



POLICE
SCOTLAND
Keeping people safe

Public Protection Committee

North East Division
Aberdeen City

April - September 2018



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Introduction

I present the latest Public Protection Committee Report on behalf of Police Scotland, North East Division. This report provides a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national, for Quarters 1 & 2, 1 April - 30 September 2018.

I am particularly pleased to report a reduction in overall recorded crime with significant drops in Violence and Acquisitive Crime. Our local focus on partnership working combined with an effective use of our resources to prevent crime and protect those at risk is having a positive impact on the City. It is particularly noteworthy that our detection rates continue to improve with our overall performance being consistently strong and above the national average

I have previously outlined the importance that we place within the Division on making a meaningful and sustained contribution towards the Local Outcome Improvement Plan and Locality Plans as part of our contribution towards Community Planning Aberdeen. It is clear to me that in order to achieve and deliver effective services and long term solutions within our communities, effective local Community Planning arrangements are key. The progress made over the last year and results delivered over the last reporting period are testimony to our very positive working relationships.

I wish to acknowledge the excellent work of Police Officers, Police Staff, Special Constables and indeed the Police Youth Volunteers locally who are regularly supported by national units and teams as we strive to deliver effective Policing across the City of Aberdeen.

Regards

Campbell Thomson
Chief Superintendent
North East Division
Police Scotland



Staffing

	Authorised Establishment	September 2018	Difference
Police Officers ¹	1115.0 FTE	1109.74 FTE	-5.26 FTE
	September 2017	September 2018	Difference
Police Staff ¹	115.79 FTE	112.35 FTE	-3.44 FTE

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

Officer numbers in North East Division fluctuate depending on a number of factors including transfers to other Divisions, retirements and recruitment process dates. At present we are slightly below the authorised establishment by **5.26 FTE** for Police Officers and **3.44 FTE** for Police Staff. This is a slightly improved situation when compared to the previous reporting period.

There are **100** probationary Officers working within Aberdeen City with a further **11** who underwent training at the Scottish Police College and became operationally deployable in December 2018.

Additionally we are supported by **24** active Special Constables and their contribution to keeping people safe in the North East is vital.

There are recruitment processes ongoing for both Regular and Special Constables and we strive to recruit the most suitable individuals from our local communities.



Complaints About the Police

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	%Change 2018 v 2017
Overall Satisfaction of How Police Dealt With Your incident ²	N/A	86.6%	81.2%		+5.4%
Complaints Received About The Police	N/A	117	134	-7	-5.2%
Number of Complaints Per 10,000 Police Incidents	N/A	29.9	32.2	-2.3	-7.1%
On Duty Allegations Raised	N/A	156	152	+4	+2.6%
Off Duty Allegations Raised	N/A	0	1	-1	-100%
Quality of Service Allegations	N/A	26	33	-7	-21.2%
Total Allegations	N/A	182	186	-4	-2.2%

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

There has been an **increase of 5.4%** in customer satisfaction levels when compared to the same period last year and a reduction in the number of complaints received (**-5.2%**), complaints received per 10,000 Police incidents (**-7.1%**) and total allegations (**-2.2%**) which is a positive trend.

Customer satisfaction surveys are conducted on a weekly basis and this allows us to gather first-hand viewpoints from the members of the public we deal with on a day-to-day basis. This is a valuable tool as we strive to continually improve the service we provide.

Complaints are investigated rigorously by our dedicated Service Delivery Team and all investigations are overseen by a member of the Senior Management Team. As well as investigating complaints thoroughly, the Service Delivery Team utilise any positive or negative findings to educate officers in terms of good practice and standards by sharing learning across the Division in a variety of formats.

The improved performance is positive but we understand the impact that a negative interaction with the Police can have. Therefore we continue to listen to the Public while training and developing our Officers in order to minimise these occurrences.



Antisocial Behaviour, Violence and Disorder

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 5 Year Av
Common Assault - Recorded	1,656.4	1,333	1,566	-323.4	-19.5%
Common Assault - Detection Rate	73.2%	73.7%	69.4%		+0.5%
Robbery - Recorded	45.8	58	57	+12.2	+26.6%
Robbery - Detection Rate	81.2%	86.2%	84.2%		+5.0%
Vandalism - Recorded	1,184.6	831	1,082	-353.6	-29.8%
Vandalism - Detection Rate	25.8%	26.2%	21.5%		+0.4%
Fire Raising - Recorded	65.8	61	52	-4.8	-7.3%
Reports of Street Drinking	115.4	124	49	+8.6	+7.5%
Drunkenness and Disorderly Conduct	220.0	165	94	-55	-25.0%
Racially Aggravated Harassment / Conduct	53.2	34	49	-19.2	-36.1%
Racially Aggravated Harassment / Conduct - Detection Rate	91.0%	88.2%	98.0%		-2.8%
Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 2017
Group 1 Crimes - Recorded ³	N/A	241	201	+40	+19.9%
Group 1 Crimes - Detection Rate	N/A	80.9%	84.1%		-3.2%
Serious Assault - Recorded ⁴	N/A	91	104	-13	-12.5%
Serious Assault - Detection Rate	N/A	101.1%	90.4%		+10.7%
Hate Crime - Recorded	N/A	110	126	-16	-12.7%
Hate Crime - Detection Rate	N/A	76.4%	85.7%		-9.3%

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

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

Violence and Anti-Social Behaviour

It is encouraging to note that the downward trend of Violence within Aberdeen City has continued during this period. The reduction (**19.5%**) in Common Assault over the last 5 years is unprecedented and is a direct result of effective partnership working and targeting offenders.

Whilst the number of Group 1 Crimes has **increased by 40** when compared to the similar period in 2017, this is due to **49** crimes being recorded as a result of an ongoing large scale



historical investigation into non-recent offences. Crime Recording protocol dictates that these crimes are recorded now, however when these crimes are removed from the statistics, it is encouraging to note that Group 1 Crimes have reduced by around 5%.

The number of Robberies within Aberdeen City is similar to that in 2017 but the already excellent detection rate has increased by **5% (to 86.2%)** when compared to the 5 Year Average. To place this in context, the force-wide detection rate for Robbery is usually around **75%**.

