POLICE SCOTLAND
SCOTLAND
Keeping people safe

Communities, Housing and Infrastructure Committee

North East Division
Aberdeen City

April - September 2017

Contents

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

Introduction

I present the latest Communities, Housing and Infrastructure Committee Report on behalf of Police Scotland, North East Division. This report provides a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national, for Quarters 1 & 2, 1 April - 30 September 2017.

I am particularly pleased to report a reduction in recorded crime with the number of Violent Crimes, Housebreaking and Thefts all falling. Our continued efforts to prevent crime through intelligence led enforcement and preventative activity is having a positive impact upon the City of Aberdeen and it is particularly noteworthy that our detection rates continue to improve with our overall performance being consistently strong. Additionally, continued proactivity has resulted in detections for Drug Supply significantly up on last year.

In addition, I would wish to sincerely thank Communities themselves for the support they provide to my staff.

We welcome the opportunity, with partners, to make a meaningful and sustained contribution towards the Local Outcome Improvement Plan and Locality Plans as part of Community Planning Aberdeen. In order for Police Scotland to deliver effective services and long term solutions within our Communities, effective local Community Planning arrangements are key and the progress made and results delivered over the last reporting period are testimony to our very positive working relationships.

Finally I wish to acknowledge the work of Police Officers, Police Staff and Special Constables as they continually deliver effective Policing across the Communities of Aberdeen.

Regards

Campbell Thomson
Chief Superintendent
North East Division
Police Scotland

Staffing

	Authorised Establishment	September 2017	Difference
Police Officers[1]	1115.0 FTE	1153.98 FTE (1183 Total)	+38.98 FTE
	September 2016	September 2017	Difference
Police Staff[1]	121.41 FTE	118.19 FTE	-3.22 FTE

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

Officer numbers in North East Division now exceed our authorised establishment. This is a strong position for North East Division given our low Officer numbers over many preceding years.

We have currently **100** probationers in Aberdeen in total, with a further **16** new Officers having become operationally deployable in December 2017. A further **18** probationers are destined for the North East and are due to complete their initial training and be working in our local Communities during March 2018, with recruitment and training continuing in quarterly cycles thereafter.

Additionally our Community Policing Teams are assisted regularly by **30** Special Constables making an invaluable contribution towards our Policing Plan. Their contributions are regularly recognised and we are exploring opportunities to increase these numbers.

Complaints About the Police

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 2016
Overall Satisfaction of How Police Dealt With Your incident [2]	N/A	81.2%	86.2%		-5.0%
Complaints Received About The Police	N/A	134	139	-5	-3.6%
Number of Complaints Per 10,000 Police Incidents	N/A	32.2	33.8	-1.6	-4.7%
On Duty Allegations Raised	N/A	152	173	-21	-12.1%
Off Duty Allegations Raised	N/A	1	2	-1	-50.0%
Quality of Service Allegations	N/A	33	37	-4	-10.8%
Total Allegations	N/A	186	212	-26	-12.3%

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

Public satisfaction is seen as an important part of our performance management. We survey customers on a monthly basis and monitor comments to ascertain areas for improvement and any learning is shared to prevent re-occurrence.

The level of overall satisfaction with the way an incident has been dealt with has slightly reduced compared to last year, but it should be noted that this is a figure which fluctuates throughout the year and **81.2%** is still above the national average recorded by Police Scotland (**80.7%**).

All complaints are investigated thoroughly but we find that on many occasions once an explanation of the circumstances is provided or there is an understanding of why a particular action is taken, individuals are satisfied with the actions of the Police. Of the **134** recorded complaints, only **21** have required full investigation with the majority being either withdrawn or resolved after explanation.

To put the figure of **134** complaints into context, between April and September 2017, over **41,000** incidents have been recorded in the Aberdeen City area. This means there is one complaint received for every **305** incidents dealt with; or **0.3%** of all incidents result in a complaint which requires investigation or explanation. Each complaint and allegation, whether explained or fully investigated, is treated as an opportunity for learning and improving future Service Delivery.

