



**ASSOCIATION OF CHIEF POLICE OFFICERS IN SCOTLAND**

## **The Police Service in Scotland Performance Report**

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The Overview/Explanations section is applicable to all of the report and must be borne in mind when viewing statistical information contained in the document.

### Navigating through the Report

The report offers a degree of electronic navigation by use of hyperlinks. The text, which offers a hyperlink, has been coloured blue. Links back to the starting point are similarly coloured blue and will appear at either the beginning or end of a section of text or a reference point beside a statistical table.

## Overview/Explanations

### Data Included

All data is supplied by individual forces and is drawn from their respective databases. These figures are regularly used in other reports such as force crime bulletins and reports to police boards.

It should be noted that due to seasonal variations, fluctuations in performance occur. These fluctuations may be short-term and due to a variety of reasons, such as school holidays, events happening at a particular time in the year, daylight hour changes and operations or initiatives undertaken.

### Audit and Accountability

The ACPOS PMBA Performance Reporting Sub Group (PRSG) closely monitors the data in the report and holds forces accountable for the quality of their submissions and examines differences in performance standards to allow the identification of good practice. In addition, indicators are subject to audit either internally or externally.

### Commentary

The commentary section in this report will focus on significant variations in performance at a national level and will identify a force(s), which has impacted on the direction of travel nationally. Variations within force figures which may be important to that individual force, but do not impact on the national picture, will not be commented upon.

### Points To Note:

- The statistics contained in this report are provisional and subject to change following auditing.
- Where an overall Scotland figure is not shown this is primarily due to not all forces being able to submit data. The following abbreviations/symbols are used throughout the report:  
  
N/A Not available due to force technical issues  
N/S Not submitted by a force(s)  
~ A comparison / calculation cannot be made due to missing data  
∞ Denotes that the calculation grows beyond any assigned value.
- A full explanation of all the counting conventions can be obtained from the technical notes contained within the Scottish Policing Performance Framework Manual. The technical notes are available at <http://www.acpos.police.uk/SPPF/Index.html>.
- The measurements detailed in this report are only the ones where the police are the data providers or have access to the data. The report does not reflect all the measurements within the Scottish Policing Performance Framework (SPPF).
- Figures detailed as per 10K of the population relate to the resident population and does not take cognisance of transient or migratory populations.

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- Whilst great effort has been made to ensure that the year-on-year change displayed in the tables is accurate, these figures are subject to rounding.
- Currently there is no national standard in relation to incident recording. Consequently, there will be some variation between forces in the extent to which incidents are recorded. Some forces record only those which involve interaction with members of the public e.g. complaints of antisocial behaviour or reporting a crime or road collision. Other forces, in addition to recording those incidents which involve interaction with members of public, also use their IT systems to record non-interaction incidents e.g. abnormal loads, warrants etc.

## **INTER-RELATIONSHIP BETWEEN SOAs, SSA AND THE SPPF**

### **Scottish Government/Single Outcome Agreements**

The purpose is to focus Government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth.

Strategic objectives are:

- Wealthier and Fairer - enable businesses and people to increase their wealth and more people to share fairly in that wealth.
- Healthier - help people to sustain and improve their health, especially in disadvantaged communities, ensuring better, local and faster access to health care.
- Safer and Stronger - help local communities to flourish, becoming stronger, safer place to live, offering improved opportunities and a better quality of life.
- Smarter - expand opportunities for Scots to succeed from nurture through to life long learning ensuring higher and more widely shared achievements.
- Greener - improve Scotland's natural and built environment and the sustainable use and enjoyment of it.

To enable the Scottish Government to meet those strategic objectives each local authority has signed up to a Single Outcome Agreement (SOA). These are agreements between the Scottish Government and each Local Authority which sets out how each will work in the future towards improving national outcomes for the local people in a way that reflects local circumstances and priorities. Further information on the National Performance Framework is available at <http://www.scotland.gov.uk/Publications/2007/11/13092240/9>

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## Scottish Strategic Assessment

The Scottish Strategic Assessment (SSA) is a prioritised strategic picture of crime and disorder issues currently impacting upon Scottish Communities at all levels. It also includes proposals about the prevention; intelligence and enforcement (PIE) responses that would best address them. This document is produced based on intelligence and information sources from all eight Scottish Police forces, the Scottish Crime and Drug Enforcement Agency (SCDEA), British Transport Police, the UK Borders Agency, the Serious Organised Crime Agency (SOCA) and Her Majesty's Revenue and Customs (HMRC). Open source research is also undertaken and partners are engaged with during the production of this document.

The very high priorities identified in the SSA for 2010/11 are:

- Public Protection
- Terrorism
- Serious Organised Crime Groups
- Antisocial Behaviour
- Violence

Activity undertaken in line with the PIE responses for these areas is monitored through the Scottish Control Strategy with appropriate performance measures identified to assess success in these areas.

Outcome based performance measures reflecting these areas are either currently reported in the SPPF or being developed for future iterations.

Further information on the SSA is available at  
<http://www.acpos.police.uk/BusAreas/ScottishStrategicAssessment2010.html>.

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## Scottish Policing Performance Framework

The SPPF is divided into four areas of policing, designed to capture the breadth of police activity.

The four areas are:

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

In each of the four areas of policing, High Level Objectives have been identified which reflect the fundamental aims of that area. The performance indicators contained within these areas are divided into Inputs (the resource committed), Activities (the activity or process used) and Outcomes (what is achieved).

There are a number of context measures, which can be used in conjunction with the performance indicators contained within the SPPF. Context measures are not measures of performance, but are designed to provide contextual information of the demands on a police force and the environment they operate within.

It is acknowledged within the police service in Scotland that effective policing is based on sound partnerships. This is reflected in the High Level Objectives within the SPPF. In order to encourage a partnership approach, there are also a number of performance indicators within the SPPF, which should be considered partnership indicators and will rely upon the contribution of a range of partners for successful delivery.

The SPPF structure has also been designed to support the measurement and reporting of local priorities and indicators, in accordance with the principles of Best Value. By incorporating the SPPF in their performance reports, forces can ensure greater consistency and transparency when reporting performance information to Police Authorities and the public throughout Scotland.

The SPPF also complements and supports the delivery of the Scottish Government's Strategic Objectives. It contains the associated national indicators that relate to criminal justice and should be seen as a useful source of performance indicators for inclusion in SOAs.

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## **Significant Changes In National Performance**

*(commentary)*

### **Introduction and Overview**

This report clearly demonstrates very positive results from policing across the full range of the Scottish Policing Performance Framework.

In the Service Response category improvement is shown through the number of complaint cases and allegations involving officers and staff reduced by 8% as compared with last year whilst quality of service complaints fell by 12%. Feedback regarding service standards remains high across all forces with satisfaction relating to initial contact averaging around 90% (consistent with last year) and overall satisfaction with how incidents were dealt with was also similar to last year - averaging around 80%. Telephone answering times for both 999 calls and non emergency calls exceeded the 90% within target times across the country overall and for almost all forces individually.

In relation to Public Reassurance and Community Safety, reductions in crimes of violence, dishonesty and criminal damage as compared with the three year average are notable – with particular success in this latter category following focus by all Forces on Anti-Social Behaviour and deployment of additional officers in community roles delivering a fall of 23%. A very small increase (0.5%) was noted in crimes of indecency. There has been a small rise in crimes of violence, indecency and dishonesty comparing the results of 2010/11 with those of the previous year but the level of crime involving damage has reduced against both the average and last year.

The number of drugs, miscellaneous and traffic offences have all fallen, comparing with both last year and the three year average. It is however worth noting that although the number of offences involving drugs has fallen, the volume - in terms of both weight and liquid - of Class A drugs that has been seized has in fact increased. The effectiveness and productivity of Police Officers as reflected in detection rates has improved in respect of crimes involving violence as compared with both last year and the three year average, whilst detection in relation to crimes of indecency, dishonesty and damage is consistent with previous years.

The number of people killed on our roads has increased very slightly in Scotland overall with some Forces experiencing reductions and others increases. In relation to people suffering serious and slight injury the picture is consistently more positive and overall the number of people killed or seriously injured has reduced in most forces and in the country as a whole.

Performance in relation to Criminal Justice and Tackling Crime shows that the number of reports to the Procurator Fiscal and Anti-Social behaviour fixed penalty tickets and formal warnings have all reduced – as would be expected given the falls in the number of crimes and offences. Police productivity again is positive with reports to the Procurator Fiscal improving in terms of time taken for submission of case reports. The proportion of officer working time lost to sickness absence has fallen across Scotland as a whole, with results also generally positive with regard to Police Staff on this aspect. Where information is available, reductions in the percentage of costs associated with overtime are evident – again for both Police Officers and Police Staff.

Overall therefore 2010/11 has been a positive year for policing, with crime, offences and road casualties reduced and quality of service remaining strong as demonstrated by surveys and falling numbers of complaints. Productivity is also strong as shown through reduced sickness absence and overtime expenditure in a context of improvements across the levels of drug seizure sickness absence, report submission and detection of violent crime.

## Complaints about police officers and police staff

The time spent on investigating a complaint will differ depending on the complexity. In some instances investigations into complaints featured during this reporting period may still be ongoing. This can therefore lead to considerable variations across forces in relation to the number of closed allegations arising from complaints.

## Level of service user satisfaction

This indicator is intended to provide a general measure of the level of satisfaction that the public experience in relation to their contact with the police and the subsequent service provided by the force through the user satisfaction survey.

The indicator measures the:

1. level of satisfaction with the initial police contact;
2. level of satisfaction with the action taken by the police to resolve the enquiry;
3. opinion of the person surveyed in relation to being kept adequately informed about the progress made;
4. level of satisfaction with the way the person was treated by the police at initial contact and on attendance; and
5. level of satisfaction with the overall way the police dealt with the matter.

These are an agreed set of questions, which form part of the user satisfaction survey. There is however no nationally agreed standard user satisfaction survey and forces have the autonomy to decide how often and when they survey. Some forces have a rolling programme whilst other forces only survey bi-annually. In addition there is currently no standard agreement on how to carry out surveys and during this reporting period some forces carried out telephone surveys whilst the remainder conducted postal surveys.

## Proportion of 999 calls answered within 10 seconds

The general direction of travel for the number of 999 calls is decreasing, however Central were the only force who reported a marginal increase. There are no identifiable reasons noted for this increase in call volume, however the number of calls answered within 10 seconds has improved and remains above the 90% target.

There is no particular reason for the Tayside Police increase in the number of 999 calls received during 2010-11 when compared to previous year. However, this area of reporting is subject to statistical variation from year to year and when viewing recent results the number of calls received during 2009-10 was lower than in other years. When the 2010-11 result was compared to the most recent three-year average the differential was actually -1%.

## Number of recorded crimes and detection rates

Group 1 to 4 recorded crimes are primarily criminal acts directed towards a specific intended victim.

Group 5 to 7 are predominantly crimes and offences that do not have a specific intended victim and can be:

- a) identified through proactive policing measures;
- b) offences against the state e.g. resisting arrest, obstructing police constable etc.; and/or
- c) evidence led e.g. speeding, drink driving etc.

These crimes and offences can therefore fluctuate significantly year on year.

## Group 1 – Crimes of violence

The general direction of travel for the number of crimes of violence recorded in Scotland is reducing with the exception of Lothian and Borders. Lothian and Borders experienced a rise of 15% in recorded violent crime compared to the previous year and a seven percent increase when compared to the three-year average. Of particular note has been the exceptionally high number of murder cases this year (20 in total and twice the average). These have each led to significant investigations with accused persons identified in all but one recent case where investigations continue. Two important considerations in the overall rise in violent crime relate to heightened reporting of cruelty to children incidents as part of the pursuit of protection for children, and more incidents recorded as the crime of threats and extortion due to a particular series of offences involving one perpetrator. There have also been increases in robbery and serious assault as compared with last year however this year's number of robberies recorded is lower than the three-year average.