Community Policing Teams continue to be supported by specialist Officers dedicated to investigating and preventing Violent Crime which has resulted in a **101% detection rate** for Serious Assault, an **increase of over 10%** on the same period last year.

The method for tackling Violence within Aberdeen City Centre continues to evolve. The creation of a City Centre Problem Solving Team addressing various elements of Anti-Social Behaviour and Violence within the area has resulted in significant success in terms of increased visibility, with foot and bicycle patrols at pertinent times. This increased visibility also allows Officers to pursue a preventative agenda and, in part, accounts for the increase in reports of Street Drinking.

Realising the link between Violent Crime and the night time economy throughout the City, a dedicated Alcohol Violence Reduction Unit work in partnership to ensure that licensed premises are supported and managed properly. High visibility patrols and regular recorded visits ensure we maximise opportunities to prevent criminality and provide support to vulnerable individuals. Monitoring high risk violent offenders is a key aspect of our commitment to prevent Violence and breaking the cycle of offending. As part of Operation Pine, Officers proactively Police Court Orders and curfews to ensure compliance. Support and referral processes are in place for arrested persons ensuring they are given the opportunity for diversion from criminality. This continued focus of prevention has resulted in the **19.5% reduction** in Common Assaults and **12.5% reduction** in Serious Assaults, when compared to the 5 Year Average and also down in direct comparison with the same period last year.

Community Policing Teams continue to work with partners across Aberdeen, to reduce the incidents of Anti-Social Behaviour within local communities with a number of initiatives across the City are evidence of this local approach to such issues, which will continue throughout the year and across the City. The City Centre teams have focused the problem of Street Drinking and the rise in cases reported here is a proactive measure which has reduced Anti- Social Behaviour and the potential for violent confrontation. This will be monitored throughout the year.

Fireraising

The increase in Fireraising incidents when compared to last year is mainly due to a series of wildfires being set in the Tullos Hill area of Aberdeen during the extremely dry summer period. Working with partners, an individual was charged in relation to setting such fires and the number of Fireraising incidents has since reduced.



Hate Crime

The number of reported Hate Crimes has **decreased by 12.7%**. Again, a number of the **110** crimes reported relate to comments made to Police Officers and Stewards in the course of their duties.

There is no evidence to suggest a standalone issue or problem that may relate to any particular group or premises within Aberdeen City.

Although the detection rate has **reduced by 9.3%** this is still above the current Force average for such crime.



Acquisitive Crime

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 5 Year Av
Crimes of Dishonesty - Recorded	3,831.2	2,787	3,222	-1044.2	-27.3%
Crimes of Dishonesty - Detection Rate	39.5%	44.7%	42.5%		+5.2%
Housebreakings - Recorded	476.8	247	348	-229.8	-48.2%
Motor Vehicle Crime - Recorded ⁵	588.4	357	380	-231.4	-39.3%
Motor Vehicle Crime - Detection Rate	21.6%	27.2%	20.3%		+5.6%
Theft of Motor Vehicle - Recorded	198.0	129	135	-69.0	-34.8%
Common Theft - Recorded	988.6	687	803	-301.6	-30.5%
Common Theft - Detection Rate	26.7%	27.7%	30.0%		+1.0%
Theft by Shoplifting - Recorded	1,030.0	996	1,041	-34.0	-3.3%
Theft by Shoplifting - Detection Rate	72.4%	69.8%	68.7%		-2.6%

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

The Acquisitive Crime statistics show further year-on-year reductions even when compared to significant falls in reported Crimes of Dishonesty during 2017-2018, when **1365 less** crimes were recorded compared to the same period in 2016-2017. These figures are exceptional and show very low levels of Acquisitive Crime. The reduction demonstrated in Aberdeen defies the national trend and are to be welcomed. In the first 6 months of this year there has been a **further reduction of 435** such crimes with positive progress across all individual crime types.

The most striking results are in relation to Theft by Housebreaking which have fallen by **48.2%** when compared against the 5 Year Average. Our intelligence led approach of targeting offenders combined with effective preventative work and visibility has resulted in a dramatic downturn in this, at times traumatic crime type.

Whilst these reductions are welcome, we fully appreciate the impact and inconvenience that being the victim of such a crime can have on members of the Public. We will continue to utilise all information and intelligence at our disposal to focus resources in the right areas at the right time to prevent these crimes. We will not become complacent.

In addition to these unprecedented reductions in crime levels, the detection rates for Crimes of Dishonesty have **increased by 5.2%** when compared against the 5 Year Average and sits as one of the highest nationally.

Operations Lathe and Armour epitomise our approach to prevention, detection and diversion, running simultaneously in conjunction with partners across the City during the summer months. Operation Lathe aimed at preventing, deterring and detecting bike thefts while Operation Armour aimed at tackling the theft of motorbikes and those who cause nuisance by riding motorcycles illegally or in a dangerous way.



Operation Lathe saw 168 bicycles recovered and Operation Armour resulted in 60 people being charged and 70 vehicles, (66 motorbikes and 4 cars) being seized as well as 28 people being referred to the Aberdeen Motorcycle Project for Educational Development.

Theft by housebreaking (including attempts) - Detection Rates	5 Year Average	Apr 2018 - Sept 2018	Apr 2017- Sept 2017	% Change 2018 v 5 Year Av.
Overall	20.9%	33.6%	27.6%	+12.7%
Dwelling House	24.5%	38.6%	39.6%	+14.1%
Non-Dwelling (e.g. Sheds)	11.5%	33.9%	13.8%	+22.4%
Other Premises (e.g. Commercial)	35.3%	23.4%	35.5%	-11.9%

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

As with the detection rates for overall Acquisitive Crime, the detection rate for Housebreakings across the City has **improved by 12.7%** when compared to the 5 Year Average and **6%** when compared to the similar period for last year.

Whilst there are slight variations within the individual crime types the overall approach of robustly investigating all such crimes is producing positive results.