POLICE SCOTLAND
Keeping people safe

Antisocial Behaviour, Violence and Disorder

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Group 1 Crimes - Recorded [3]		199	203		
Group 1 Crimes - Detection Rate		87.4	78.3		
Serious Assault - Recorded[4]		100	123		
Serious Assault - Detection Rate		81.1%	94%		
Common Assault - Recorded	1762.0	1582	1659	-180	-10.2%
Common Assault - Detection Rate	71.3%	69.8%	70.2%		-1.5%
Robbery - Recorded	45.2	58	54	+12.8	+28.3%
Robbery - Detection Rate	75.2%	82.8%	74.1%		+7.6%
Vandalism - Recorded	1,264.8	1,089.0	1,097	-175.8	-13.9%
Vandalism - Detection Rate	28.3%	22.0%	28.1%		-6.3%
Fire Raising - Recorded	80.4	52	54	-28.4	-35.3%
Public Reports of Street Drinking	127.6	49	59	-78.6	-61.5%
Drunkenness and Disorderly Conduct	263.6	93	123	-170.6	-64.7%
Racially Aggravated Harassment / Conduct	66.8	49	45	-17.8	-26.6%
Racially Aggravated Harassment / Conduct - Detection Rate	89.5%	95.9%	82.2%		+6.4%
Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 2016
Hate Crime - Recorded	N/A	104	119	-15	-12.6%
Hate Crime - Detection Rate	N/A	69.2%	60.5%		+8.7%

[3] Crimes of Violence include Murder, Attempted Murder, Culpable Homicide, Cruelty, Neglect and Un-natural Treatment of Children and Adults, Abduction, Robbery, Assault with intent to Rob, Serious Assault, and Threats and extortion.
[4] April 2016 - implementation of broader definition of what constitutes a Serious Assault.

The total number of recorded Group 1 Crimes has seen a small reduction when compared to the same review period last year. Overall detection rates have risen by **9%** to **87.4%**. We have also seen 23 less victims of Serious Assault and the current detection rate is **95.1%**.

The review period has seen a reduction in the number of Common Assaults reported with a drop of **180** reports compared to the equivalent review period in 2016. Detection rates for Common Assaults have dropped slightly however across all forms of Violence there are over **200** less victims. Victims require support and assistance and we continue to refer the victims of most crimes to support services such as Victim Support Scotland. The number of Robberies

across Aberdeen City has risen by **4** crimes when compared to the same period last year. The numbers of Robberies are still relatively low with lifestyle and substance misuse playing a significant part in this crime type. On almost all occasions the offender is known to the victim and these are allocated to a Detective Officer for investigation. We adopt a robust investigative approach in order to prevent further offending and detect **82.8%** of such crimes, exceeding previous detection rates.

Our Divisional Alcohol and Violence Reduction Unit based in Aberdeen, focuses on the most serious of violent offenders and ensure they are brought to justice as quickly as possible. Intelligent use is made of Bail conditions to manage offenders who commit crimes of Violence including Domestic Abuse. However, where the risk cannot be managed through the use of Bail conditions, offenders are kept in custody until their Court appearance.

Reported crimes of Vandalism have seen a small decrease when compared to the same period last year but when assessed against the Five Year Average show a **13.9%** decrease.

Activity under 'Operation Pine' took place in the North East Division, including activity in Aberdeen, during August 2017. This Operation focused on persons for whom outstanding warrants were in place, prioritising those who were wanted for crimes of Violence. A total of **108** people were apprehended on warrant, resulting in **146** warrants being cleared for a variety of offences including Violence, Drugs and Road Crime.

In Aberdeen we operate a Weekend Policing Plan to focus on the safety of all persons using, visiting or working in the City Centre. Sharing this work with a range of partners, a key area for us involves visits to licensed premises to both support those working within them, provide reassurance to those within as well as checking compliance with legislation. We have a positive working relationship with our licensees and visits have increased significantly during the reporting period.

As we move towards the Festive Period our patrols on the streets increase under our 'Operation Oak' working alongside a multitude of retail, entertainment and voluntary sectors as well as Aberdeen City Council, Emergency Services and the Street Pastors. A series of focused patrols is timetabled over the Festive Period to ensure we maximise our collective resources to keep people safe.