## Group 2 – Crimes of indecency

Two specific factors will impact on the direction of travel for crimes of indecency:

- a) Many crimes in this category tend to have been committed prior to the reporting period e.g. a person who was a victim of this type of crime as a child reporting the incident when they reach adulthood. There are often fluctuations in the figures as investigations uncover evidence to allow multiple crime reports to be submitted.
- b) The new Sexual Offences (Scotland) Act 2009 became effective from 1 December 2010. The Act aims to tackle the widespread criticism of the current law surrounding rape and other sexual offences, particularly the gender specific nature of the common law offence of rape this will lead to an increase in rape records. Also there are a number of crimes now covered by the Act previously recorded elsewhere i.e. either as a Communications Act or possibly a Breach of the Peace. In addition there may be instances where the crime will be reported under both the common law and the statutory acts.

It should be noted that due to the extremely sensitive and often difficult nature of enquiries for this group no proceedings may be taken for a number of justifiable reasons. Forces can therefore mark a crime as "enquiries concluded" if it fits specific criteria e.g. there is an identified, definitive suspect. It should therefore be noted that whilst a crime may still be undetected, it may be that the investigation has concluded.

## Group 3 – Crimes of dishonesty

The general trend for detection rates in this crime group is decreasing slightly when compared to the three-year average. Dumfries and Galloway reported that the increase in the detection rate was across most of the force area. The Forces Crime Management Services department carried out a back track initiative at the end of the year to look at undetected group 3 and 4 crimes namely crimes of dishonesty and crimes of vandalism, fireraising, and malicious mischief. The officers looked specifically at rural crimes and problem individuals and followed up lines of enquiry which may have not been looked at initially. In addition, a high volume of crime centred round theft of car badges and following investigation two individuals were charged.

## Number of persons killed or injured in road collisions

The weather conditions in Scotland from October 2010 through to January 2011 were severe. That said the number of road casualties was less than the previous year. As mentioned in the previous report melting snow which froze over night may have had a negative impact on the year-end figures. It should be noted that the overall picture is relatively positive in when comparing this year with last year's figures for this indicator.

The exceptional increase for Fife was as a result of a number of serious road crashes and fatal crashes - increasing from 3 at the end of July, to 13 by the end of the calendar year. The resultant level of investigation at the time and subsequently, impacted upon Road Policing's ability to pursue speeders. The Safety Camera Partnership also suffered a reduction in enforcement officers during this period. As stated, the fatal crashes rose from 6 in 2009 to 13 in 2010. 2009 was a particularly exceptional year for low casualty numbers - fatal numbers have been consistently around 13 - 16 in the years prior to and obviously since 2009. Until the last few months of 2010, there were no particular trends in terms of causation. However, a trend emerged thereafter, which clearly points towards young drivers and inappropriate speeds for the prevailing weather or road conditions. This continued into 2011 and is something the force are trying to address through an action plan, which involves partner agencies.

#### Number of Special Constables and the hours they are on duty

There are currently 1,653 special constables throughout Scotland who worked a total of 222,481 hours in 2010/11 (averaging 135 hours each). The special constabulary is a volunteer body that works alongside the regular force in the delivery of policing to the community. Special constables sign up to work a minimum of 60 hours a year for the force and are an invaluable addition to the regular force. Their dedication is exemplified in the level of commitment they give to the force and many special constables are recruited and become regular police officers.

#### Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded

Forces can spend a considerable amount of time gathering intelligence to break a drugs ring and apprehend high-volume dealers. Breaking up a major drugs ring may have little impact on the amount of drugs seized but the impact on the community can be considerable. Local patrol officers stopping vehicles on routine checks can often make sizeable seizures.

It is important that forces continue to tackle illegal use of controlled drugs, not only to reduce the harm it does to our communities and individuals but also to address a variety of other issues associated with the drugs trade, from funding terrorism and serious organised crime to general antisocial behaviour issues.

Serious organised crime groups (SOCGs) in communities of Scotland remain a very high priority for the Scottish police service. These groups perpetrate a number of criminal activities and offences such as fraud, violence, intimidation and exploitation, contributing to levels of drugs misuse, drugs deaths and fear of crime.

It is worthy of note that this indicator only focuses on Class A drugs, there is however, a considerable amount of police activity which involves others drug classes notably cannabis and cannabis cultivations.

#### Number of reports submitted to the Procurator Fiscal

The national trend for the number of reports to the Procurator Fiscal is a reduction, with the exception of Dumfries and Galloway. The number of reports relative to groups 1 to 6 (i.e. crimes of violence through to miscellaneous crimes) is lower than the previous year. The reason for the increase of 13% is due to the increased pro-activity by the Road Policing Unit and Camera Safety Partnership throughout the year.

#### Use of police direct measures

The general direction of travel in relation to the issuing of formal warnings is decreasing. Strathclyde police note that their increase in formal warnings issued is mainly due to a management drive to proactively encourage the use of the Formal Adult Warning Scheme across the force for all cases where the option is suitable, and to ensure that the robust procedures are in place to monitor this.

## Turnover rates for police officers and police staff

This year against a backdrop of reduced funding for future years and with the substantial proportion of organisational costs being related to pay, police forces across Scotland needed to take action to address and in some cases change their staffing profile.

Firmly committed to doing everything they could to avoid making police staff compulsory redundant, forces offered voluntary redundancy/early retirement schemes to police staff.

Managing substantial change in any organisation brings uncertainty for people. Each force has approached this by way of clear communication links to staff to offer support and reassurance. What is critical to understanding the police staff reductions, especially when compared to 2009/10 is that through reorganisation and realignment, forces have been able to continue to deliver effective policing services to the communities they serve. Whilst staff reductions may have been undertaken in 2010/11 some forces will not demonstrate the change year on year until the end of quarter one 2011/12.

## Expenditure on salaries, operating costs and capital

The accuracy of the statistics under these headings is such that a comparison between forces is not appropriate.

Work is ongoing to establish and apply consistent counting conventions for this suite of indicators with a longer term plan to move to the new Police Objective Analysis model.

## Number of domestic abuse incidents

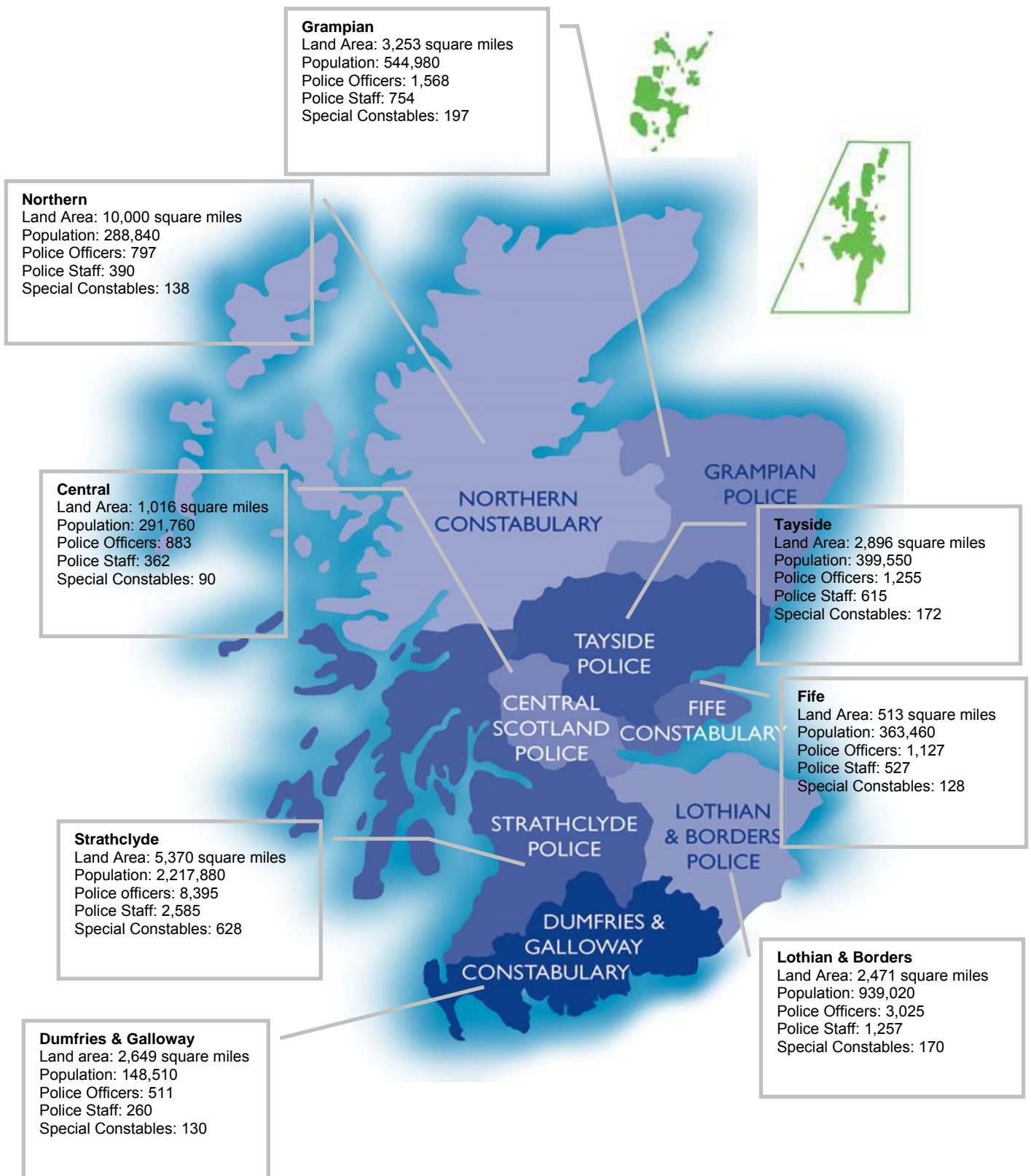
The national trend for the number of domestic abuse incidents reported has increased with the exception of Fife. Forces manage domestic abuse cases using a process called MARAC (Multi Agency Risk Assessment Conference), which is a focused approach to dealing with reports of domestic abuse.

This process was implemented in Fife in October 2010 and they experienced an initial reduction in the number of incidents, which has continued to the year-end.

There is no specific reason for the increase in domestic abuse incidents in Dumfries and Galloway. However the force has a robust checking process where every incident recorded is checked to see if there is a domestic element. This alongside the high level of confidence in the service Dumfries and Galloway provides and the confidence to report incidents may have contributed to this increase.

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- Number of missing persons incidents
- Number of registered sex offenders in the community
- Number of domestic abuse incidents
- Number of individuals brought into custody
- Number of freedom of information requests and questions

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## SERVICE RESPONSE

This area of policing relates to the quality of service provided by forces in dealing with the public. It covers all aspects of forces' engagement with the public including initial contact, responding to incidents and providing feedback. It also relates to the public's overall confidence in policing.