Road Safety and Road Crime

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 2017
People Killed/Seriously Injured	N/A	21	10	+11	+110.0%
Children Killed/Seriously Injured	N/A	0	1	-1	-100.0%
People Killed	N/A	2	1	1	+100.0%
Children Killed ⁶	N/A	0	0	0	0%
Advice/Education Given to Motorists ⁷	N/A	12,617	10,148	+2,469	+24.3%
Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 5 Year Av
Mobile Phone Offences	375.4	87	124	-288.4	-76.8%
Speeding Offences	989.2	662	737	-327.2	-33.1%
Drink/ Drug Driving Offences	154.8	141	146	-13.6	-8.9%
Dangerous Driving	47	34	47	-13	-27.7%
Disqualified Driving	52.8	34	65	-18.8	-35.6%
Detected Offences Relating to Motor Vehicles	4,484.4	2,839	3,224	-1645.4	-36.7%
Parking Fixed Penalties Issued ⁸	1,078.6	495	615	-583.6	-54.1%

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).

There have been two fatal road collisions in the City during this period, both involving pedestrians and Large Goods Vehicles. While both collisions occurred near busy road junctions, there is nothing directly linking them and they are subject to ongoing investigations.

Our campaigns and initiatives in relation to Road Policing relate to a variety of traditional national campaigns such as drink and drug driving and the use of mobile phones and have been tailored to meet our local requirements.

Local partnership work including Safe Drive Stay Alive recently took place again recently covering North East schools and work in relation to vulnerable road users such as pedal cyclists and pedestrians has been undertaken locally.

The Division continue to take a proactive approach towards Roads Policing with the operation CEDAR strategy of Challenge, Educate, Detect and Reduce being embedded within local policing teams. Whilst the enforcement numbers are slightly lower across the City, the number of motorists provided with advice and guidance has increased by **2,469** from last year to **12,617**.



This is a sizable section of the motoring public of the North East, who invariably enjoy a positive experience, with preventative advice and learning; the full value of which perhaps cannot be fully measured.

Local Policing Teams react to local policing issues and communities regularly report concerns regarding anti-social driving, speeding and dangerous practice. Our Policing teams strive to increase visibility in these areas whilst raising awareness with vulnerable road user's such as cyclists, school pupils and the elderly. This preventative work when combined with enforcement activity results in local issues being responded to effectively and is generally well received within communities.



Protecting People at Risk of Harm

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 5 Year Av
Group 2 Crimes - Recorded ⁹	293.4	370	334	+76.6	+26.1%
Group 2 Crimes - Detection Rate	67.8%	65.4%	54.5%		-2.4%
Rape - Recorded	41.6	59	41	+17.4	+41.8%
Rape - Detection Rate	72.6%	62.7%	53.7%		-9.9%
Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 2017
Domestic Abuse Incidents Reported	N/A	1,190	1,452	-262	-18.0%
Domestic Abuse Crimes - Detection Rate	N/A	71.1%	71.5%		-0.4%

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.

There has been an increase in reported Group 2 crimes (including Rape) versus the same period last year. It is assessed that this may relate to an increase in public confidence to report such matters as a number are non-recent.

Detection rates in relation to Group 2 crime and Rape are strong in comparison to the same period last year. These figures show the continuing focus placed on this type of serious criminality which affects the most vulnerable within our communities. Investigations into crimes of this nature are very often protracted and involve multiple witnesses and various forensic considerations.

The position also reflects the continued divisional focus on engagement with vulnerable groups and 'hard to reach' victims, who are supported with advice and assistance through established local partnerships. Awareness-raising, coupled with the robust targeting of offenders supports this work. An effective communication strategy provides public reassurance messages via a variety of media outlets and partners. This sends a strong message directly to offenders regarding our resolve to protect the vulnerable and detect crime.

Extensive work has been ongoing around preventative messaging and initiatives. An example of this is the extension of the 'Ask for Angela' campaign, which provides training for bar staff to allow them to offer support to people on a night out where they are uncomfortable with the attention they are receiving and believe they may be at risk of Sexual Assault. This initiative has been successful in the North East and has been "rolled out" nationally.

The Division fully supported the national 'We Can Stop It' campaign in relation to Rape, through Social Media messaging.



North East Division facilitated a joint Facebook chat with the Child Sexual Exploitation Advisor from Barnardo's charity. This chat was well received with excellent public interaction and reached 32,000 people in the area.

In relation to Child Protection, the Public Protection Unit is engaged with the Robert Gordon University to contribute to a Masters level module in Child Protection. This course will be aimed at front line nursing staff, who may have involvement in Child Protection cases.



Serious Organised Crime

Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 5 Year Av
Proceeds of Crime Act Seizures ¹⁰	£95,580.14	£115,779.77	£150,560.16	+£20,199.63	+21.13%
Drug Possession Offences	767.4	885	809	+117.6	+15.3%
Drug Supply Offences	114.0	115	113	+1	+0.9%
Indicator	5 Year Average	Apr 2018 - Sept 2018	Apr 2017 - Sept 2017	Difference	% Change 2018 v 2017
Drug Deaths	N/A	20	26	-6	-23.0%

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

Organised Crime Groups impact on the communities of Aberdeen in a number of ways whether it be through drug supply, Acquisitive Crime or other associated offences. We are focused upon the disruption of Serious Organised Crime through targeting those that support and assist these groups. This type of criminal behaviour has a significant impact on local communities and our approach is to utilise enforcement and interventions, whilst attempting to identify and assist those vulnerable to being preyed upon by Organised Crime Groups.

A number of Organised Crime Groups operate on a 'County Lines' format, whereby gangs from locations in England utilise vulnerable individuals to transport drugs to Aberdeen on their behalf and organise drug deals via a dedicated mobile telephone that may still be in England. Thereafter, they may take over the home address of vulnerable individuals in Aberdeen as a base for drug dealing, which is known as 'Cuckooing'.

There have been significant operations and seizures during this reporting period with a number of key individuals being arrested and charged with relevant offences. The outcomes are that, when measured against the 5 Year Average, Proceeds of Crime Act Seizures **have increased by 21.13%**, Drug Possession Offences have **increased by 15.3%** and Drug Supply Offences have **increased by 0.9%**.

We will not however become complacent and will continue to take a proactive, intelligence led approach, utilising all available assets and tactics to target those causing the most harm in our communities.

