13270	11177
Total Number of Non-Emergency Calls	93437	90803	84561	83218	92450	92564	86866	88403

Annual Statistics	2010/11	2011/12
Total Number of 999 Calls	53218	51619
Non-Emergency Calls Received	352019	360283

STORM Incidents (Command and Control System)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Aberdeen	21653	21318	19386	18678	20789	20692	19610	19677
Aberdeenshire	12395	12566	11901	10133	11823	11994	11455	10806
Moray	5357	5367	5128	5045	5555	5886	4965	4509
Total	39405	39251	36415	33856	38167	38572	36030	34992

Annual Statistics	2010/11	2011/12
Aberdeen	81035	80768
Aberdeenshire	45995	46078
Moray	20897	20915
Total	147927	147761

Number of sudden death reports to Procurator Fiscal (NI)

Sudden Deaths	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Sudden Deaths	121	116	139	147	131	103	117	130

Annual Statistics	2010/11	2011/12
Sudden Deaths	523	481

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

Missing Person Incidents (NI)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Aberdeen	426	363	337	305	392	346	276	394
Aberdeenshire	164	110	111	115	134	102	101	125
Moray	80	86	88	101	109	100	88	78
Total	670	559	536	521	635	548	465	597

Annual Statistics	2010/11	2011/12
Aberdeen	1431	1408
Aberdeenshire	500	462
Moray	355	375
Total	2286	2245

Missing Persons (LI)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
High Risk	57	68	55	53	57	68	59	70
Medium Risk	120	128	141	101	136	127	118	126
Low Risk	453	377	317	320	368	288	278	341
Total	630	573	513	474	561	483	455	537

Annual Statistics	2010/11	2011/12
High Risk	233	254
Medium Risk	490	507
Low Risk	1467	1275
Total	2190	2036

Number of Registered Sex Offenders in the community (NI)

Registered Sex Offenders (NI)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Registered Sex Offenders in the Community	283	272	278	277	267	271	269	272

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

Annual Statistics	2010/11	2011/12
Registered Sex Offenders	277	272

Legal Services (LI)

Offender Management – Legal Services	Q1 10//11	Q2 10//11	Q3 10//11	Q4 10//11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
SOPO	37	39	40	41	40	43	41	42
Interim SOPO	3	5	4	5	6	4	1	0
RSHO	2	2	2	2	2	2	2	1
Interim RSHO	2	2	1	1	2	2	0	0

Annual Statistics	2010/11	2011/12
SOPO	41	42
Interim SOPO	5	0
RSHO	2	1
Interim RSHO	1	0

Number of domestic abuse incidents (NI)

Domestic Abuse	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Incidents	780	684	763	777	869	879	825	905

Annual Statistics	2010/11	2011/12
Domestic Abuse Incidents	3004	3478
Per 10,000 population	55.1	63.2%

Number of drug related deaths (LI)

Drug Related Deaths	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Drug Related Deaths (LI)	9	8	8	12	22	8	6	6

Annual Statistics	2010/11	2011/12
Drug Related Deaths	37	42

Number of Problem Drug Users (NI)

Annual Statistics	2010/11	2011/12
Problem Drug Users	4153	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 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Individuals Brought into Custody	5144	4915	4566	4841	4943	4787	4729	5023

Annual Statistics	2010/11	2011/12
Individuals Brought into Custody	19466	19482

Number of Freedom of Information requests and questions (NI)

<i>Freedom of Information (FOI)</i>	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Number of requests	159	152	146	215	145	171	156	144
Number of questions within requests	518	568	473	771	705	789	645	572

Annual Statistics	2010/11	2011/12
Freedom of Information (FOI) Requests	672	616
Freedom of Information (FOI) Questions within requests	2330	2711

Disclosure (LI)

Disclosure (LI)	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12
Data Protection requests received	690	638	505	609	640	635	541	601
% completed within 40 calendar days (target: 100%)*	100%	99%	99%	98%	100%	98%	98%	96%
Part V enquiries from Disclosure Scotland	643	759	625	473	396	530	534	529
% completed within 14 calendar days (target: 90%)*	7%	3%	45%	87%	94%	97%	90%	94%