### Complaints about police officers and police staff

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#### Number of complaints cases received

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	211	162	256	641	843	256	1,467	446	4,282
2009/10	243	163	310	631	899	273	1,661	488	4,668
Change	-32	-1	-54	10	-56	-17	-194	-42	-386
% Change	-13.2%	-0.6%	-17.4%	1.6%	-6.2%	-6.2%	-11.7%	-8.6%	-8.3%

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#### Number of complaints cases per 10,000 population

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	7.2	10.9	7.0	11.8	9.0	8.9	6.6	11.2	8.2
2009/10	8.4	11.0	8.6	11.7	9.7	9.5	7.5	12.3	9.0
Change	-1.2	-0.1	-1.6	0.1	-0.7	-0.6	-0.9	-1.1	-0.8

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#### The number of "on duty" closed allegations

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	309	199	441	779	1,211	436	2,399	588	6,362
2009/10	378	135	341	951	1,329	482	2,782	545	6,943
Change	-69	64	100	-172	-118	-46	-383	43	-581
% Change	-18.3%	47.4%	29.3%	-18.1%	-8.9%	-9.5%	-13.8%	7.9%	-8.4%

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#### The number of "off duty" closed allegations

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	19	7	18	17	55	15	214	41	386
2009/10	21	9	13	30	62	11	182	30	358
Change	-2	-2	5	-13	-7	4	32	11	28
% Change	-9.5%	-22.2%	38.5%	-43.3%	-11.3%	36.4%	17.6%	36.7%	7.8%

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#### The total number of closed allegations arising from the complaints

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	328	206	459	796	1,266	451	2,613	629	6,748
2009/10	399	144	354	981	1,391	493	2,964	575	7,301
Change	-71	62	105	-185	-125	-42	-351	54	-553
% Change	-17.8%	43.1%	29.7%	-18.9%	-9.0%	-8.5%	-11.8%	9.4%	-7.6%

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*Number of closed allegations where action is taken*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	89	44	69	150	156	69	505	97	1,179
2009/10	82	32	36	239	229	58	420	61	1,157
Change	7	12	33	-89	-73	11	85	36	22
% Change	8.5%	37.5%	91.7%	-37.2%	-31.9%	19.0%	20.2%	59.0%	1.9%

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*Percentage of closed allegations where action is taken*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	27.1	21.4	15.0	18.8	12.3	15.3	19.3	15.4	17.5
2009/10	20.6	22.2	10.2	24.4	16.5	11.8	14.2	10.6	15.8
% point change	6.5	-0.8	4.8	-5.6	-4.2	3.5	5.1	4.8	1.6

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### Quality of service complaints

*Number of quality of service closed allegations contained within complaints cases*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	26	82	103	182	96	99	254	51	893
2009/10	65	90	69	285	142	61	239	63	1,014
Change	-39	-8	34	-103	-46	38	15	-12	-121
% Change	-60.0%	-8.9%	49.3%	-36.1%	-32.4%	62.3%	6.3%	-19.0%	-11.9%

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*Number of quality of service closed allegations per 10,000 population*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	0.9	5.5	2.8	3.3	1.0	3.4	1.1	1.3	1.7
2009/10	2.2	6.1	1.9	5.3	1.5	2.1	1.1	1.6	2.0
Change	-1.3	-0.6	0.9	-2.0	-0.5	1.3	0.0	-0.3	-0.2

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**Level of service user satisfaction**

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The figure for no response is provided for information purposes only. Percentages are based on the total valid responses e.g. excludes those who did not respond.

April to March		Central	D&G	Fife	Grampian	Lothian	Northern	Strathclyde	Tayside	Scotland
Number of surveys issued	2010/11	2,391	1,400	1,900	2,716	N/A	N/A	816	3,600	~
	2009/10	1,835	1,254	2,280	2,885	N/A	N/A	1,918	4,800	~
	Change	556	146	-380	-169	~	~	-1,102	-1,200	~
Number of surveys returned	2010/11	687	493	462	2,641	N/A	N/A	626	1,330	~
	2009/10	629	459	484	2,669	N/A	N/A	1,446	1,458	~
	Change	58	34	-22	-28	~	~	-820	-128	~
Return rate	2010/11	28.7%	35.2%	24.3%	97.2%	N/A	N/A	76.7%	36.9%	~
	2009/10	34.3%	36.6%	21.2%	92.5%	N/A	N/A	75.4%	30.4%	~
	% point change	-5.5	-1.4	3.1	4.7	~	~	1.3	6.6	~

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*Satisfaction with initial contact with the police*

April to March		Central	D&G	Fife	Grampian	Lothian	Northern	Strathclyde	Tayside	Scotland
Satisfied	2010/11	84.2%	95.3%	88.9%	94.9%	N/A	N/A	93.1%	90.7%	~
	2009/10	85.7%	92.8%	82.9%	93.2%	88.9%	N/A	94.1%	91.4%	~
	% point change	-1.5	2.6	6.0	1.7	~	~	-0.9	-0.7	~
Dissatisfied	2010/11	6.5%	1.4%	6.8%	2.7%	N/A	N/A	2.6%	2.9%	~
	2009/10	5.9%	2.4%	10.0%	3.7%	5.2%	N/A	2.4%	2.5%	~
	% point change	0.6	-1.0	-3.2	-1.0	~	~	0.2	0.4	~
% Neither satisfied nor dissatisfied	2010/11	9.4%	3.3%	4.4%	2.4%	N/A	N/A	4.2%	6.3%	~
	2009/10	8.5%	4.8%	7.1%	3.1%	6.0%	N/A	3.5%	6.1%	~
	% point change	0.9	-1.6	-2.7	-0.8	~	~	0.7	0.2	~
No response (numbers)	2010/11	36	1	4	17	N/A	N/A	13	70	~
	2009/10	50	3	5	16	35	N/A	15	22	~
	change	-14	-2	-1	1	~	~	-2	48	~

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*Satisfaction with the action taken by police to resolve the query*

April to March		Central	D&G	Fife	Grampian	Lothian	Northern	Strathclyde	Tayside	Scotland
Satisfied	2010/11	71.7%	86.1%	74.2%	89.6%	N/A	N/A	80.7%	73.8%	~
	2009/10	74.4%	81.5%	69.2%	87.3%	64.6%	N/A	82.4%	81.9%	~
	% point change	-2.7	4.7	5.0	2.3	~	~	-1.7	-8.1	~
Dissatisfied	2010/11	12.2%	4.9%	10.6%	6.7%	N/A	N/A	10.1%	8.6%	~
	2009/10	13.0%	10.0%	11.1%	7.4%	18.0%	N/A	9.9%	6.0%	~
	% point change	-0.8	-5.0	-0.5	-0.7	~	~	0.2	2.6	~
Neither satisfied nor dissatisfied	2010/11	16.1%	9.0%	15.2%	3.7%	N/A	N/A	9.2%	17.6%	~
	2009/10	12.5%	8.6%	19.7%	5.3%	17.4%	N/A	7.7%	12.1%	~
	% point change	3.5	0.4	-4.6	-1.6	~	~	1.5	5.5	~
No response (numbers)	2010/11	33	24	20	30	N/A	N/A	14	92	~
	2009/10	54	27	33	43	203	N/A	67	492	~
	change	-21	-3	-13	-13	~	~	-53	-400	~

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*Kept adequately informed about the progress made regarding the enquiry*

April to March		Central	D&G	Fife	Grampian	Lothian	Northern	Strathclyde	Tayside	Scotland
Yes	2010/11	42.2%	82.6%	58.3%	64.8%	N/A	N/A	59.3%	61.2%	~
	2009/10	42.9%	76.8%	54.6%	61.3%	58.4%	N/A	60.8%	54.8%	~
	% point change	-0.7	5.8	3.7	3.5	~	~	-1.5	6.4	~
No	2010/11	57.8%	17.4%	41.7%	35.2%	N/A	N/A	40.7%	38.8%	~
	2009/10	57.1%	23.2%	45.4%	38.7%	41.6%	N/A	39.2%	45.2%	~
	% point change	0.7	-5.8	-3.7	-3.5	~	~	1.5	-6.4	~
No response	2010/11	45	15	45	6	N/A	N/A	194	54	~
	2009/10	65	8	33	1	21	N/A	0	64	~
	Change	-20	7	12	5	~	~	194	-10	~
Not applicable	2010/11	213	173	96	1133	N/A	N/A	4	214	~
	2009/10	170	313	123	1092	719	N/A	372	240	~
	change	43	-140	-27	41	~	~	-368	-26	~

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*Level of satisfaction with the way you were treated by police officers and staff who dealt with you at initial contact*

April to March		Central	D&G	Fife	Grampian	Lothian	Northern	Strathclyde	Tayside	Scotland
Satisfied	2010/11	84.1%	94.9%	91.0%	94.3%	N/A	N/A	93.3%	90.5%	~
	2009/10	86.3%	89.5%	89.5%	93.8%	88.7%	N/A	93.9%	92.0%	~
	% point change	-2.2	5.4	1.5	0.5	~	~	-0.6	-1.4	~
Dissatisfied	2010/11	6.6%	0.8%	4.8%	3.5%	N/A	N/A	3.3%	2.6%	~
	2009/10	5.1%	3.7%	4.6%	3.3%	4.6%	N/A	2.2%	2.2%	~
	% point change	1.4	-2.9	0.3	0.3	~	~	1.0	0.5	~
Neither satisfied nor dissatisfied	2010/11	9.3%	4.3%	4.1%	2.1%	N/A	N/A	3.4%	6.8%	~
	2009/10	8.5%	6.8%	5.9%	2.9%	6.7%	N/A	3.8%	5.9%	~
	% point change	0.8	-2.5	-1.8	-0.7	~	~	-0.4	1.0	~
No response (numbers)	2010/11	32	7	28	20	N/A	N/A	14	74	~
	2009/10	44	4	45	19	33	N/A	13	27	~
	change	-12	3	-17	1	~	~	1	47	~

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*Overall level of satisfaction with the way you were treated by police officers who attended*

April to March		Central	D&G	Fife	Grampian	Lothian	Northern	Strathclyde	Tayside	Scotland
Satisfied	2010/11	84.2%	95.1%	92.9%	94.0%	N/A	N/A	90.5%	94.0%	~
	2009/10	85.1%	92.4%	88.4%	93.4%	90.7%	N/A	87.9%	93.7%	~
	% point change	-0.9	2.7	4.5	0.6	~	~	2.6	0.2	~
Dissatisfied	2010/11	8.0%	1.6%	3.0%	3.7%	N/A	N/A	4.1%	2.1%	~
	2009/10	6.6%	3.3%	7.7%	3.5%	4.3%	N/A	6.6%	2.1%	~
	% point change	1.4	-1.7	-4.7	0.2	~	~	-2.5	0.0	~
Neither satisfied nor dissatisfied	2010/11	7.8%	3.4%	4.1%	2.3%	N/A	N/A	5.4%	4.0%	~
	2009/10	8.3%	4.3%	3.9%	3.1%	5.0%	N/A	5.6%	4.2%	~
	% point change	-0.5	-1.0	0.3	-0.8	~	~	-0.1	-0.2	~
No response (numbers)	2010/11	237	0	195	12	N/A	N/A	112	371	~
	2009/10	205	0	147	19	27	N/A	457	502	~
	change	32	0	48	-7	~	~	-345	-131	~

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Satisfaction with the overall way the police dealt with the incident