Although the number of Drug Deaths has reduced, it is widely accepted by Police and partners that education is a key factor in preventing individuals from making choices that put them at risk. Early intervention programmes delivered by partners such as 'Good Life Choices', which was launched in the summer of 2018, within the Northfield Locality Area are aimed at working with young people at risk of becoming involved in substance misuse and to promote positive life choices. This type of work has the aim of reducing the number of Drug Deaths in the long term.



Counter Terrorism and Domestic Extremism

The threat to the UK from international terrorism is **SEVERE** – an attack is highly likely. The threat to Great Britain from Northern Ireland related terrorism is **MODERATE**. Terrorist attacks in the UK and abroad in the recent past show that there can be no complacency in any location within the UK. Local North East Officers and others from a variety of specialist Divisions and Departments across Police Scotland work on a daily basis to assess and act upon any potential terrorist related information.

In June 2018, the multi-agency exercise Safe Steeple was led by the Local Resilience Group in Aberdeen and focused upon the impact of a terrorist attack on Aberdeen City Centre. With a significant number of participants from first responders through to the Private Sector, a number of learning issues were identified with plans in place to act upon them and thus improve preparedness for such an eventuality in the City.

Also in June 2018, the United Kingdom Government published an updated version of the Contest Strategy, which is the national strategy for countering terrorism. The 4P principles remain the same and they are:

- Prevent** – Safeguard people from becoming terrorists or supporting terrorism;
- Pursue** – Stop terrorist attacks happening in the UK and overseas;
- Protect** – Strengthen our protection against a terrorist attack in the UK or overseas; and
- Prepare** – Mitigate the impact of a terrorist incident if it occurs.

The strategy puts increased focus on working closely with the Private Sector and focusing on Cyber Security amongst other matters. This will lead to renewed objectives and delivery plans for the pan North East Contest Board and the associated Prevent Delivery Group.



Miscellaneous

Stop and Search

Indicator	Apr 2018 - Sept 2018	Apr 2018 - Sept 2018 (positive)
Consensual	0	0
Legislative	1,274	402
Number of Consensual Stop and Searches Refused	0	-



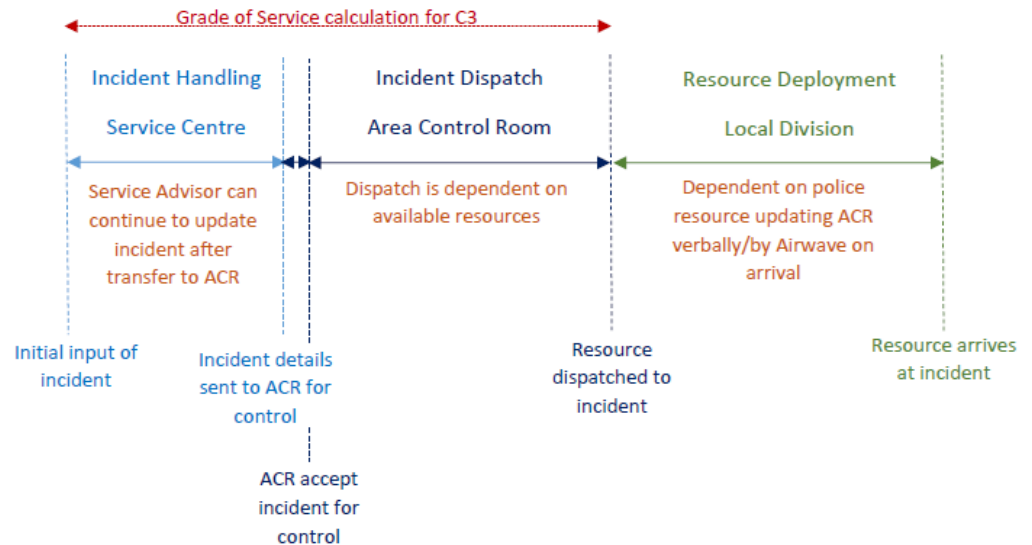
Response Times

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:

Incident Handling – Service Centre

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

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



Incident Dispatch – Area Control Room

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



This measure is specifically for police response to incidents reported by the public, and measures the time taken by a controller to read the information contained on the incident, make a risk assessment using all information available, then find and dispatch a suitable resource. If there is only very limited information available due to the incident being transferred by a service adviser quickly with minimal information, this time may be delayed 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.

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

Overall Response Time

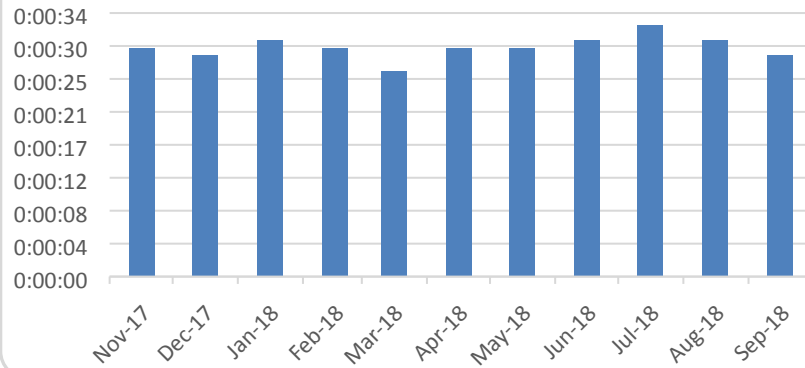
This is the overall measure from the first point of contact with the Police to the resource arriving at scene.