Acquisitive Crime

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Crimes of Dishonesty - Recorded	4,096.6	3,283	3,805	-813.6	-19.9%
Crimes of Dishonesty - Detection Rate	38.0%	43.0%	39.3%		+5.0%
Housebreakings - Recorded	542.6	350	576	-192.6	-35.5%
Motor Vehicle Crime - Recorded [5]	675	379	482	-296	-43.9%
Motor Vehicle Crime - Detection Rate	22.4%	20.8%	24.3%		-1.6%
Theft of Motor Vehicle - Recorded	211.8	140	188	-71.8	-33.9%
Common Theft - Recorded	1096.0	833	916	-263	-24.0%
Common Theft - Detection Rate	25.5%	29.2%	24.9%		+3.7%
Theft by Shoplifting - Recorded	987.4	1070	1116	+82.6	+8.4%
Theft by Shoplifting - Detection Rate	73.8%	67.9%	69.9%	-5.9	-8.0%

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

Tackling Acquisitive Crime across Aberdeen remains a priority, we are acutely aware of the detrimental effect this has on individuals within our Communities and we continue to be one of the safest places to live in the UK. Our approach combines a number of aspects focused on our Community based structure, to support intelligence led activity, which is focused on preventive and partnership approaches within which public support and assistance is vital.

This activity has seen overall crimes of Dishonesty continue to fall over this period with a drop of **522** recorded crimes when compared to the same review period last year and an increase in detections of **4%**. Against the Five Year Average these figures are just as encouraging with a significant reduction in reported crimes (drop of **813** incidents) and increase in detection rates (**5%**).

With a thriving retail presence in the City Centre Theft by Shoplifting remains an issue. It is of note that the number of recorded crimes has reduced by **45** when compared to the previous yearly review period with detection rates remaining consistent. This reduction is not replicated across Scotland, reflecting on the positive relationships and partnerships addressing this issue in the City.

We are not complacent and continue to target those individuals who commit Acquisitive Crime, in particular those who travel into the area solely for this purpose.

Anti-crime patrols remain in place, encompassing the whole of Aberdeen, indeed these patrols have been increased when compared to the same review period last year. These are targeted patrols following an intelligence assessment of where and when we need to be more visible and active around vulnerable locations, targeted communities and recidivist offenders.

Theft by housebreaking (including attempts) - Detection Rates	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	% Change 2017 v 5 Year Av.
Overall	**20.8%**	**27.4%**	19.6%	**+6.6%**
Dwelling House	**23.7%**	**40.6%**	22.0%	**+16.9%**
Non-Dwelling (e.g. Sheds)	**13.7%**	**14.2%**	16.5%	**+0.5%**
Other Premises (e.g. Commercial)	**32.0%**	**32.3%**	23.6%	**+0.3%**

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

Housebreakings have fallen by **226** crimes this year to their lowest level recorded and detection rates for Domestic Housebreaking have almost doubled to **40.6**%, again their highest recorded level.

The positive increase in detection rates over this period reflects the concentrated efforts and targeted intelligence led patrolling, specifically focusing on recidivist offenders.

Road Safety and Road Crime

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 2016
People Killed/Seriously Injured	N/A	13	32	-19	-59.4%
Children Killed/Seriously Injured	N/A	2	4	-2	-50.0%
People Killed	N/A	1	2	-1	-50.0%
Children Killed [6]	N/A	0	0	0	0.0%
Advice/Education Given to Motorists[7]	N/A	10,148	13,721	-3,573	-26.0%
Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Mobile Phone Offences	408.0	128	234	-280	-68.6%
Speeding Offences	965.4	734	728	-231.4	-24.0
Drink/ Drug Driving Offences	162.6	143	151	-19.6	-12.1%
Dangerous Driving	44.4	48	45	+3.6	+8.1%
Disqualified Driving	48.6	66	53	+17.4	+35.8%
Detected Offences Relating to Motor Vehicles	4,661.2	3,272	3,752	-1,389.2	-29.8%
Parking Fixed Penalties Issued[8]	1,330.8	615	349	-715.8	-53.78%

[6] Child is under 16 years of age.

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

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

Road Safety and Road Crime remain a priority for North East Division and the people of Aberdeen and while discussion focusing on our proactivity and the prevalence of offending levels will continue, one key indicator of progress is that there have been **19** less people killed or seriously injured on Aberdeen roads when compared to last year.

While this is encouraging, we maintain the attitude that one injury or fatality is one too many and will continue to support victims, their families and friends through these traumatic experiences. Whilst our first thoughts are always with them, the impact on our Officers and our emergency service colleagues in attending such incidents is also a significant one. Therefore, there will be no reduction in our efforts or commitment to work with partners to prevent future collisions and make our roads safer.

We continue to promote Operation CEDAR (Challenge, Educate, Detect and Reduce) as day business within our Communities. This forms a key element of our Partnership across the North East within the Road Casualty reduction Strategy. Our further indicator of our efforts to keep all road users safe is seen in the interaction with **10,148** motorists over the period by the

Road Policing Unit Officers alone, where advice and education is imparted. While down on last year's returns, this does represent a significant number of motorists.