April to March		Central	D&G	Fife	Grampian	Lothian	Northern	Strathclyde	Tayside	Scotland
Satisfied	2010/11	74.8%	89.2%	76.5%	88.2%	N/A	N/A	85.7%	82.3%	~
	2009/10	77.2%	83.7%	75.3%	86.7%	64.6%	N/A	82.4%	84.7%	~
	% point change	-2.3	5.6	1.1	1.6	~	~	3.3	-2.4	~
Dissatisfied	2010/11	12.4%	4.3%	11.4%	7.0%	N/A	N/A	8.3%	7.2%	~
	2009/10	12.0%	8.3%	12.0%	7.4%	18.0%	N/A	11.0%	5.7%	~
	% point change	0.4	-4.0	-0.6	-0.4	~	~	-2.7	1.5	~
Neither satisfied nor dissatisfied	2010/11	12.7%	6.5%	12.1%	4.7%	N/A	N/A	6.0%	10.6%	~
	2009/10	10.8%	8.0%	12.7%	5.9%	17.4%	N/A	6.6%	9.6%	~
	% point change	1.9	-1.6	-0.6	-1.2	~	~	-0.6	1.0	~
No response (numbers)	2010/11	35	28	16	15	N/A	N/A	9	60	~
	2009/10	55	24	34	20	203	N/A	7	72	~
	change	-20	4	-18	-5	~	~	2	-12	~

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Proportion of 999 calls answered within 10 seconds

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Number of 999 calls in the sample

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	30,276	12,329	43,561	53,092	115,602	18,887	293,239	48,290	615,276
2009/10	29,318	13,049	44,428	56,518	120,118	20,006	306,859	45,723	636,019
Change	958	-720	-867	-3,426	-4,516	-1,119	-13,620	2,567	-20,743
% Change	3.3%	-5.5%	-2.0%	-6.1%	-3.8%	-5.6%	-4.4%	5.6%	-3.3%

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Proportion of 999 calls answered within 10 seconds

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	95.0%	97.7%	91.9%	97.5%	96.1%	87.0%	94.9%	91.0%	94.7%
2009/10	92.3%	95.6%	90.7%	96.2%	95.3%	86.2%	95.7%	93.1%	94.7%
% point change	2.7	2.1	1.2	1.3	0.8	0.8	-0.8	-2.1	0.0

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Time taken to respond to emergency response incidents

The total number of emergency response incidents

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	8,798	847	19,697	4,700	12,617	N/A	14,269	49,782	~
2009/10	8,714	935	34,129	4,712	13,917	N/A	17,077	45,662	~
Change	84	-88	-14,432	-12	-1,300	~	-2,808	4,120	~
% Change	1.0%	-9.4%	-42.3%	-0.3%	-9.3%	~	-16.4%	9.0%	~

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**N.B.** Northern are currently unable to provide data in relation to this indicator. They will begin reporting on this indicator in 2011/12

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*The number of emergency response incidents responded to within the force target time*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	7,504	659	N/A	4,315	12,063	N/A	N/A	31,346	~
2009/10	7,581	701	30,558	4,352	13,127	N/A	N/A	30,519	~
Change	-77	-42	~	-37	-1,064	~	~	827	~
% Change	-1.0%	-6.0%	~	-0.9%	-8.1%	~	~	2.7%	~

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*The percentage responded to within the force target time*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	85.3%	77.8%	~	91.8%	95.6%	N/A	N/A	63.0%	~
2009/10	87.0%	75.0%	89.5%	92.4%	94.3%	N/A	N/A	66.8%	~
% point change	-1.8	2.9	~	-0.6	1.3	~	~	-3.9	~

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*The overall average force response time for emergency response incidents (seconds)*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	462	483	409	368	505	N/A	822	1,025	~
2009/10	455	523	437	380	525	N/A	927	961	~
Change	7	-40	-28	-12	-20	~	-105	64	~
% Change	1.5%	-7.6%	-6.4%	-3.2%	-3.7%	~	-11.3%	6.7%	~

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## Handling of non-emergency calls

*The number of non-emergency telephone calls*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	282,110	157,532	313,889	352,019	656,731	389,291	1,369,983	254,441	3,775,996
2009/10	286,204	167,932	322,765	355,053	705,633	445,335	1,485,864	267,974	4,036,760
Change	-4,094	-10,400	-8,876	-3,034	-48,902	-56,044	-115,881	-13,533	-260,764
% Change	-1.4%	-6.2%	-2.7%	-0.9%	-6.9%	-12.6%	-7.8%	-5.1%	-6.5%

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*The proportion of non-emergency telephone calls abandoned/lost*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	6.4%	3.6%	5.8%	2.1%	1.2%	5.8%	4.8%	3.9%	4.1%
2009/10	5.9%	4.8%	5.5%	2.4%	1.3%	6.4%	4.8%	4.3%	4.2%
% point change	0.5	-1.2	0.3	-0.3	-0.1	-0.7	0.0	-0.4	-0.1

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*The proportion of non-emergency telephone calls answered within 40 seconds*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	89.0%	95.2%	86.2%	91.9%	98.0%	93.2%	85.9%	89.2%	90.2%
2009/10	90.9%	93.3%	86.3%	90.9%	97.8%	92.1%	86.8%	89.3%	90.3%
% point change	-2.0	2.0	-0.1	1.0	0.3	1.2	-0.9	-0.1	-0.1

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## PUBLIC REASSURANCE & COMMUNITY SAFETY

This area of policing relates to how forces respond to issues that impact on local communities. It includes forces' and their partners' contribution to the prevention, investigation and detection of crime. It also relates to community engagement and the public's overall perception and experience of crime and disorder in their local area.

### Number of recorded crimes and offences and detection rates

*The number of recorded crimes & offences; the number of recorded crimes & offences per 10,000 members of the resident population and the detection rate for recorded crimes & offences*

#### Group 1 – Crimes of violence

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April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 1	2010/11 recorded	417	128	463	791	2,030	485	6,556	568	11,438
	2009/10 recorded	357	114	351	786	1,763	459	6,813	578	11,221
	3 year average	433	140	460	835	1,895	484	7,369	627	12,243
	% difference 10/11 to 3 year average	-3.7%	-8.6%	0.7%	-5.3%	7.1%	0.2%	-11.0%	-9.4%	-6.6%
	Per 10K population	14.3	8.6	12.7	14.5	21.6	16.8	29.6	14.2	22.1
2010/11 detection rate		96.4%	95.3%	88.1%	80.7%	67.5%	91.3%	65.9%	85.6%	71.6%

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#### Group 2 – Crimes of indecency

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April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 2	2010/11 recorded	390	92	602	1,023	1,041	414	2,531	416	6,509
	2009/10 recorded	404	85	618	948	1,198	321	2,502	430	6,506
	3 year average	398	114	553	979	1,111	377	2,527	420	6,479
	% difference 10/11 to 3 year average	-2.0%	-19.3%	8.9%	4.5%	-6.3%	9.8%	0.2%	-1.0%	0.5%
	Per 10K population	13.4	6.2	16.6	18.8	11.1	14.3	11.4	10.4	12.6
2010/11 detection rate		74.9%	78.3%	82.4%	58.6%	65.6%	73.4%	59.4%	78.6%	65.7%

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Group 3 – Crimes of dishonesty

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April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 3	2010/11 recorded	7,885	2,735	9,229	16,185	32,431	5,413	70,713	11,279	155,870
	2009/10 recorded	7,505	2,618	9,476	15,874	33,714	5,411	67,417	11,273	153,288
	3 year average	7,953	2,784	10,487	16,829	34,725	5,709	71,707	12,467	162,661
	% difference 10/11 to 3 year average	-0.9%	-1.8%	-12.0%	-3.8%	-6.6%	-5.2%	-1.4%	-9.5%	-4.2%
	Per 10K population	270.3	184.2	253.9	297.0	345.4	187.4	318.8	282.3	301.6
2010/11 detection rate		49.9%	60.1%	45.4%	37.7%	33.9%	50.2%	31.9%	49.7%	37.0%

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Group 4 – Fireraising, malicious and reckless conduct

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 4	2010/11 recorded	4,548	1,957	5,199	7,437	14,367	3,726	38,954	5,832	82,020
	2009/10 recorded	4,766	2,247	6,488	7,693	17,765	4,414	44,438	5,716	93,527
	3 year average	5,590	2,609	7,658	9,133	19,288	4,856	50,628	6,532	106,294
	% difference 10/11 to 3 year average	-18.6%	-25.0%	-32.1%	-18.6%	-25.5%	-23.3%	-23.1%	-10.7%	-22.8%
	Per 10K population	155.9	131.8	143.0	136.5	153.0	129.0	175.6	146.0	158.7
2010/11 detection rate		37.6%	49.5%	37.7%	32.7%	22.4%	41.3%	17.3%	33.4%	25.0%

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Group 5 – Drugs and other crimes

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 5	2010/11 recorded	3,600	1,854	3,175	5,442	10,298	3,546	34,916	4,392	67,223
	2009/10 recorded	3,695	1,886	4,187	5,543	10,422	3,547	39,665	4,762	73,707
	3 year average	4,159	1,986	4,361	6,055	10,960	4,041	41,950	5,191	78,703
	% difference 10/11 to 3 year average	-13.4%	-6.6%	-27.2%	-10.1%	-6.0%	-12.2%	-16.8%	-15.4%	-14.6%
	Per 10K population	123.4	124.8	87.4	99.9	109.7	122.8	157.4	109.9	130.1
2010/11 detection rate		99.1%	99.5%	100.0%	99.0%	99.4%	99.3%	97.4%	99.1%	98.3%

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*Group 6 – Offences (miscellaneous)*

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 6	2010/11 recorded	9,348	4,226	10,185	18,846	23,484	9,118	122,307	12,640	210,154
	2009/10 recorded	9,841	4,440	11,810	19,330	26,995	10,005	136,358	12,316	231,095
	3 year average	10,459	4,878	12,717	19,589	27,701	11,143	127,479	13,231	227,197
	% difference 10/11 to 3 year average	-10.6%	-13.4%	-19.9%	-3.8%	-15.2%	-18.2%	-4.1%	-4.5%	-7.5%
	Per 10K population	320.4	284.6	280.2	345.8	250.1	315.7	551.5	316.4	406.6
2010/11 detection rate		87.8%	89.1%	89.4%	73.1%	76.3%	90.8%	83.5%	87.2%	82.9%

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*Group 7 – Offences (road traffic)*

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 7	2010/11 recorded	25,301	17,875	15,234	35,446	52,083	16,499	133,209	25,091	320,738
	2009/10 recorded	26,988	15,571	23,098	30,510	62,350	18,102	133,570	24,286	334,475
	3 year average	29,348	18,007	23,378	35,984	61,349	17,872	124,730	29,892	340,560
	% difference 10/11 to 3 year average	-13.8%	-0.7%	-34.8%	-1.5%	-15.1%	-7.7%	6.8%	-16.1%	-5.8%
	Per 10K population	867.2	1203.6	419.1	650.4	590.6	571.2	600.6	628.0	620.6
2010/11 detection rate		98.3%	100.0%	98.7%	95.0%	100.0%	98.7%	99.3%	100.0%	98.9%

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**Detection rate for recorded crimes and offences**

*Group 1 – Crimes of violence*

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 1	2010/11 detection rate	96.4%	95.3%	88.1%	80.7%	67.5%	91.3%	65.9%	85.6%	71.6%
	2009/10 detection rate	96.6%	86.8%	84.0%	82.8%	61.5%	92.4%	60.6%	85.6%	67.0%
	3 year average	96.5%	85.7%	83.3%	77.4%	59.8%	92.1%	55.7%	82.1%	63.4%
	Detections per officer	0.5	0.2	0.4	0.4	0.5	0.6	0.5	0.4	0.5
Difference 10/11 to 3 year average		-0.1	9.6	4.9	3.3	7.7	-0.8	10.2	3.4	8.2

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*Group 2 – Crimes of indecency*