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

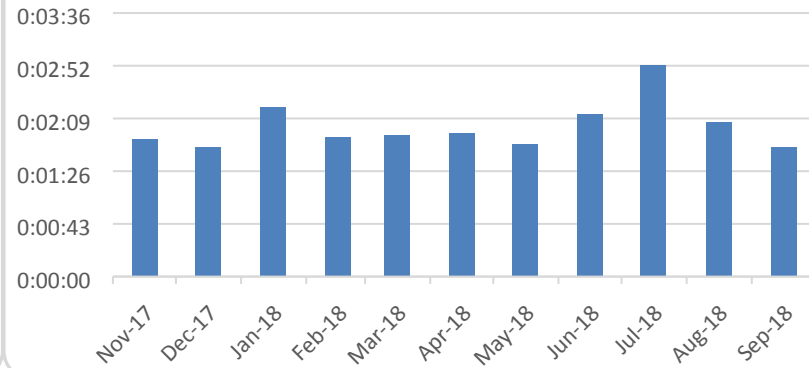
****Incident Handling (Service Centre) Time:** One of the time stamp fields which is used to calculate this time is overwritten each time the incident is transferred to the ACR. For instance if a call was disposed but subsequently reopened for updates and transferred to the ACR, this time would be corrupted.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



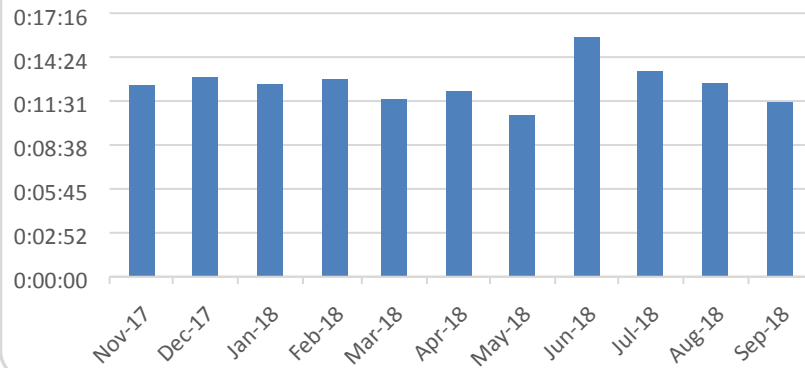
**Grade 1 Incident Handling - Service Centre
(monthly avg. time)**



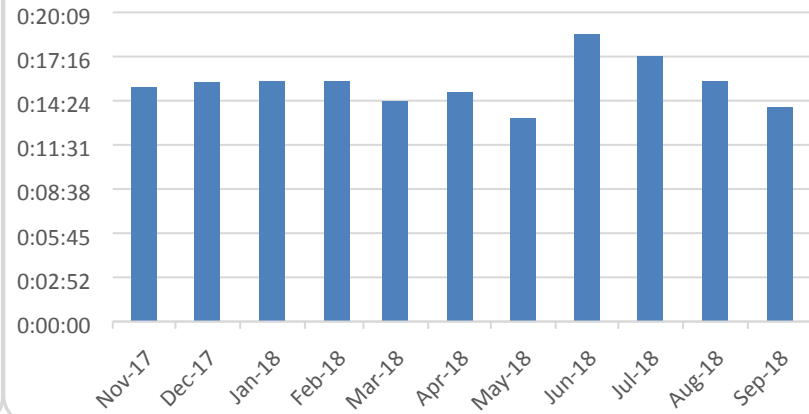
Incident Dispatch - Area Control Room (monthly avg. time)



Resource Deployment - Local Division (monthly avg. time)

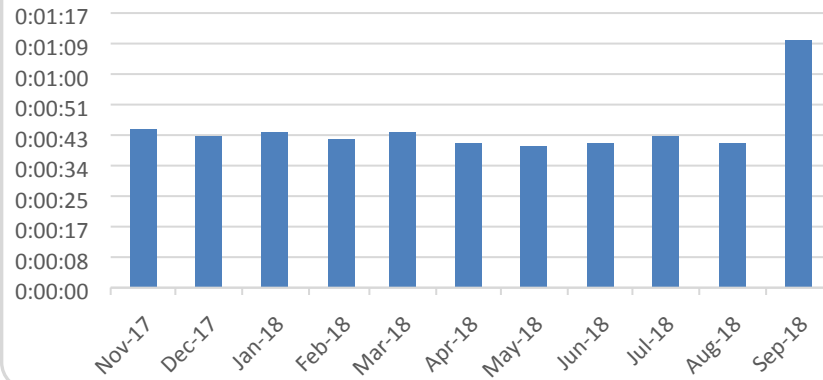


Overall Response Time (monthly avg. time)

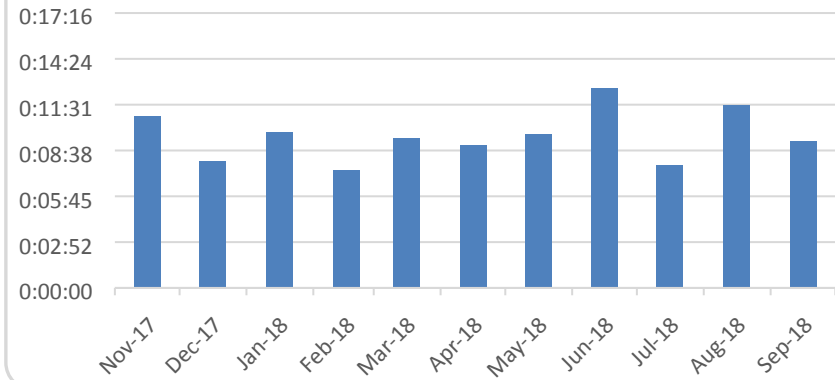




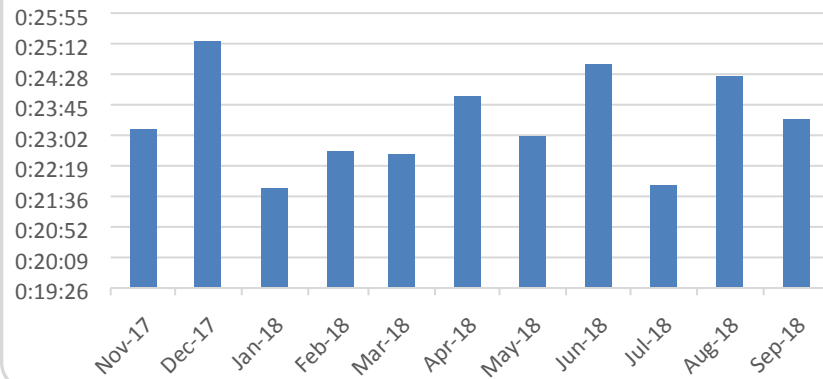
Grade 2 Incident Handling - Service Centre (monthly avg. time)