Through the period we have also addressed the Strategic aims, National Campaigns and Local issues with regular thematic or focused campaigns or operations, which last for various durations.

This reporting period has seen a decrease in the number of people reported for driving under the influence of alcohol or drugs. There are however too many people drink driving and we will continue to robustly target them with the help of the Community. There has been a slight increase in the number of alleged disqualified drivers, which is very disappointing, however we appreciate the Communities continued support in providing us with information on such individuals and we will continue to respond to their concerns. We will continue to proactively target those who choose to ignore the law and in doing so, cause danger to themselves and other road users.

Operation Trinity was one such response to local issues. In its tenth year, the antisocial use of motorcycles was addressed in our Communities across the City. The positive engagement and support from the Local Authority, Emergency Services, Community Partners and the Public saw us patrolling in specific communities, targeting identified offenders and increasing the safety of all road users. With **33** offenders charged, almost **50** vehicles seized and a **66%** drop in related calls, and a new diversionary scheme implemented, this innovative partner based operation again proved to be a success.

Protecting People at Risk of Harm

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Group 2 Crimes - Recorded[9]	272.2	331	376	+58.8	+21.6%
Group 2 Crimes - Detection Rate	69.7%	56.2%	65.4%		-13.5%
Rape - Recorded	39.4	41	49	+1.6	+4.1%
Rape - Detection Rate	74.1%	53.7%	59.2%		-20.4%
Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 2016
Domestic Abuse Incidents Reported	N/A	1,451	1,305	+146	+11.2%
Domestic Abuse Crimes - Detection Rate	N/A	70.9%	72.6%		-1.7%

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

Aberdeen City Group 2 offences in the review period are **45** below the same period in 2016, a fall of **12%**. This represents a significant reduction in victims of sexual offending. The Group 2 detection rate sits at **56.2%** which is down compared to the review period in 2016. At time of writing, this figure has now risen to **60.9 %** showing positive movement in this regard.

A similar position is noted in relation to Rape offences which are **8** below the 2016 figures, a reduction of **16.3%**. The Aberdeen City Rape detection of **56.2%** is down on last year's figure, however at the time of writing the Divisional detection rate is **58.7%** which sits above the current Force position.

The above position reflects the continued focus on engagement with vulnerable groups who are supported with advice and assistance through established local partnerships. Awareness raising, coupled with the robust targeting of offenders supports this work. Additionally an effective communication strategy provides public reassurance via a variety of media outlets and partners and sends strong messaging directly to offenders regarding Police resolve to protect the vulnerable and detect crime.

North East Division has embedded process to ensure investigations concerning this crime type are afforded the utmost scrutiny with a view to identifying all opportunities to identify, trace and charge those responsible. This ensures offenders become visible to appropriate agencies and that all measures to mitigate risk are considered and implemented whenever possible.

We continue to work with partners to ensure, in all cases, the wellbeing of victims is absolutely paramount.

Serious Organised Crime

Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 5 Year Av
Proceeds of Crime Act Seizures [10]	£76,980.57	£150,560.16	£161,345.46	£73,579.59	+95.58%
Drug Possession Offences	733	824	847	91	+12.4%
Drug Supply Offences	117.0	120	90	3	+2.6%
Indicator	5 Year Average	Apr 2017 - Sept 2017	Apr 2016 - Sept 2016	Difference	% Change 2017 v 2016
Drug Deaths	N/A	27	32	-5	-15.6%

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

We will continue to proactively target those who cause harm to our Communities and exploit the most vulnerable.

There have been significant increases in Proceeds of Crime Act seizures (+**95.6%)** in comparison to the Five Year Average.

In the financial year to date, North East Division have carried out **47** cash seizures and submitted **16** Asset Restraint and Confiscation reports under the Proceeds of Crime Act 2002. These seizures reinforce previous intelligence-led enforcement work and cause significant disruption to individuals involved in Serious and Organised Crime (SOC). In addition the Division has utilised money laundering legislation to progress evidence gathering in Organised Crime Group investigations.

Drugs Possession Offences remain comparable with the same period last year, whilst Drug Supply charges have seen a significant increase of **30** offences compared to last year. It is assessed that the increase in Drug Supply charges is as a result of the strong proactive policing undertaken within North East Division to target and disrupt those involved in drug supply though intelligence lead policing and pro-active patrolling.