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 2	2010/11 detection rate	74.9%	78.3%	82.4%	58.6%	65.6%	73.4%	59.4%	78.6%	65.7%
	2009/10 detection rate	74.0%	68.2%	64.7%	70.6%	67.8%	83.8%	57.1%	75.1%	65.5%
	3 year average	84.9%	78.1%	71.6%	69.7%	66.2%	83.0%	61.3%	78.1%	68.4%
	Detections per officer	0.3	0.1	0.4	0.4	0.2	0.4	0.2	0.3	0.2
Difference 10/11 to 3 year average		-10.1	0.2	10.8	-11.1	-0.6	-9.6	-1.9	0.5	-2.7

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*Group 3 – Crimes of dishonesty*

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 3	2010/11 detection rate	49.9%	60.1%	45.4%	37.7%	33.9%	50.2%	31.9%	49.7%	37.0%
	2009/10 detection rate	50.3%	54.4%	46.4%	37.9%	33.9%	51.0%	34.2%	50.7%	38.2%
	3 year average	48.9%	54.2%	48.4%	37.5%	35.5%	52.7%	33.0%	50.6%	38.2%
	Detections per officer	4.5	3.2	3.7	3.9	3.6	3.4	2.7	4.5	3.3
Difference 10/11 to 3 year average		1.0	6.0	-3.1	0.2	-1.7	-2.5	-1.2	-1.0	-1.2

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*Group 4 – Fireraising, malicious and reckless conduct*

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 4	2010/11 detection rate	37.6%	49.5%	37.7%	32.7%	22.4%	41.3%	17.3%	33.4%	25.0%
	2009/10 detection rate	36.5%	65.5%	34.9%	29.4%	25.0%	41.3%	18.0%	33.1%	25.6%
	3 year average	36.8%	50.2%	35.0%	30.6%	25.2%	40.0%	17.7%	32.6%	25.2%
	Detections per officer	1.9	1.9	1.7	1.5	1.1	1.9	0.8	1.6	1.2
Difference 10/11 to 3 year average		0.8	-0.7	2.7	2.1	-2.8	1.3	-0.4	0.8	-0.2

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*Group 5 – Drugs and other crimes*

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 5	2010/11 detection rate	99.1%	99.5%	100.0%	99.0%	99.4%	99.3%	97.4%	99.1%	98.3%
	2009/10 detection rate	100.3%	98.8%	99.5%	93.8%	98.6%	99.5%	97.9%	98.4%	98.0%
	3 year average	99.6%	99.1%	99.3%	96.2%	99.8%	99.1%	97.7%	98.9%	98.2%
	Detections per officer	4.0	3.6	2.8	3.4	3.4	4.4	4.1	3.5	3.8
Difference 10/11 to 3 year average		-0.5	0.4	0.7	2.8	-0.4	0.2	-0.3	0.2	0.1

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*Group 6 – Offences (miscellaneous)*

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 6	2010/11 detection rate	87.8%	89.1%	89.4%	73.1%	76.3%	90.8%	83.5%	87.2%	82.9%
	2009/10 detection rate	89.7%	89.9%	86.9%	75.1%	78.4%	92.1%	84.0%	90.5%	83.8%
	3 year average	91.0%	90.7%	87.9%	75.6%	77.5%	91.9%	83.8%	90.2%	83.8%
	Detections per officer	9.3	7.4	8.1	8.8	5.9	10.4	12.2	8.8	9.9
Difference 10/11 to 3 year average		-3.3	-1.6	1.5	-2.5	-1.3	-1.1	-0.3	-3.0	-0.9

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*Group 7 – Offences (road traffic)*

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Group 7	2010/11 detection rate	98.3%	100.0%	98.7%	95.0%	100.0%	98.7%	99.3%	100.0%	98.9%
	2009/10 detection rate	98.3%	100.0%	98.9%	89.7%	99.9%	99.1%	99.2%	100.0%	98.5%
	3 year average	96.3%	100.0%	99.3%	94.5%	99.9%	99.4%	98.9%	100.0%	98.6%
	Detections per officer	28.2	35.0	13.3	21.5	18.3	20.4	15.8	20.0	18.1
Difference 10/11 to 3 year average		2.0	0.0	-0.6	0.6	0.1	-0.7	0.3	0.0	0.3

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**Number of racist incidents, racially motivated crimes & offences and detection rates**

*Number of recorded racist incidents*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	280	66	213	550	1,102	111	2,273	284	4,879
2009/10	245	84	137	574	1,160	117	2,328	284	4,929
Change	35	-18	76	-24	-58	-6	-55	0	-50
% Change	14.3%	-21.4%	55.5%	-4.2%	-5.0%	-5.1%	-2.4%	0.0%	-1.0%

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*Number of racially motivated crimes and offences recorded*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	321	69	239	831	1,389	78	2,795	327	6,049
2009/10	343	86	254	879	1,348	86	2,888	324	6,208
Change	-22	-17	-15	-48	41	-8	-93	3	-159
% Change	-6.4%	-19.8%	-5.9%	-5.5%	3.0%	-9.3%	-3.2%	0.9%	-2.6%

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*Detection rate for recorded racially motivated crimes and offences*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	81.3%	94.2%	80.8%	67.3%	62.3%	74.4%	62.0%	78.6%	66.0%
2009/10	81.0%	77.9%	82.3%	69.3%	68.0%	76.7%	59.6%	79.9%	66.4%
% point change	0.3	16.3	-1.5	-2.0	-5.7	-2.3	2.4	-1.3	-0.4

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**Number of recorded antisocial behaviour community crimes & offences and detection rates**

*Number of antisocial behaviour community crimes & offences recorded – Disregard for Community/Personal Wellbeing*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	3,765	1,822	3,579	6,681	9,237	3,675	49,979	6,331	85,069
2009/10	4,748	2,244	5,009	9,585	12,170	5,171	59,956	6,521	105,404
Change	-983	-422	-1,430	-2,904	-2,933	-1,496	-9,977	-190	-20,335
% Change	-20.7%	-18.8%	-28.5%	-30.3%	-24.1%	-28.9%	-16.6%	-2.9%	-19.3%

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*Detection Rates for antisocial behaviour community crimes & offences - Disregard for Community/Personal Wellbeing*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	92.2%	95.2%	95.4%	82.2%	90.9%	97.0%	88.2%	99.9%	89.9%
2009/10	93.6%	94.2%	93.2%	81.0%	92.2%	96.7%	88.9%	100.0%	90.2%
% point change	-1.4	1.0	2.2	1.2	-1.3	0.3	-0.7	-0.1	-0.3

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*Number of antisocial behaviour community crimes & offences recorded – Acts directed at people*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	556	116	441	1,501	1,370	203	4,761	609	9,557
2009/10	496	90	467	1,384	1,621	237	4,866	668	9,829
Change	60	26	-26	117	-251	-34	-105	-59	-272
% Change	12.1%	28.9%	-5.6%	8.5%	-15.5%	-14.3%	-2.2%	-8.8%	-2.8%

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*Detection Rates for antisocial behaviour community crimes & offences - Acts directed at people*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	76.3%	79.3%	78.2%	58.6%	61.9%	75.4%	54.7%	59.8%	59.7%
2009/10	76.2%	65.6%	72.2%	59.2%	61.3%	70.0%	53.8%	63.0%	58.9%
% point change	0.1	13.7	6.0	-0.6	0.6	5.4	0.9	-3.2	0.8

*Number of antisocial behaviour community crimes & offences recorded – Environmental Damage*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	4,572	1,885	4,996	7,033	13,745	3,476	37,586	5,641	78,934
2009/10	4,774	2,191	6,177	7,318	17,073	4,824	43,399	5,468	91,224
Change	-202	-306	-1,181	-285	-3,328	-1,348	-5,813	173	-12,290
% Change	-4.2%	-14.0%	-19.1%	-3.9%	-19.5%	-27.9%	-13.4%	3.2%	-13.5%

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*Detection Rates for antisocial behaviour community crimes & offences - Environmental Damage*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	37.8%	48.2%	36.7%	31.7%	21.1%	38.5%	16.8%	32.0%	24.1%
2009/10	36.7%	65.2%	33.7%	28.3%	24.1%	35.6%	17.9%	31.9%	24.9%
% point change	1.1	-17.0	3.0	3.4	-3.0	2.9	-1.1	0.1	-0.8

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*Number of antisocial behaviour community crimes & offences recorded – Misuse of Public Space*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	275	126	634	301	377	166	30,024	345	32,248
2009/10	407	127	912	417	582	71	31,780	351	34,647
Change	-132	-1	-278	-116	-205	95	-1,756	-6	-2,399
% Change	-32.4%	-0.8%	-30.5%	-27.8%	-35.2%	133.8%	-5.5%	-1.7%	-6.9%

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*Detection Rates for antisocial behaviour community crimes & offences - Misuse of Public Space*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	99.6%	99.2%	100.0%	99.3%	100.3%	100.0%	100.0%	99.7%	99.9%
2009/10	100.0%	100.0%	100.0%	99.8%	99.8%	98.6%	100.0%	100.0%	100.0%
% point change	-0.4	-0.8	0.0	-0.5	0.5	1.4	0.0	-0.3	-0.1

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**Level of detected youth crime**

*Number of recorded crimes and offences (groups 1 to 6) by individual group classification committed by children and young people (aged 8 to 17 inclusive) within the period*

April to March		Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	Group 1	62	28	56	65	167	47	535	69	1,029
	Group 2	61	14	139	59	124	85	238	62	782
	Group 3	855	360	625	1,218	1,768	639	3,176	837	9,478
	Group 4	1,846	545	809	884	1,188	853	2,553	841	9,519
	Group 5	473	167	296	413	868	339	4,054	361	6,971
	Group 6	1,348	704	1,723	1,984	3,076	1,463	16,072	1,292	27,662
2009/10	Group 1	82	11	40	65	140	42	583	53	1,016
	Group 2	60	14	89	103	172	60	198	58	754
	Group 3	1,209	332	812	1,373	2,541	811	3,459	1,009	11,546
	Group 4	2,146	573	1,091	836	2,084	2,383	3,429	1,004	13,546
	Group 5	522	155	404	429	925	326	5,034	515	8,310
	Group 6	1,605	809	2,392	2,320	3,953	1,636	20,054	1,405	34,174
Change	Group 1	-20	17	16	0	27	5	-48	16	13
	Group 2	1	0	50	-44	-48	25	40	4	28
	Group 3	-354	28	-187	-155	-773	-172	-283	-172	-2,068
	Group 4	-300	-28	-282	48	-896	-1,530	-876	-163	-4,027
	Group 5	-49	12	-108	-16	-57	13	-980	-154	-1,339
	Group 6	-257	-105	-669	-336	-877	-173	-3,982	-113	-6,512
% Change	Group 1	-24.4%	154.5%	40.0%	0.0%	19.3%	11.9%	-8.2%	30.2%	1.3%
	Group 2	1.7%	0.0%	56.2%	-42.7%	-27.9%	41.7%	20.2%	6.9%	3.7%
	Group 3	-29.3%	8.4%	-23.0%	-11.3%	-30.4%	-21.2%	-8.2%	-17.0%	-17.9%
	Group 4	-14.0%	-4.9%	-25.8%	5.7%	-43.0%	-64.2%	-25.5%	-16.2%	-29.7%
	Group 5	-9.4%	7.7%	-26.7%	-3.7%	-6.2%	4.0%	-19.5%	-29.9%	-16.1%
	Group 6	-16.0%	-13.0%	-28.0%	-14.5%	-22.2%	-10.6%	-19.9%	-8.0%	-19.1%