Annual Statistics	2010/11	2011/12
Data Protection requests received	2442	2417
% completed within 40 calendar days (target: 100%)*	99.1%	98.3%
Part V enquiries from Disclosure Scotland	2500	1989
% completed within 14 calendar days (target: 90%)*	30.4%	93.7%

7. APPENDIX A

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 2011/12. The Force Priorities for 2011/12 are:

- Community Focus
- National Security
- Public Protection
- Road Casualty Reduction
- Serious Organised Crime & Drugs
- Service Reconfiguration

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 2011 mid year estimates of population, which record the Grampian population as 550,620 for 2011/12.

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 NIs 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 Agreement (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.

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:

<i>Excellent (Aspirational)</i>	
Good (Baseline)	
Below Average	

- Performance highlighted in green is classified as excellent, representing an improvement in the 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 2011/12 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.

The Force recognises the requirement to build on every opportunity to detect crimes as the Force moves forward in what will be a demanding period as transition to a National Police Service takes effect. In the interim, the Force will retain the (traffic light) system by which we judge performance and against which we are judged. The system has developed against several years of very positive outcomes and sets a high standard for future performance. The fact that a box is red does not always point to poor performance but reflects the challenge that we currently face.

7.2 ACRONYMS

ACPO	Association of Chief Police Officers
ACPOS	Association of Chief Police Officers Scotland
ASB	Antisocial Behaviour
ASBFPN	Antisocial Behaviour Fixed Penalty Notice
ASBO	Antisocial Behaviour Order
COPFS	Crown Office Procurator Fiscal Service
CT	Counter Terrorism
CTSA	Counter Terrorism Security Advisor
FAW	Formal Adult Warning Scheme
FCR	Force Control Room
FEB	Force Executive Board
FOI	Freedom of Information
FSC	Force Service Centre
FSDU	Force Service Delivery Unit
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
KSI	Killed or Seriously Injured
LI	Local Indicator
LPT	Local Policing Team
MARAC	Multi Agency Risk Assessment Conference
MCAT	Mephedrone Multi Agency Risk Assessment Conference
MIT	Major Investigation Team
NaCTSO	National Counter Terrorism Security Office
NHS	National Health Service
NI	National Indicator
OCG	Organised Crime Group
PDR	Performance and Development Review
PF	Procurator Fiscal
POCA	Proceeds of Crime Act
PPR	Public Performance Reporting
PPU	Public Protection Unit
QOS	Quality of Service
RJ	Restorative Justice
RJW	Restorative Justice Warning
RGU	Robert Gordon University
RSHO	Risk of Sexual Harm Order
RSO	Registered Sex Offender
RTC	Road Traffic Collision
SCRA	Scottish Children's Reporter Administration
SCSWIS	Social Care and Social Work Inspectorate Scotland
SLWG	Short Life Working Group
SOA	Single Outcome Agreement
SOC&D	Serious Organised Crime & Drugs
SOMG	Sex Offender Management Group
SOP	Standard Operating Procedure
SOPO	Sexual Offences Prevention Order
SPI	Statutory Performance Indicator
SPPF	Scottish Policing Performance Framework
SPSA	Scottish Police Services Authority
SPR	Standard Police Report
STV	Scottish Television
TTCG	Tactical Tasking and Coordinating Group
UK	United Kingdom
VPFPO	Vehicle Penalty and Fixed Penalty Offences
VRI	Visual Recording Interviews

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 2010 Population Estimates Scotland'. Data for the Grampian Police area can be found at:

<http://www.gro-scotland.gov.uk/statistics/theme/population/estimates/mid-year/2010/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

Continuing our Platform for Success, 2011/12 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 2010/11 ACPOS Annual Performance Report 2010/11 can be accessed at:

<http://www.acpos.police.uk/SPPF/Index.html>