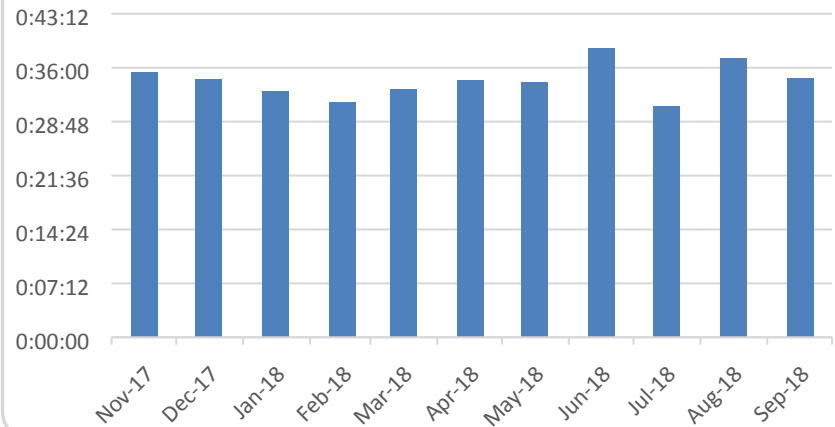
Incident Dispatch - Area Control Room (monthly avg. time)



Resource Deployment - Local Division (monthly avg. time)

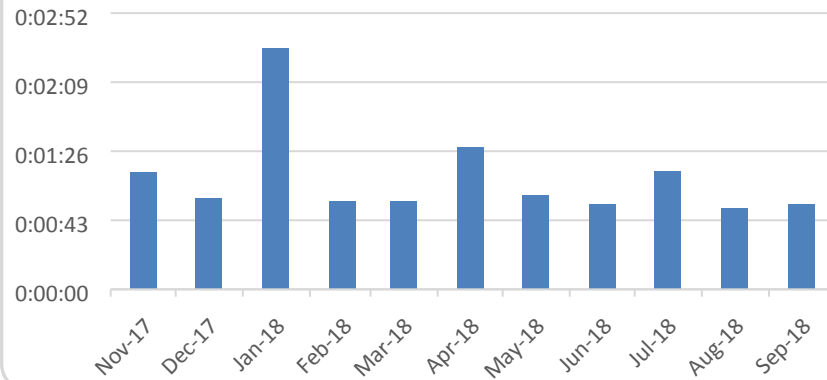


Overall Response Time (monthly avg. time)

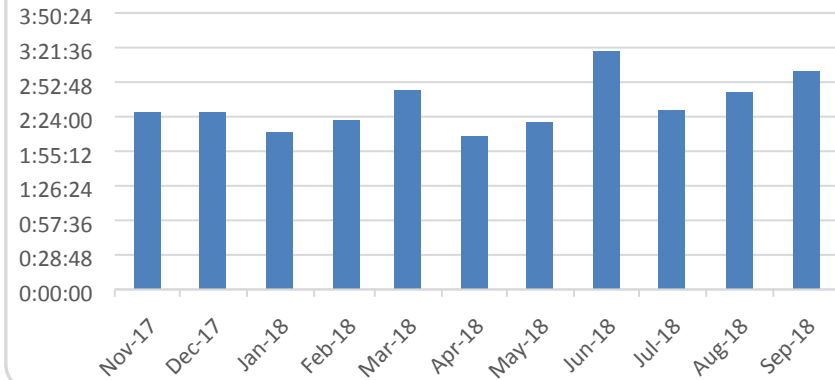




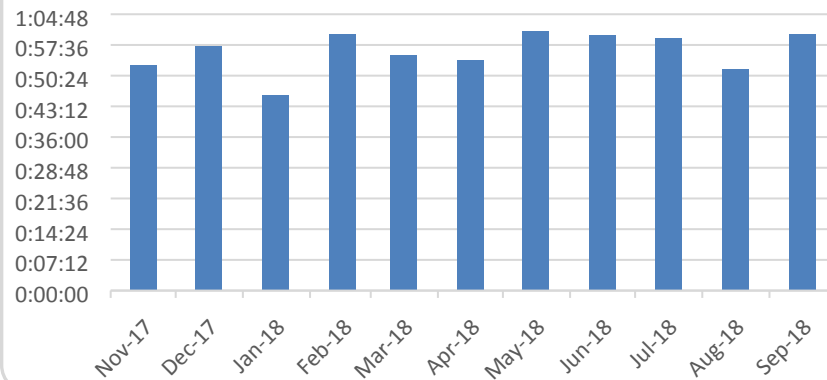
Grade 3 Incident Handling - Service Centre (monthly avg. time)



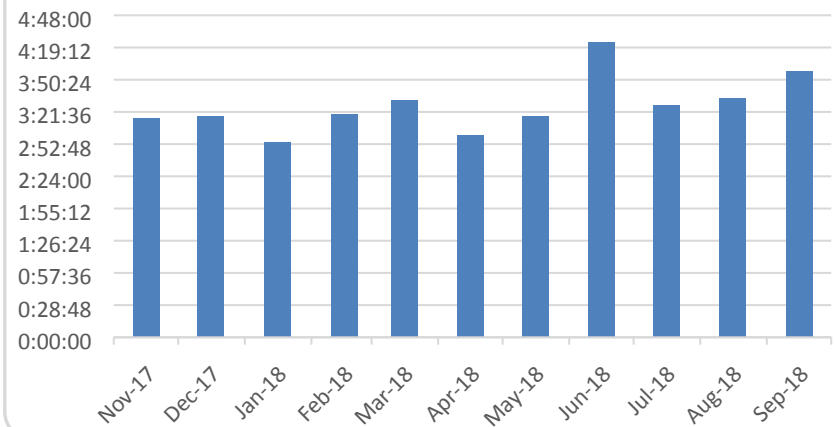
Incident Dispatch - Area Control Room (monthly avg. time)



Resource Deployment - Local Division (monthly avg. time)