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*Number of children and young people (aged 8 to 17 years inclusive) who have committed crimes and offences (groups 1 to 6) within the period.*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	1,683	692	2,847	3,352	4,543	1,312	24,912	2,588	41,929
2009/10	2,022	872	3,407	3,894	5,784	1,390	30,045	2,930	50,344
Change	-339	-180	-560	-542	-1,241	-78	-5,133	-342	-8,415
% Change	-16.8%	-20.6%	-16.4%	-13.9%	-21.5%	-5.6%	-17.1%	-11.7%	-16.7%

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*N.B. This indicator is based around the number of accused persons and not the number of crimes or offences e.g. if during this period an accused is apprehended and charged on six different occasions then this would be counted as 1 not 6.*

## Number of persons killed or injured in road collisions

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### Adult Fatal/Serious/Slight

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
<b>Fatal</b>									
2010/11	8	5	13	33	19	26	71	34	209
2009/10	8	10	6	29	30	31	65	23	202
Change	0	-5	7	4	-11	-5	6	11	7
% Change	0.0%	-50.0%	116.7%	13.8%	-36.7%	-16.1%	9.2%	47.8%	3.5%
<b>Serious</b>									
2010/11	104	62	109	289	318	101	583	157	1,723
2009/10	109	100	100	311	315	120	646	206	1,907
Change	-5	-38	9	-22	3	-19	-63	-49	-184
% Change	-4.6%	-38.0%	9.0%	-7.1%	1.0%	-15.8%	-9.8%	-23.8%	-9.6%
<b>Slight</b>									
2010/11	536	345	510	921	2,281	615	4,083	626	9,917
2009/10	596	371	567	1,152	2,317	776	4,481	789	11,049
Change	-60	-26	-57	-231	-36	-161	-398	-163	-1,132
% Change	-10.1%	-7.0%	-10.1%	-20.1%	-1.6%	-20.7%	-8.9%	-20.7%	-10.2%

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### Children Fatal/Serious/Slight

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
<b>Fatal</b>									
2010/11	0	0	0	1	2	0	3	0	6
2009/10	0	0	0	1	0	2	0	0	3
Change	0	0	0	0	2	-2	3	0	3
% Change	-	-	-	0.0%	∞	-100.0%	∞	-	100.0%
<b>Serious</b>									
2010/11	7	6	13	21	42	12	97	21	219
2009/10	10	9	18	23	43	9	104	20	236
Change	-3	-3	-5	-2	-1	3	-7	1	-17
% Change	-30.0%	-33.3%	-27.8%	-8.7%	-2.3%	33.3%	-6.7%	5.0%	-7.2%
<b>Slight</b>									
2010/11	49	43	67	100	250	44	474	88	1,115
2009/10	72	28	73	97	259	55	540	103	1,227
Change	-23	15	-6	3	-9	-11	-66	-15	-112
% Change	-31.9%	53.6%	-8.2%	3.1%	-3.5%	-20.0%	-12.2%	-14.6%	-9.1%

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### Number of persons killed or seriously injured in road collisions

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	119	73	135	344	381	139	754	212	2,157
2009/10	127	119	124	364	388	162	815	249	2,348
Change	-8	-46	11	-20	-7	-23	-61	-37	-191
% Change	-6.3%	-38.7%	8.9%	-5.5%	-1.8%	-14.2%	-7.5%	-14.9%	-8.1%

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*Number of children killed or seriously injured in road collisions*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	7	6	13	22	44	12	100	21	225
2009/10	10	9	18	24	43	11	104	20	239
Change	-3	-3	-5	-2	1	1	-4	1	-14
% Change	-30.0%	-33.3%	-27.8%	-8.3%	2.3%	9.1%	-3.8%	5.0%	-5.9%

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*Number of persons slightly injured in road collisions*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	585	388	577	1,021	2,531	659	4,557	714	11,032
2009/10	668	399	640	1,249	2,576	831	5,021	892	12,276
Change	-83	-11	-63	-228	-45	-172	-464	-178	-1,244
% Change	-12.4%	-2.8%	-9.8%	-18.3%	-1.7%	-20.7%	-9.2%	-20.0%	-10.1%

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*Number of persons killed or seriously injured in road collisions per million vehicle kilometres*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	0.039	0.036	0.047	0.070	0.051	0.044	0.045	0.049	0.194
2009/10	0.041	0.059	0.043	0.073	0.051	0.051	0.049	0.058	0.210
Change	-0.002	-0.023	0.004	-0.003	0.000	-0.007	-0.004	-0.009	-0.016

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*Number of children killed or seriously injured in road collisions per million vehicle kilometres*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	0.002	0.003	0.004	0.004	0.006	0.004	0.006	0.005	0.020
2009/10	0.003	0.004	0.006	0.005	0.006	0.003	0.006	0.005	0.021
Change	-0.001	-0.001	-0.002	-0.001	0.000	0.001	0.000	0.000	-0.001

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*Number of persons slightly injured in road collisions per million vehicle kilometres*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	0.190	0.256	0.200	0.207	0.340	0.210	0.274	0.221	0.992
2009/10	0.216	0.263	0.220	0.251	0.341	0.264	0.302	0.275	1.099
Change	-0.026	-0.007	-0.020	-0.044	-0.001	-0.054	-0.028	-0.054	-0.107

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*Number of road traffic collisions and casualties by injury classification (includes Adult and Children)*

April to March	Collisions				Casualties			
	Fatal	Serious	Slight	Total	Fatal	Serious	Slight	Total
Central	8	101	450	559	8	111	585	704
D&G	5	62	294	361	5	68	388	461
Fife	13	88	434	535	13	122	577	712
Grampian	32	272	793	1,097	34	310	1,021	1,365
L&B	20	342	1,998	2,360	21	360	2,531	2,912
Northern	21	89	416	526	26	113	659	798
Strathclyde	69	608	3,409	4,086	74	680	4,557	5,311
Tayside	32	157	533	722	34	178	714	926
Scotland	200	1,719	8,327	10,246	215	1,942	11,032	13,189

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*N.B. In a collision there may be a number of casualties with different types of severity e.g. 1 fatal, 2 serious and 2 slight. This would be counted as **one collision – fatal with five casualties - one fatal, two serious and two slight injury.***

*Average number of persons (including Adult and children) killed or injured in road collisions*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	1	1	1	1	1	2	1	1	1
2009/10	1	1	1	1	1	1	1	1	1
Change	0	0	0	0	0	0	0	0	0

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**Number of Special Constables and the hours they are on duty**

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*Number of Special Constables*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	90	130	128	197	170	138	628	172	1,653
2009/10	97	122	135	179	166	174	573	199	1,645
Change	-7	8	-7	18	4	-36	55	-27	8
% Change	-7.2%	6.6%	-5.2%	10.1%	2.4%	-20.7%	9.6%	-13.6%	0.5%

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*Number of hours on duty*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	12,253	21,848	16,434	34,198	30,840	21,464	52,640	32,804	222,481
2009/10	18,204	17,815	13,791	31,357	30,046	16,675	50,289	35,123	213,300
Change	-5,951	4,033	2,643	2,841	794	4,789	2,351	-2,319	9,181
% Change	-32.7%	22.6%	19.2%	9.1%	2.6%	28.7%	4.7%	-6.6%	4.3%
Average hours worked 2010/11	136	168	128	174	181	156	84	191	135
Average hours worked 2009/10	188	146	102	175	181	96	88	176	130
Change	-52	22	26	-1	0	60	-4	14	5
% Change	-27.5%	15.1%	25.7%	-0.6%	0.2%	62.3%	-4.5%	8.1%	3.8%

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## CRIMINAL JUSTICE & TACKLING CRIME

This area of policing relates to how forces and their partners contribute to the effective and efficient operation of the criminal justice system. It also relates to how forces and partner agencies tackle the issues around national security and serious organised crime.

### Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days (National agreed target 80%)

Number of reports submitted to the Procurator Fiscal

[Return to \(commentary\)](#)

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	12,919	9,908	12,852	20,444	28,408	12,052	119,126	16,690	232,399
2009/10	13,273	8,780	13,617	20,507	30,161	12,971	124,990	17,386	241,685
Change	-354	1,128	-765	-63	-1,753	-919	-5,864	-696	-9,286
% Change	-2.7%	12.8%	-5.6%	-0.3%	-5.8%	-7.1%	-4.7%	-4.0%	-3.8%

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Percentage of reports submitted to the Procurator Fiscal within 28 calendar days

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	86.8%	96.7%	83.1%	94.5%	85.0%	87.7%	91.1%	92.0%	90.1%
2009/10	86.8%	94.8%	83.3%	94.5%	87.1%	78.0%	90.3%	80.2%	88.5%
% point change	0.0	1.9	-0.2	0.0	-2.1	9.7	0.8	11.8	1.6
Performance against target	6.8%	16.7%	3.1%	14.5%	5.0%	7.7%	11.1%	12.0%	10.1%

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### Number and percentage of reports submitted to the Children's Reporter within 14 calendar days (National agreed target 80%)

Number of reports submitted to the Children's Reporter

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	1,216	285	312	1,003	2,059	686	7,794	904	14,259
2009/10	1,351	553	479	1,209	3,047	822	11,028	1,045	19,534
Change	-135	-268	-167	-206	-988	-136	-3,234	-141	-5,275
% Change	-10.0%	-48.5%	-34.9%	-17.0%	-32.4%	-16.5%	-29.3%	-13.5%	-27.0%

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Percentage of reports submitted to the Children's Reporter within 14 calendar days

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	86.4%	86.0%	84.3%	80.4%	90.4%	82.4%	87.0%	66.5%	85.3%
2009/10	85.5%	82.2%	86.2%	83.7%	93.4%	77.3%	87.7%	65.7%	86.5%
% point change	0.9	3.8	-1.9	-3.3	-3.0	5.1	-0.7	0.8	-1.2
Performance against target	6.4%	6.0%	4.3%	0.4%	10.4%	2.4%	7.0%	-13.5%	5.3%

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## Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded

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### Weight of Class A drug seizures

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Weight (g)									
2010/11	967	11,709	14,075	15,165	45,582	4,561	125,289	9,317	226,666
2009/10	1,158	5,624	19,764	19,181	41,029	859	79,451	13,977	181,043
Change	-191	6,085	-5,689	-4,015	4,553	3,702	45,838	-4,660	45,623
% Change	-16.5%	108.2%	-28.8%	-20.9%	11.1%	431.0%	57.7%	-33.3%	25.2%
Tablets									
2010/11	114	74	147	31	871	514	5,919	1,490	9,160
2009/10	259	2,419	418	142	4,167	209	6,743	1,286	15,643
Change	-145	-2,345	-272	-111	-3,296	305	-824	204	-6,483
% Change	-56.0%	-96.9%	-65.0%	-78.2%	-79.1%	145.9%	-12.2%	15.9%	-41.4%
Liquids (ml)									
2010/11	455	85	2,367	7,619	6,785	357	11,293	1,809	30,770
2009/10	385	1,469	2,251	2,892	6,980	781	6,196	3,446	24,400
Change	70	-1,384	116	4,727	-195	-424	5,097	-1,637	6,370
% Change	18.2%	-94.2%	5.2%	163.5%	-2.8%	-54.3%	82.3%	-47.5%	26.1%

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### Number of supply and possession with intent to supply offences recorded

