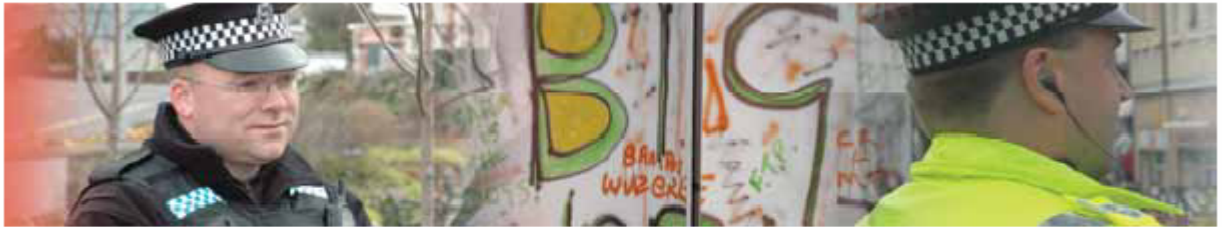


NOT PROTECTIVELY MARKED

Dumfries and Galloway  
Constabulary



# HOW DID WE DO?

An update on the Community Promise & Force Strategic Action Plan  
Quarter 1  
APRIL – JUNE 2007



NOT PROTECTIVELY MARKED

# COMMUNITY PROMISE

*We will work with, respect and protect the community*

We aim to be **open, available** and **approachable** to all. We will **listen, understand** and **work** with the community in **dealing** with local concerns and explain what we are doing and why.

## Community Promise

The Community Promise is a simple document outlining the force's strategic aims and objectives in key policing areas and is formulated following extensive consultation. The more detailed Strategic Action Plan identifies specific measurements/actions that will be used in ensuring aims and objectives are met.

## Our Standards of Service

- ▶ Promptly reply to enquiries from members of the public
- ▶ Respond promptly and professionally to complaints about the service we provide
- ▶ Treat all people in a courteous, polite and respectful manner
- ▶ Ensure that all our police stations are easy to access and welcoming
- ▶ Keep you informed on the progress of your incident
- ▶ Working with others, continue to aim to improve the quality of life in our community
- ▶ Provide information on other agencies or support groups
- ▶ Ensure that we actively engage with our customers, partners and staff
- ▶ Continue to develop and improve the service we provide

## What We Will Do

The force priorities were agreed following extensive consultation with the community. The Community Promise and Strategic Action Plan also reflect what is in the Scottish Policing Performance Framework, ACPOS policing priorities, the Scottish Strategic Assessment and local community and corporate plans.

The Community Promise and Strategic Action Plan will help us to provide more effective policing to the community, while improving local and national accountability through the publication of transparent performance information about how policing is being delivered in your area.

## How We Will Do It

Modern day policing is dynamic and how we tackle policing issues constantly needs to be reviewed. Throughout the year the force will monitor its performance against the force priorities. Any emerging issues will be quickly identified and suitable action taken.

## How We Will Measure

Constantly monitoring and measuring will ensure that the force will do what we say "we will do".

## Targets/Continuous Improvement

Whilst some of the measurements have targets against them, the aim is for continuous improvement. Where possible the measurements will be compared against a 3-year average (baseline)<sup>1</sup>. Some of the measurements are new and data may not previously have been collated or can only be compared to the previous year's figures. Many of the measurements require a contextual response.

## Scottish Policing Performance Framework

The Scottish Policing Performance Framework was implemented by forces in April 2007. The framework is the development of a robust performance management framework covering all aspects of policing in Scotland. The performance indicators which form the framework have been incorporated into this report.

## Terminology

An explanation of some of the terminology used throughout the report appears at the end

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<sup>1</sup> The 3-year average will be calculated by using the following three years 2004/05, 2005/06 and 2006/07.

## COMMUNITY POLICING

### What we will do

- Reduce antisocial behaviour
- Improve police presence
- Improve community consultation and feedback
- Increase public confidence and reduce the fear of crime
- Promote active citizenship

### How we measured up

Objective	Measurement	Performance
Reduce antisocial behaviour	Number of incidents recorded	3,401 incidents, up 404 (13.5%) on the 3-year average.  Recently introduced legislation designed to tackle antisocial behaviour and increase patrols at hot spots has encouraged the public to report incidents which previously were considered too minor. In addition, policing initiatives such as “Spring Clean” and “Response” have now commenced resulting in more antisocial behaviour incidents recorded.
	Quality of service returns	14.8% of those who returned a survey form stated that antisocial behaviour should be a force priority whilst 16.4% stated they felt likely to encounter antisocial behaviour.  This is an increase of 3.3% and 3.6% respectively from April – June in 2006.
	Number of intelligence logs submitted	3,903 intelligence logs were submitted, of which 161 related to antisocial behaviour and 26 to vandalism.
	Number of antisocial behaviour orders	5 antisocial behaviour orders were issued during this period.
	Number of closure orders	There were no closure orders
	Number of dispersal orders	2 dispersal orders, one in the harbour area of Annan and one in the Calside area of Dumfries.