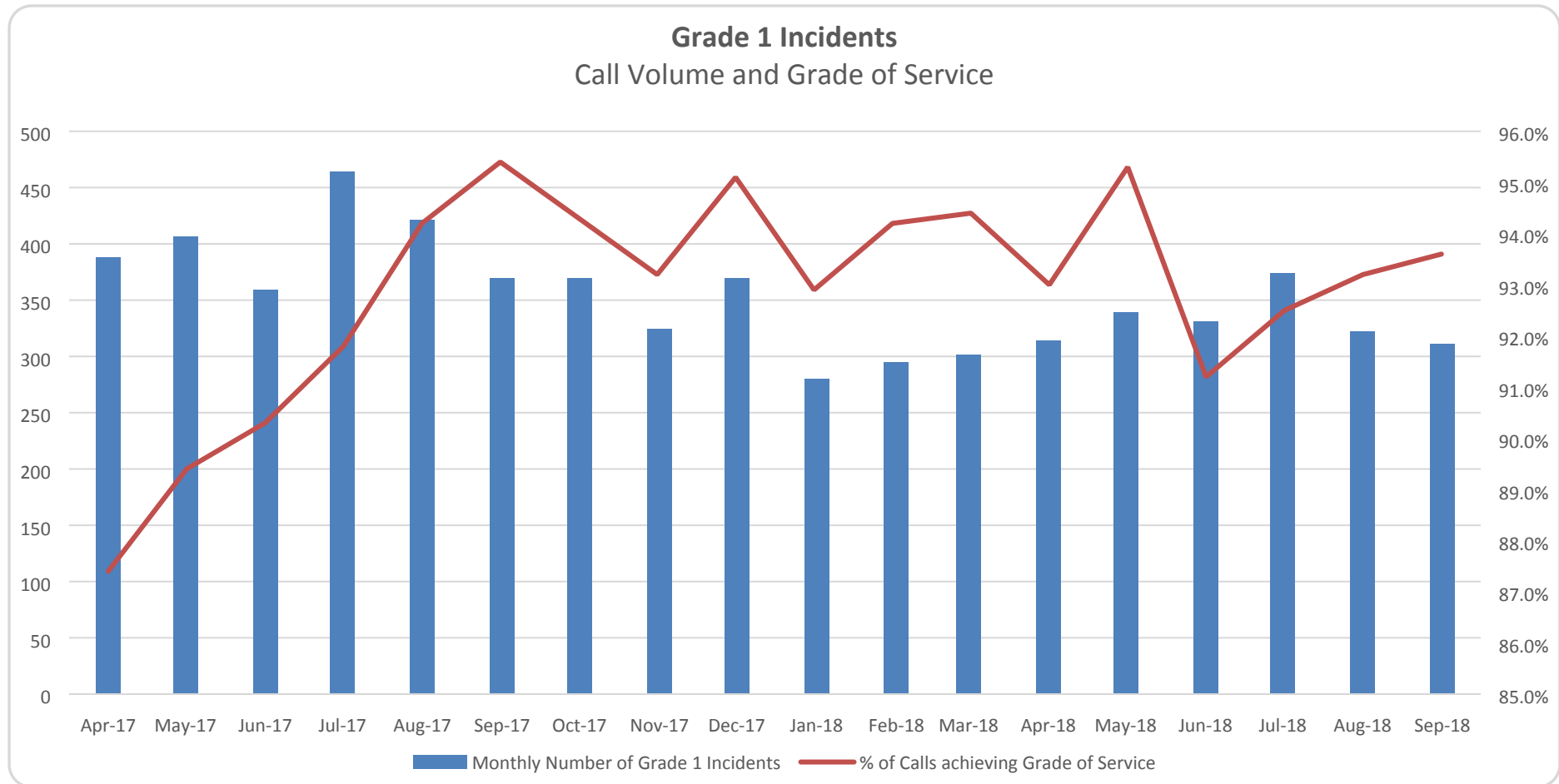


Overall Response Time (monthly avg. time)