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
All Supply									
2010/11	379	332	360	538	1,680	298	2,507	442	6,536
2009/10	565	314	755	713	2,005	287	4,263	627	9,529
Change	-186	18	-395	-175	-325	11	-1,756	-185	-2,993
% Change	-32.9%	5.7%	-52.3%	-24.5%	-16.2%	3.8%	-41.2%	-29.5%	-31.4%
Class A only									
2010/11	151	199	91	299	951	95	1,286	159	3,231
2009/10	227	140	263	450	1,191	132	2,252	339	4,994
Change	-76	59	-172	-151	-240	-37	-966	-180	-1,763
% Change	-33.5%	42.1%	-65.4%	-33.6%	-20.2%	-28.0%	-42.9%	-53.1%	-35.3%
% Class A									
2010/11	39.8%	59.9%	25.3%	55.6%	56.6%	31.9%	51.3%	36.0%	49.4%
2009/10	40.2%	44.6%	34.8%	63.1%	59.4%	46.0%	52.8%	54.1%	52.4%
% point change	-0.4	15.3	-9.5	-7.5	-2.8	-14.1	-1.5	-18.1	-3.0

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## Use of police direct measures

[Return to \(commentary\)](#)

### Number of antisocial behaviour fixed penalty tickets issued

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	1,614	542	1,489	2,171	3,714	1,414	41,800	2,195	54,939
2009/10	2,047	634	1,766	2,593	4,718	1,539	45,420	2,967	61,684
Change	-433	-92	-277	-422	-1,004	-125	-3,620	-772	-6,745
% Change	-21.2%	-14.5%	-15.7%	-16.3%	-21.3%	-8.1%	-8.0%	-26.0%	-10.9%

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### Percentage of antisocial behaviour fixed penalty tickets complied with

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	59.6%	62.4%	63.9%	64.7%	62.9%	67.2%	38.5%	55.9%	44.2%
2009/10	56.5%	66.7%	61.6%	64.9%	63.4%	71.7%	40.6%	56.8%	46.3%
% point change	3.1	-4.3	2.3	-0.2	-0.5	-4.5	-2.1	-0.9	-2.1

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### Number of formal warnings issued

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	594	187	902	1,481	942	156	1,703	176	6,141
2009/10	765	225	1,076	1,810	1,158	108	1,629	195	6,966
Change	-171	-38	-174	-329	-216	48	74	-19	-825
% Change	-22.4%	-16.9%	-16.2%	-18.2%	-18.7%	44.4%	4.5%	-9.7%	-11.8%

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### Percentage of formal warnings accepted

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	98.5%	99.5%	99.7%	92.8%	N/A	N/A	100.0%	100.0%	~
2009/10	100.0%	99.1%	99.3%	99.0%	N/A	N/A	100.0%	97.9%	~
% point change	-1.5	0.4	0.4	-6.2	~	~	0.0	2.1	~

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### Number of restorative justice warnings issued and conferences held

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	264	163	94	166	188	159	711	233	1,978
2009/10	363	255	100	220	271	129	1,231	244	2,813
Change	-99	-92	-6	-54	-83	30	-520	-11	-835
% Change	-27.3%	-36.1%	-6.0%	-24.5%	-30.6%	23.3%	-42.2%	-4.5%	-29.7%

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## SOUND GOVERNANCE & EFFICIENCY

This area of policing relates to how forces manage their resources and finances. It also relates to their accountability to stakeholders and the public.

### Proportion of working time lost to sickness absence

#### Police officers

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	3.5%	3.0%	3.6%	3.5%	3.7%	4.3%	3.9%	4.2%	3.8%
2009/10	4.6%	3.6%	3.8%	3.3%	3.9%	3.1%	4.5%	4.2%	4.1%
% point change	-1.1	-0.6	-0.2	0.2	-0.2	1.2	-0.6	0.0	-0.3

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#### Police staff

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	3.6%	3.9%	4.0%	4.0%	6.0%	N/A	5.3%	4.6%	~
2009/10	5.6%	3.9%	4.6%	4.5%	5.5%	3.9%	5.4%	4.6%	5.0%
% point change	-2.0	0.0	-0.6	-0.5	0.5	N/A	-0.1	0.0	~

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**N.B.** Due to IT difficulties, Northern are unable to provide figures for 2010/11

### Turnover rates for police officers and police staff

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#### Police officers

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	4.8%	3.9%	3.3%	4.4%	3.9%	4.8%	4.1%	3.4%	4.1%
2009/10	5.8%	5.0%	4.7%	3.3%	1.2%	4.5%	6.2%	4.1%	4.7%
% point change	-1.0	-1.1	-1.4	1.1	2.7	0.3	-2.1	-0.7	-0.6

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#### Police staff

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	12.7%	17.1%	10.4%	18.2%	11.6%	18.2%	8.5%	5.0%	11.2%
2009/10	7.7%	4.1%	7.2%	13.0%	1.5%	18.4%	9.3%	6.6%	8.1%
% point change	5.0	13.0	3.2	5.2	10.1	-0.2	-0.8	-1.6	3.1

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### Proportion of salary costs accounted for by overtime

#### Police officers

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	4.1%	4.4%	3.5%	3.9%	5.1%	5.9%	4.2%	N/A	~
2009/10	5.2%	4.4%	4.6%	5.1%	5.9%	7.6%	5.7%	4.8%	5.6%
% point change	-1.1	0.0	-1.1	-1.2	-0.8	-1.7	-1.5	~	~

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*Police staff*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	2.4%	0.7%	0.8%	0.7%	1.3%	2.2%	1.8%	N/S	~
2009/10	3.1%	1.1%	1.1%	1.2%	2.1%	2.6%	3.0%	1.1%	2.2%
% point change	-0.7	-0.4	-0.3	-0.5	-0.8	-0.4	-1.2	~	~

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**N.B.** The finance figures used by Strathclyde are for the period to 28 February and not a full 12-month period.

**Number of police officers and police staff (full-time equivalent)**

*Police officers*

As at 31 March 2011	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Police Officers in force	832.2	452.9	1,071.4	1,438.5	2,780.8	761.5	7,824.9	1,183.4	16,345.6
Police Officers on temporary service to SPSA	6.0	3.0	0.0	2.0	16.0	4.0	56.0	8.0	95.0
Police Officers on temporary service to SCDEA	5.0	11.0	10.0	14.0	43.0	6.0	104.6	8.0	201.6
Police Officers on secondment to central service (internally funded)	0.0	0.0	0.0	4.0	1.0	0.0	0.0	0.0	5.0
Police Officers on secondment to central service (externally funded)	0.0	0.0	8.0	3.0	30.0	3.0	181.1	5.0	230.1
Police Officers on other secondment (internally funded)	8.0	0.0	5.0	0.0	5.7	0.0	0.0	0.0	18.7
Police Officers on other secondment (externally funded)	8.0	0.0	6.0	4.0	7.0	1.0	0.0	0.0	26.0
Police Officers on maternity/adoption leave	9.1	4.6	7.1	23.0	33.2	6.1	86.0	11.7	180.8
Additional Regular Police Officers	2.9	31.6	0.0	27.0	42.0	0.0	37.0	20.0	160.5
Total number of Police Officers as per police strength publication	871.2	503.1	1,107.4	1,515.5	2,958.6	781.6	8,289.6	1,236.2	17,263.3
Police Officers on career breaks	2.0	0.7	3.6	14.7	15.0	0.0	27.0	1.5	64.5
Total number of Police officers	873.2	503.8	1,111.0	1,530.2	2,973.6	781.6	8,316.6	1,237.6	17,327.8
Police Cadets	0	0	0	16	0	5	0	0	21

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*Police staff*

As at 31 March 2011	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
Police Staff in force	299.6	204.1	447.6	651.7	1,090.7	327.1	2,273.8	521.4	5,815.9
Police Staff on temporary service to SPSA	2.8	1.0	0.0	0.0	0.0	0.0	0.0	1.0	4.8
Police Staff on temporary service to SCDEA	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.0
Police Staff on secondment to central service (internally funded)	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	1.0
Police Staff on secondment to central service (externally funded)	0.0	0.0	0.0	1.0	9.0	0.0	18.9	0.0	28.9
Police Staff on other secondment (internally funded)	8.1	0.0	0.0	0.0	1.0	0.0	0.0	0.0	9.1
Police Staff on other secondment (externally funded)	1.8	0.0	3.0	0.0	0.0	1.0	0.0	1.0	6.8
Police Staff on career breaks	0.4	0.0	2.1	0.8	5.0	0.0	8.0	1.0	17.3
Police Staff on maternity/adoption leave	3.2	5.0	7.4	7.3	15.8	4.7	43.0	8.5	95.0
Total number of <b>permanent</b> police staff	319.9	210.1	460.1	660.7	1,122.5	332.8	2,343.6	532.8	5,982.7
Temporary police staff	6.8	4.6	2.0	0.0	30.4	0.0	69.0	17.1	129.8
Agency staff	0.0	0.0	0.0	1.0	0.0	0.0	10.0	0.0	11.0
Total number of <b>all</b> police staff	326.7	214.7	462.1	661.7	1,152.9	332.8	2,422.6	549.9	6,123.5

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NOT PROTECTIVELY MARKED

The Police Service in Scotland Performance Report

**Staffing profile by declared disability, ethnicity and gender (headcount)**

*Declared Disability*

As at 31 March 2011		Police Officers		Police Staff		Special Constables	
		Total	%	Total	%	Total	%
Central	Yes	28	3.2	15	4.1	2	2.2
	No	772	87.4	328	90.6	57	63.3
	Choose not to disclose	41	4.6	11	3.0	0	0.0
	Unknown	42	4.8	8	2.2	31	34.4
D&G	Yes	9	1.8	15	5.8	4	3.1
	No	463	90.6	233	89.6	84	64.6
	Choose not to disclose	24	4.7	10	3.8	0	0.0
	Unknown	15	2.9	2	0.8	42	32.3
Fife	Yes	6	0.5	6	1.1	0	0.0
	No	1,078	95.7	495	93.9	120	93.8
	Choose not to disclose	0	0.0	0	0.0	0	0.0
	Unknown	43	3.8	26	4.9	8	6.3
Grampian	Yes	61	3.9	39	5.2	0	0.0
	No	0	0.0	0	0.0	0	0.0
	Choose not to disclose	0	0.0	0	0.0	0	0.0
	Unknown	1,507	96.1	715	94.8	197	100.0
L&B	Yes	54	1.8	44	3.5	1	0.6
	No	2,971	98.2	1,213	96.5	169	99.4
	Choose not to disclose	0	0.0	0	0.0	0	0.0
	Unknown	0	0.0	0	0.0	0	0.0
Northern	Yes	12	1.5	12	3.1	N/A	~
	No	728	91.3	361	92.6	N/A	~
	Choose not to disclose	43	5.4	10	2.6	N/A	~
	Unknown	14	1.8	10	2.6	N/A	~
Strathclyde	Yes	255	3.0	186	7.2	2	0.3
	No	7,874	93.8	2,344	90.7	418	66.6
	Choose not to disclose	266	3.2	55	2.1	208	33.1
	Unknown	0	0.0	0	0.0	0	0.0
Tayside	Yes	15	1.2	11	1.8	2	1.2
	No	1,063	84.7	467	75.9	35	20.3
	Choose not to disclose	49	3.9	11	1.8	0	0.0
	Unknown	128	10.2	126	20.5	135	78.5
Scotland	Yes	440	2.5	328	4.9	~	~
	No	14,949	85.1	5,441	80.6	~	~
	Choose not to disclose	423	2.4	97	1.4	~	~
	Unknown	1,749	10.0	887	13.1	~	~