This is further enhanced by having strong partnership arrangements in place. Such partnerships include raising awareness across public and third sector agencies in relation to drug related crime, which has led to the capture of quality intelligence, allowing an increased focus on intelligence led enforcement activity against the individuals and groups who cause harm in our Communities.

The use of local and social media has proved to be a valuable tool that not only celebrates success but also builds the trust in our Communities and encourage the Public to report any drug related activity to the Police.

A pilot campaign was launched recently, with all major Media organisations in attendance with regards to 'Cuckooing' (the takeover of a vulnerable person's property by criminals involved in Controlled Drugs). In conjunction with partners, work has commenced in identifying addresses

targeted by such activity. Even at this early stage of this pilot, positive results have been achieved.

Counter Terrorism and Domestic Extremism

This reporting period saw a continuation of high-profile terrorist activity across Europe, as well as closer to home in England. Following an incident on the London Underground on 15 September 2017 the UK saw its threat level for international terrorism increase to Critical (an attack is expected imminently) for the second time this year. The threat level returned to Severe (an attack is highly likely) two days later on 17 September 2017, where it remains. Whilst events elsewhere in the UK undoubtedly affected Communities and individuals in the North East, throughout this period there was no specific threat to Scotland, however we continue to urge the public to remain vigilant and to report any concerns to us.

National Security remains an ever present consideration and is very much day business for Police Scotland, with preventative messaging, reassurance patrols and educational inputs routinely provided to Communities.

Exercise Border Reiver took place in Scotland during October 2017 which tested the Police response to a Counter Terrorist Incident. This was a three day event which challenged Police on dealing with a complex scenario and confirmed their ability to deal with such matters.

Aberdeen City continues to be an active partner within the North East Division Pan-Grampian Multi-Agency CONTEST Group, which benefits from the partnerships links with all three Local Authority Areas (Aberdeen City, Aberdeenshire and Moray). This work drives the local CONTEST Action Plans which are supported by the existing Pan-Grampian partnership structures including Education, Emergency Services, Resilience and Third Sector Partners. The structure is further mirrored in the Prevent Sub-Group which allows maximum benefit to be gained by all partners, ensuring an excellent integrated approach to the potential of a terrorist attack.
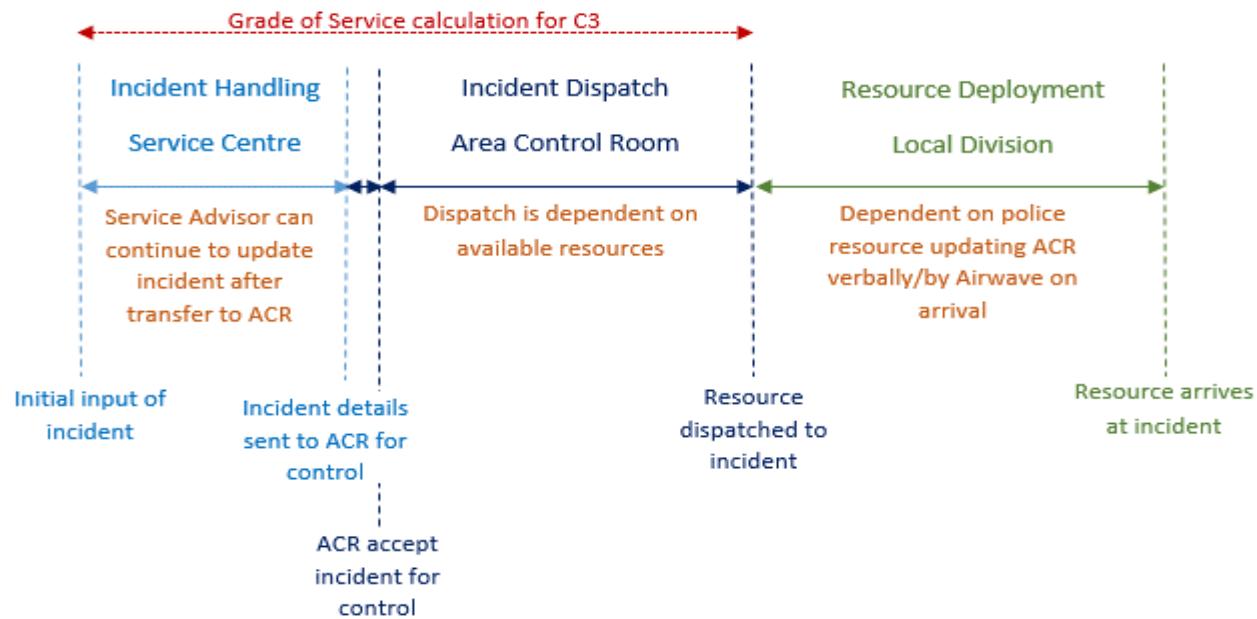
Miscellaneous