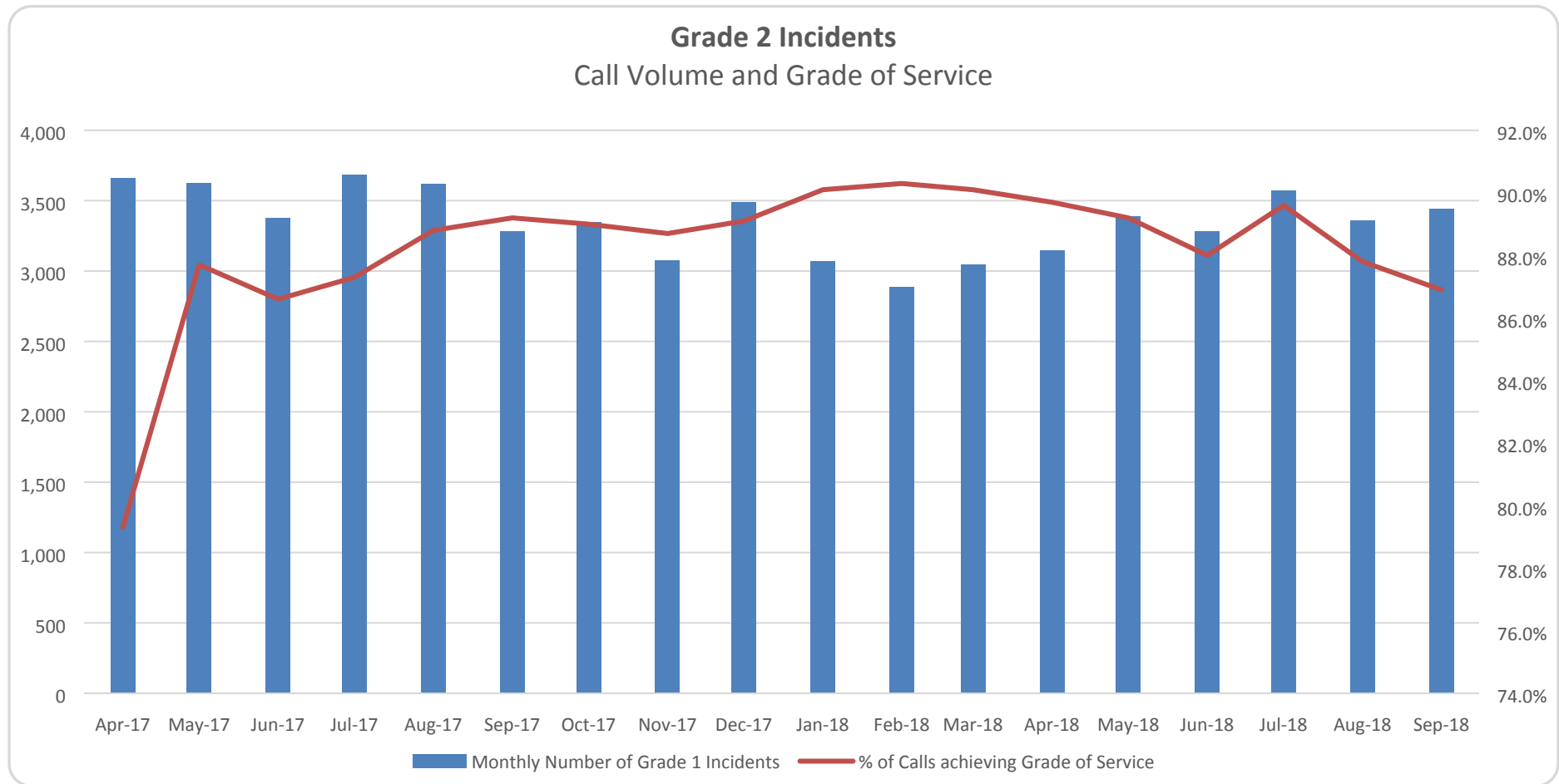


Incident handling and incident dispatch times must be below 5 minutes to achieve Grade of Service for Grade 1 incidents. This table shows the percentage of calls which achieve this grade of service. **Please note for North Divisions the incident handling and dispatch times are combined due to system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



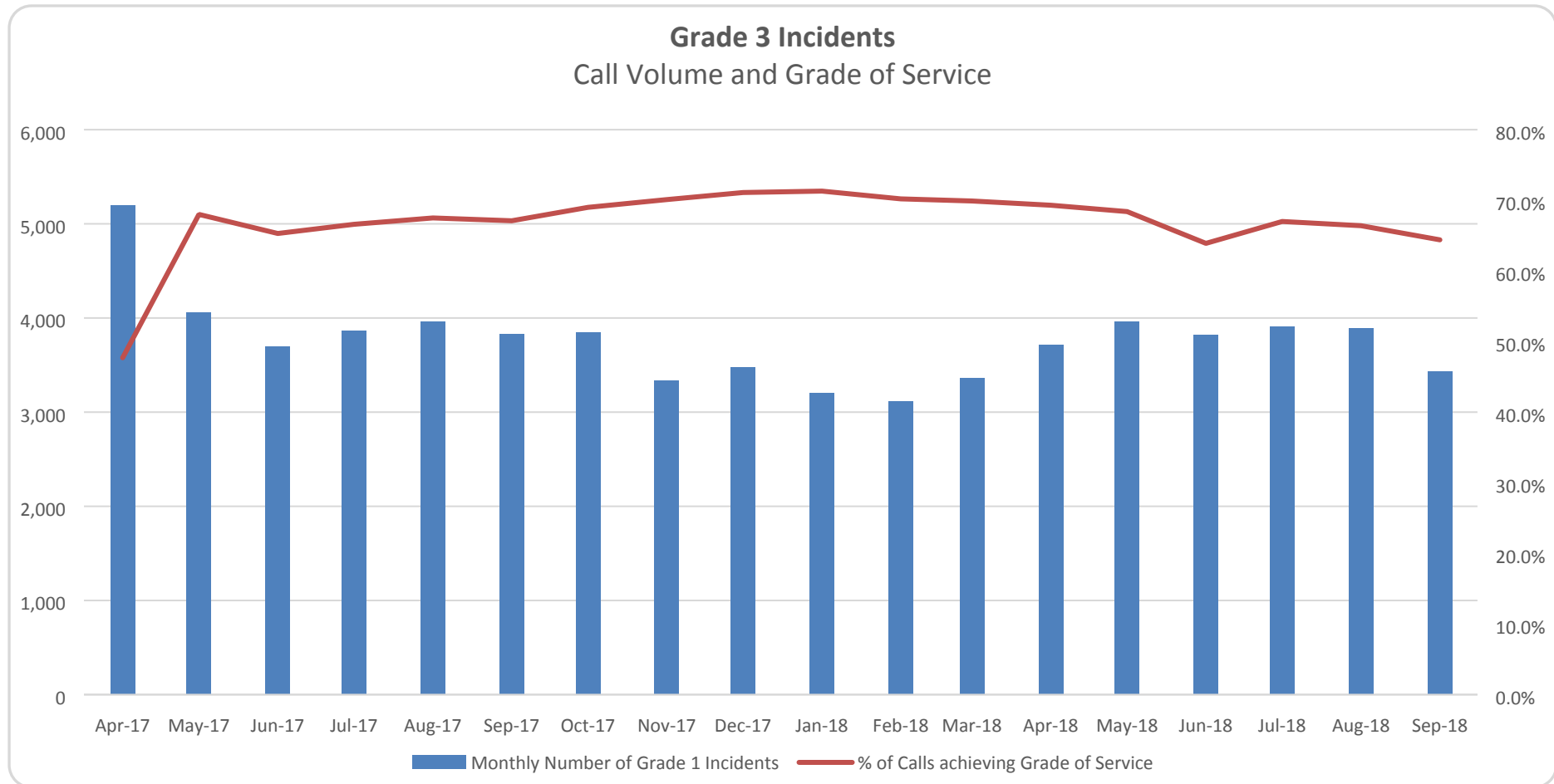


Incident handling and incident dispatch times must be below 15 minutes to achieve Grade of Service for Grade 2 incidents. This table shows the percentage of calls which achieve this grade of service. **Please note for North Divisions the incident handling and dispatch times are combined due to system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





Incident handling and incident dispatch times must be below 40 minutes to achieve Grade of Service for Grade 3 incidents. This 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.*





This table shows the number of Grade 4 and 5 incidents. There is no Grade of Service for Grade 4-5 incidents.