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Declared Ethnicity

As at 31 March 2011		Police Officers		Police Staff		Special Constables	
		Total	%	Total	%	Total	%
Central	White	820	92.9	349	96.4	71	78.9
	Minority Ethnic	8	0.9	2	0.6	2	2.2
	Choose not to disclose	23	2.6	6	1.7	1	1.1
	Unknown	32	3.6	5	1.4	16	17.8
D&G	White	482	94.3	246	94.6	111	85.4
	Minority Ethnic	1	0.2	1	0.4	2	1.5
	Choose not to disclose	20	3.9	13	5.0	0	0.0
	Unknown	8	1.6	0	0.0	17	13.1
Fife	White	1,000	88.7	413	78.4	101	78.9
	Minority Ethnic	7	0.6	5	0.9	1	0.8
	Choose not to disclose	0	0.0	0	0.0	1	0.8
	Unknown	120	10.6	109	20.7	25	19.5
Grampian	White	1,398	89.2	587	77.9	118	59.9
	Minority Ethnic	3	0.2	4	0.5	0	0.0
	Choose not to disclose	0	0.0	2	0.3	1	0.5
	Unknown	167	10.7	161	21.4	78	39.6
L&B	White	2,973	98.3	1,239	98.6	167	98.2
	Minority Ethnic	44	1.5	12	1.0	3	1.8
	Choose not to disclose	8	0.3	6	0.5	0	0.0
	Unknown	0	0.0	0	0.0	0	0.0
Northern	White	749	94.0	379	97.2	N/A	~
	Minority Ethnic	6	0.8	3	0.8	N/A	~
	Choose not to disclose	1	0.1	8	2.1	N/A	~
	Unknown	41	5.1	3	0.8	N/A	~
Strathclyde	White	7,848	93.5	2,483	96.1	502	79.9
	Minority Ethnic	126	1.5	31	1.2	24	3.8
	Choose not to disclose	416	5.0	69	2.7	96	15.3
	Unknown	5	0.1	2	0.1	6	1.0
Tayside	White	1,181	94.1	587	95.4	112	65.1
	Minority Ethnic	15	1.2	6	1.0	2	1.2
	Choose not to disclose	44	3.5	8	1.3	7	4.1
	Unknown	15	1.2	14	2.3	51	29.7
Scotland	White	16,451	93.7	6,283	93.1	~	~
	Minority Ethnic	210	1.2	64	0.9	~	~
	Choose not to disclose	512	2.9	112	1.7	~	~
	Unknown	388	2.2	294	4.4	~	~

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NOT PROTECTIVELY MARKED  
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*Gender*

As at 31 March 2011		Police Officers		Police Staff		Special Constables	
		Total	%	Total	%	Total	%
Central	Male	633	71.7	121	33.4	53	58.9
	Female	250	28.3	241	66.6	37	41.1
D&G	Male	369	72.2	74	28.5	90	69.2
	Female	142	27.8	186	71.5	40	30.8
Fife	Male	828	73.5	160	30.4	76	59.4
	Female	299	26.5	367	69.6	52	40.6
Grampian	Male	1,147	73.2	247	32.8	127	64.5
	Female	421	26.8	507	67.2	70	35.5
L&B	Male	2,271	75.1	504	40.1	112	65.9
	Female	754	24.9	753	59.9	58	34.1
Northern	Male	592	74.3	99	25.4	N/A	~
	Female	205	25.7	294	75.8	N/A	~
Strathclyde	Male	6,053	72.1	930	36.0	402	64.0
	Female	2,342	27.9	1,655	64.0	226	36.0
Tayside	Male	908	72.4	215	35.0	113	65.7
	Female	347	27.6	400	65.0	59	34.3
Scotland	Male	12,801	72.9	2,350	34.8	~	~
	Female	4,760	27.1	4,403	65.2	~	~

## Expenditure on salaries, operating costs and capital

[Return to \(commentary\)](#)

### Expenditure on salaries (£000s)

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	46,721	28,934	67,498	87,009	170,135	42,089	376,661	N/S	~
2009/10	45,457	28,213	57,886	85,314	N/S	40,882	366,259	N/S	~
Change	1,264	721	9,612	1,695	~	1,207	10,403	~	~
% Change	2.8%	2.6%	16.6%	2.0%	~	3.0%	2.8%	~	~

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### Expenditure on operating overheads (£000s)

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	6,911	3,930	7,740	14,366	30,372	8,374	38,556	N/S	~
2009/10	7,107	4,430	8,857	14,146	N/S	10,160	46,252	11,424	~
Change	-196	-500	-1,117	220	~	-1,786	-7,696	~	~
% Change	-2.8%	-11.3%	-12.6%	1.6%	~	-17.6%	-16.6%	~	~

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### Expenditure on capital (£000s)

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	1,276	528	1,228	1,487	2,017	1,616	5,615	~	~
2009/10	2,394	714	2,150	1,703	N/S	3,618	8,759	1,764	~
Change	-1,118	-186	-922	-216	2,017	-2,002	-3,144	~	~
% Change	-46.7%	-26.1%	-42.9%	-12.7%	~	-55.3%	-35.9%	~	~

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### Expenditure per resident (£'s)

*Excludes police grant*

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	164.9	200.7	153.1	175.6	194.9	147.3	168.7	N/S	~
2009/10	162.0	201.3	151.6	172.2	~	147.7	155.4	N/S	~
Change	3.0	-0.5	1.5	3.4	~	-0.3	13.2	~	~

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## CONTEXT MEASURES

Context measures are not measures of performance; rather they are designed to provide contextual information to allow better understanding of the demands on a police force and the environment they operate within.

### Number of telephone calls and incidents

#### 999 calls

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	30,276	12,329	43,561	53,092	115,602	18,887	293,239	48,290	615,276
2009/10	29,318	13,049	44,428	56,518	120,118	20,006	306,859	45,723	636,019
Change	958	-720	-867	-3,426	-4,516	-1,119	-13,620	2,567	-20,743
% Change	3.3%	-5.5%	-2.0%	-6.1%	-3.8%	-5.6%	-4.4%	5.6%	-3.3%

[Click to return to CONTEXT MEASURES](#)

#### 999 calls per 10,000 population

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	1,038	830	1,199	974	1,231	654	1,322	1,209	1,185
2009/10	1,010	878	1,228	1,047	1,291	696	1,386	1,152	1,231
Change	28	-48	-29	-73	-60	-42	-64	57	-46
% Change	2.8%	-5.5%	-2.4%	-7.0%	-4.7%	-6.0%	-4.6%	4.9%	-3.7%

[Click to return to CONTEXT MEASURES](#)

#### Non-emergency calls

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	282,110	157,532	313,889	352,019	656,731	389,291	1,369,983	254,441	3,775,996
2009/10	286,204	167,932	322,765	355,053	705,633	445,335	1,485,864	267,974	4,036,760
Change	-4,094	-10,400	-8,876	-3,034	-48,902	-56,044	-115,881	-13,533	-260,764
% Change	-1.4%	-6.2%	-2.7%	-0.9%	-6.9%	-12.6%	-7.8%	-5.1%	-6.5%

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#### Non-emergency calls per 10,000 population

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	9,669	10,608	8,636	6,459	6,994	13,478	6,177	6,368	7,270
2009/10	9,856	11,302	8,919	6,580	7,585	15,492	6,713	6,751	7,810
Change	-186	-695	-283	-121	-592	-2,014	-536	-382	-540
% Change	-1.9%	-6.1%	-3.2%	-1.8%	-7.8%	-13.0%	-8.0%	-5.7%	-6.9%

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#### Number of incidents

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	107,779	74,173	137,917	148,935	339,399	128,644	987,355	183,537	2,107,739
2009/10	107,776	76,998	138,518	156,854	353,104	132,635	1,084,383	180,808	2,231,076
Change	3	-2,825	-601	-7,919	-13,705	-3,991	-97,028	2,729	-123,337
% Change	0.0%	-3.7%	-0.4%	-5.0%	-3.9%	-3.0%	-8.9%	1.5%	-5.5%

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### Number of incidents per 10,000 population

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	4,000	4,994	3,795	2,733	3,614	4,454	4,452	4,594	4,058
2009/10	3,711	5,182	3,828	2,907	3,796	4,614	4,899	4,555	4,317
Change	289	-188	-33	-174	-181	-160	-448	39	-259
% Change	7.8%	-3.6%	-0.9%	-6.0%	-4.8%	-3.5%	-9.1%	0.9%	-6.0%

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### Number of sudden deaths reported to the Procurator Fiscal

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	415	162	769	544	1,287	382	4,224	579	8,362
2009/10	411	151	717	551	1,425	397	3,871	619	8,142
Change	4	11	52	-7	-138	-15	353	-40	220
% Change	1.0%	7.3%	7.3%	-1.3%	-9.7%	-3.8%	9.1%	-6.5%	2.7%

[Click to return to CONTEXT MEASURES](#)

### Number of missing persons incidents

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	2,148	716	3,230	2,287	2,880	1,221	22,071	2,331	36,884
2009/10	2,451	894	3,657	2,181	3,552	1,293	22,570	2,663	39,261
Change	-303	-178	-427	106	-672	-72	-499	-332	-2,377
% Change	-12.4%	-19.9%	-11.7%	4.9%	-18.9%	-5.6%	-2.2%	-12.5%	-6.1%

[Click to return to CONTEXT MEASURES](#)

### Number of registered sex offenders in the community

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	193	99	254	272	591	170	1,233	317	3,129
2009/10	172	109	236	282	599	176	1,190	311	3,075
Change	21	-10	18	-10	-8	-6	43	6	54
% Change	12.2%	-9.2%	7.6%	-3.5%	-1.3%	-3.4%	3.6%	1.9%	1.8%

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### Number of domestic abuse incidents

[Return to \(commentary\)](#)

#### Number of domestic abuse incidents

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	3,692	1,406	3,844	3,676	9,920	1,140	27,320	4,425	55,423
2009/10	3,385	1,180	4,054	3,400	9,649	1,126	25,119	4,224	52,137
Change	307	226	-210	276	271	14	2,201	201	3,286
% Change	9.1%	19.2%	-5.2%	8.1%	2.8%	1.2%	8.8%	4.8%	6.3%

[Click to return to CONTEXT MEASURES](#)

#### Number of domestic abuse incidents per 10,000 population

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	127	95	106	67	106	39	123	111	107
2009/10	117	79	112	63	104	39	113	106	100
Change	10	16	-6	4	2	0	10	5	6
% Change	8.5%	20.3%	-5.4%	6.3%	1.9%	0.0%	8.8%	4.7%	6.3%

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## Number of individuals brought into custody

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	12,569	6,504	14,324	19,466	29,385	10,367	92,541	15,521	200,677
2009/10	12,381	6,024	14,697	19,327	30,770	10,675	103,911	16,368	214,153
Change	188	480	-373	139	-1,385	-308	-11,370	-847	-13,476
% Change	1.5%	8.0%	-2.5%	0.7%	-4.5%	-2.9%	-10.9%	-5.2%	-6.3%

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## Number of freedom of information requests and questions

### Requests

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	513	439	520	672	886	524	842	615	5,011
2009/10	524	467	544	711	869	623	857	542	5,137
Change	-11	-28	-24	-39	17	-99	-15	73	-126
% Change	-2.1%	-6.0%	-4.4%	-5.5%	2.0%	-15.9%	-1.8%	13.5%	-2.5%

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### Questions

April to March	Central	D&G	Fife	Grampian	L&B	Northern	Strathclyde	Tayside	Scotland
2010/11	1,841	1,606	2,342	2,330	2,576	1,560	2,469	2,656	17,380
2009/10	1,953	1,710	2,843	2,748	2,904	1,978	2,870	2,384	19,390
Change	-112	-104	-501	-418	-328	-418	-401	272	-2,010
% Change	-5.7%	-6.1%	-17.6%	-15.2%	-11.3%	-21.1%	-14.0%	11.4%	-10.4%

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**End of Report**