Stop and Search

Indicator	Apr 2017 - Sept 2017	Apr 2017 - Sept 2017 (positive)
Consensual	1	0
Legislative	933	303
Number of Consensual Stop and Searches Refused	0	N/A

Response Times

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

17.

Incident Handling – Service Centre

This is the measure of time from creation of a command and control incident by a service adviser until the time the incident is sent to the relevant ACR for control. For the Police Scotland Service Centre (PSSC) this calculation is the difference between two timestamps: time the incident is created (first keystroke on a new incident, known as initial input) and the time the incident is sent to the ACR for control.

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

Incident Dispatch – Area Control Room

This is the measure of time from the incident being accepted for control at the ACR until a resource has been dispatched to the incident location. For PSSC this calculation is the difference between the two relevant timestamps.

This measure is specifically for police response to incidents reported by the public, and measures the time taken by a controller to read the information contained on the incident, make a risk assessment using all information available, then find and dispatch a suitable resource. If there is only very limited information available due to the incident being transferred by a service adviser quickly with minimal information, this time may be delayed whilst the incident is updated with more information for a robust risk assessment, it may also be delayed due to there being no resources available to dispatch.

Resource Deployment – Local Division

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

For the PSSC this measure is specifically for police response to incidents reported by the public and may be considered as the "travel time". For North region this measure is for all incidents where a resource attends and therefore may be artificially reduced due to the travel time for some incidents being zero – i.e. a unit on patrol discovers and incident and is already at scene so does not have to travel.

Overall Response Time

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

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

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

RESPONSE TIMES (A DIVISION)

Note 1 - Data extracted and provided by APU from STORM Unity on for A Division showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month. Figures include all resourced incidents (except diary calls) including those which have been generated by police, e.g. pre planned events such as firearms operations or spontaneous deployment to deal with ongoing crime.

Note 2 - Data extracted and provided by APU from STORM Unity on for A Division showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month. Figures are based on resourced incidents where a call is received from the public, incident raised and transferred to ACR, then a resource dispatched which subsequently arrives at scene. Linked incidents and diary calls are excluded. Any incidents not dispatched within the grade of service timescales that are left open/scheduled for a future date will be included in the average calculation.

Protect communities by monitoring the average length of time taken to attend at the scene of Emergency (Grade 1) classified incidents							
Grade 1 Incidents		**A Division**					
		Apr-17	**May-17**	**Jun-17**	**Jul-17**	**Aug-17**	**Sep-17**
Numbers based on all resourced incidents[1]:							
Monthly Number of Grade 1 Incidents		388	406	359	464	421	369
Monthly number of Calls achieving Grade of Service		339	363	324	426	389	352
% of Calls achieving Grade of Service		87.4%	89.4%	90.3%	91.8%	92.4%	95.4%

Grade 1 Incidents	A Division					
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Numbers based on responding to public[2]:						
Monthly Number of Grade 1 Incidents	382	399	344	455	410	355
Monthly Number of Calls achieving Grade of Service	336	356	309	417	379	340
% of Calls achieving Grade of Service	88.0%	89.2%	89.8%	91.6%	92.4%	95.8%
Public response stage breakdown[2]:						
Incident Handling - Service Centre (monthly avg. time)	00:03:18	00:00:32	00:00:40	00:00:28	00:00:30	00:00:30
Incident Dispatch - Area Control Room (monthly avg. time)		00:02:28	00:02:00	00:02:03	00:01:48	00:02:06
Resource Deployment - Local Division (monthly avg. time)	00:13:48	00:13:48	00:13:52	00:12:44	00:12:24	00:16:38
Overall Response Time (monthly avg. time)	00:17:07	00:17:13	00:17:02	00:15:43	00:15:11	00:19:34

Incident handling and incident dispatch times must be below 5 minutes to achieve Grade of Service for Grade 1 incidents. Table shows the percentage of calls which achieve this grade of service.
Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.

Grade 2 Incidents	A Division					
Protect communities by monitoring the average length of time taken to attend at the scene of Grade 2 classified incidents						
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Numbers based on all resourced incidents[1]:						
Monthly Number of Grade 2 Incidents	3,660	3,623	3,378	3,680	3,165	3,279
Monthly number of Calls achieving Grade of Service	2,901	2,119	2,925	3,214	3,211	2,926
% of Calls achieving Grade of Service	79.3%	90.8%	86.6%	87.3%	88.8%	89.2%
Numbers based on responding to public[2]:						
Monthly Number of Grade 2 Incidents	3,360	3,471	3,225	3,536	3,502	3,141
Monthly Number of Calls achieving Grade of Service	2,882	3,045	2,797	3,095	3,114	2,809
% of Calls achieving Grade of Service	85.8%	87.7%	86.7%	87.5%	88.9%	89.4%
Public response stage breakdown[2]:						
Incident Handling - Service Centre (monthly avg. time)	00:12:43	00:00:49	00:00:50	00:00:44	00:00:46	00:00:44
Incident Dispatch - Area Control Room (monthly avg. time)		00:09:22	00:11:00	00:11:03	00:09:47	00:10:00
Resource Deployment - Local Division (monthly avg. time)	00:25:55	00:25:47	00:26:03	00:23:39	00:23:26	00:22:49
Overall Response Time (monthly avg. time)	00:38:39	00:36:58	00:38:20	00:35:52	00:34:40	00:34:00

Incident handling and incident dispatch times must be below 15 minutes to achieve Grade of Service for Grade 2 incidents. Table shows the percentage of calls which achieve this grade of service.
Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.

Protect communities by monitoring the average length of time taken to attend at the scene of Grade 3 classified incidents							
Grade 3 Incidents		**A Division**					
		Apr-17	**May-17**	**Jun-17**	**Jul-17**	**Aug-17**	**Sep-17**
Numbers based on all resourced incidents[1]:							
Monthly Number of Grade 3 Incidents		5,199	4,063	3,702	3,869	3,963	3,829
Monthly number of Calls achieving Grade of Service		2,479	2,762	2,416	2,577	2,677	2,569
% of Calls achieving Grade of Service		47.7%	68.0%	65.3%	66.6%	67.5%	67.1%
Numbers based on responding to public[2]:							
Monthly Number of Grade 3 Incidents		3,783	3,547	3,227	3,365	3,466	3,344
Monthly Number of Calls achieving Grade of Service		2,453	2,368	2,038	2,192	2,291	2,188
% of Calls achieving Grade of Service		64.8%	66.8%	63.2%	65.1%	66.1%	65.4%
Public response stage breakdown[2]:							
Incident Handling - Service Centre (monthly avg. time)		03:06:26	00:01:28	00:02:41	00:00:59	00:00:57	00:00:59
Incident Dispatch - Area Control Room (monthly avg. time)			02:23:36	02:41:33	02:26:35	02:29:42	02:35:10
Resource Deployment - Local Division (monthly avg. time)		01:05:56	00:57:54	00:54:16	00:47:52	00:59:52	01:00:56
Overall Response Time (monthly avg. time)		04:12:22	03:14:58	03:30:41	03:05:58	03:23:37	03:29:25

Incident handling and incident dispatch times must be below 40 minutes to achieve Grade of Service for Grade 3 incidents. Table shows the percentage of calls which achieve this grade of service.
Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.

Breakdown of Grades 4-5						
Grade 4-5 Incidents	**A Division**					
	Apr-17	**May-17**	**Jun-17**	**Jul-17**	**Aug-17**	**Sep-17**
Numbers based on all resourced incidents[1]:						
Monthly Number of Grade 4 Calls	353	302	290	264	311	296
Monthly Number of Grade 5 Calls	247	241	218	251	208	210
Total Number of Calls Overall	9,847	8,635	7,947	8,528	8,518	7,983

Response times for reporting periods extracted from the STORM Unity system use the following indicators:

• Overall Response Time = Incident created to At Scene;
• Incident Handling = Incident Created to Transfer Accepted;
• Incident Dispatch = Incident Created to Resource Dispatched;
• Resource Deployment = Resource Dispatched to Arrive at Scene;

Crime Recording

Scottish Crime Recording Standard Quarter 3 & 4 Audit 2016/17 *(not available at Local Authority level but detailed at Divisional and Force level for information purposes)*						
Audit 1 - Crime Related Incidents and Associated Recorded Crime Audit 2016/17 - Quarters 3/4 (October to March)	Test 1 - Incidents			Test 2 - Recorded Crime		
	Incidents Audited	No. of Errors	SCRS Compliance	Crimes Audited	No. of Recording Errors	SCRS Compliance
A Division	*193*	*9*	*95.34%*	*127*	*6*	*95.28%*
Force	*2,193*	*162*	*92.61%*	*1,219*	*89*	*92.70%*
Details of the methodology for Audit 1 can be found in Appendix A						

Audit 2 - Divisional Crime Audit 2016/17 - Quarter 3/4s (October to March)	Crimes Audited	No. of Recording Errors	SCRS Compliance
A Division	342	26	**92.40%**
Force	3,435	280	**91.85%**
Details of the methodology for Audit 2 can be found in Appendix A			

Audit 3 - "No Crime" Audit 2016/17 - Quarters 3/4 (October to March)	Number of "No Crimes" Audited	No. of Errors	SCRS Compliance
A Division	100	3	**97.00%**
Force	944	48	**94.92%**
Details of the methodology for Audit 3 can be found in Appendix A			

APPENDIX "A" - AUDIT METHODOLOGY

Audit 1 - Crime Related Incidents and Associated Recorded Crime

The audit sample was selected from Command and Control incidents over a specific four day period with initial call types CR-60 to CR-79 within the Crime category, and incidents with initial call types AB-57 Communications, AB-58 Hate Crime, PW-40 Domestic Incident and PW-76 Child Protection. The incident sample selected for audit ensured, working to a 95% confidence level with a confidence interval of +/-3%, that the sample audited was statistically representative of all incidents of this type recorded during the four day audit period. A formula was applied to the total number of incidents per Command Area and apportioned out between Divisions in that Command Area in order to obtain sample sizes. These were subject to a minimum of 150 and a maximum of 300 per Division.

Compliance in each of the two Tests is achieved with a result of **95%** or above.

The audit tested:

Test 1 – Crime Related Incidents

- That incidents initially inferring a crime or apparent criminal activity and closed as a non-crime contained a satisfactory narrative to eliminate any inference of criminality and fully justify a non-crime disposal.
- That each incident clearly indicated a crime or non-crime as a disposal on the incident text.
- Where an incident was closed as a crime, the corresponding crime record was traced.

Test 2 – Recorded Crime

- The correct application of SCRS on recorded crimes in respect of the Scottish Government Counting Rules and the correct classification of crimes. In terms of compliance with SCRS each individual crime over or under-recorded, or incorrectly classified was counted as having failed the audit.

Audit 2 - Recording of Specific Crime Types (Divisional Crime Audit)

To ensure that a number of different areas of crime recording are represented by Audit 2, samples were obtained from the following categories:

- Assault (Common Assault only)
- Group 1 Crime (Crimes of Violence)
- Group 2 Crime (Sexual Offences)
- Group 3 Crime (Crimes of Dishonesty)
- Group 4 Crime (Damage to Property)
- Other Crimes from Groups 5, 6 and 7

While not as statistically representative of all records within the audit period as Audit 1, the sample sizes in Audit 2 were weighted to take into account higher volumes of crime being recorded in some Divisions subject to a minimum of 100 records and a maximum of 300 records.

The audit tested the correct application of SCRS on recorded crimes in respect of the Scottish Government Counting Rules and the correct classification of crimes. In terms of compliance with SCRS each individual crime over or under-recorded, or incorrectly classified was counted as having failed the audit.

Compliance in this audit is achieved with a result of **95%** or above.

Audit 3 - Crime Records Reclassified to "No Crime"

The third principle of SCRS states "once recorded, a crime will remain recorded unless there is credible evidence to disprove that a crime had occurred".

The audit tested the correct application of this principle in respect of recorded crime which was reclassified to "No Crime" following Police enquiry into the reported circumstances. In terms of compliance with SCRS

each individual crime reclassified incorrectly was counted as having failed the audit.

The sample sizes in Audit 3 were weighted to take into account the higher number of records reclassified to "No Crime" in some Divisions subject to a minimum of 50 and a maximum of 100.

Compliance in this audit is achieved with a result of **95%** or above.

In order to allow Divisions a reasonable period of time to ensure that records are complete and compliant with SCRS, audits are generally undertaken once a period of three months from the date of the incident/crime has elapsed. Any record incomplete at the time of audit will be audited based on the information available at the time.