Objective	Measurement	Performance			
<p>Reduce antisocial behaviour contd/..</p> <p>Improve police presence</p>	Number of acceptable behaviour contracts	31 acceptable behaviour contracts were issued during this period.			
	Number of antisocial behaviour warnings for drivers	47 antisocial behaviour warnings were given.			
	Number of vehicles seized	10 vehicles were seized under antisocial behaviour legislation.			
	Time spent in the community	<p>All Scottish forces have commenced a programme of activity analysis. The force carried out an activity analysis during April – June, the results of which will be available in September. This will give an accurate picture of officer time spent in the community.</p> <p>However, in addition to the above, the introduction of antisocial behaviour fixed penalties is estimated to have saved officers 136 hours through reduced bureaucracy means officers are more visible in the community.</p>			
	Quality of service returns	<table border="0"> <tr> <td data-bbox="1077 805 1562 967"> <p><b>April – June 2007</b></p> <p><b>Patrolling on Foot</b></p> <p>Saw an officer - 44.4%</p> <p>Never saw an officer – 48.1%</p> <p>No response – 7.5%</p> </td> <td data-bbox="1562 805 2003 967"> <p><b>April – June 2006</b></p> <p><b>Patrolling on Foot</b></p> <p>Saw an officer – 48.5%</p> <p>Never saw an officer – 47.5%</p> <p>No response – 4.0%</p> </td> </tr> <tr> <td data-bbox="1077 1000 1562 1146"> <p><b>Patrolling in Vehicle</b></p> <p>Saw a patrol car – 81.4%</p> <p>Never saw a patrol car – 12.0%</p> <p>No response – 6.6%</p> </td> <td data-bbox="1562 1000 2003 1146"> <p><b>Patrolling in Vehicle</b></p> <p>Saw a patrol car – 65.5%</p> <p>Never saw a patrol car – 24.8%</p> <p>No response – 9.7%</p> </td> </tr> </table>	<p><b>April – June 2007</b></p> <p><b>Patrolling on Foot</b></p> <p>Saw an officer - 44.4%</p> <p>Never saw an officer – 48.1%</p> <p>No response – 7.5%</p>	<p><b>April – June 2006</b></p> <p><b>Patrolling on Foot</b></p> <p>Saw an officer – 48.5%</p> <p>Never saw an officer – 47.5%</p> <p>No response – 4.0%</p>	<p><b>Patrolling in Vehicle</b></p> <p>Saw a patrol car – 81.4%</p> <p>Never saw a patrol car – 12.0%</p> <p>No response – 6.6%</p>
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Availability of vehicles	<p><b>99.7%</b></p> <p>There are currently 126 operational vehicles in the force fleet and out of a possible 11,466 days during this quarter they were available 99.7% of that time. <i>(Availability calculated by the 91 day period x 126 vehicles.</i></p>				



Objective	Measurement	Performance		
Improve community consultation and feedback contd/...	<p>Number of community and public meetings attended</p> <p>Hits on force website</p> <p>Participation in citizen panels/consultation groups</p> <p>Staff surveys</p> <p>Number of letters of appreciation</p>	<p>Members of the force attended 64 public meetings and 152 community meetings during this period.</p> <p>Staff regularly attend meetings with many groups and agencies from across the region providing information and advice. The profile of staff and accessibility to the service results in engagement at many levels. This can be in a formal setting of vulnerable adult or child protection meetings, to local groups seeking assistance in planning and managing events or police participation in such events.</p> <p>During the period there were 30,054 unique visits with 388,776 pages viewed with the latest news being the most popular. The force is also updating its website to introduce a section dedicated to child protection issues.</p> <p>In addition to regular forms of consultation such as area committees, the force is about to launch “Community Voice”, a network of people who are interested in getting involved with local services and commenting on different issues relating to life in Dumfries and Galloway. Currently 183 people have signed up to take part in the consultation group.</p> <p>The force recently ran a staff survey which focused primarily on internal issues such as their roles and stress in the work environment. It is proposed that the next survey will focus on community issues.</p> <p>35 letters of appreciation - down 13 on the 3-year average of 48.</p>		
Increase public confidence and reduce the fear of crime	Quality of service returns	<table border="0"> <tr> <td data-bbox="1079 1143 1549 1339"> <p><b>Daylight</b></p> <p>Felt very or fairly safe – 90.7%</p> <p>Felt a bit unsafe – 5.6%</p> <p>Did not answer – 3.7%</p> </td> <td data-bbox="1549 1143 1995 1339"> <p><b>Darkness</b></p> <p>Felt very or fairly safe – 57.4%</p> <p>Felt a bit or very unsafe – 23.1%</p> <p>Don’t go out – 14.8%</p> <p>Did not answer – 4.6%</p> </td> </tr> </table>	<p><b>Daylight</b></p> <p>Felt very or fairly safe – 90.7%</p> <p>Felt a bit unsafe – 5.6%</p> <p>Did not answer – 3.7%</p>	<p><b>Darkness</b></p> <p>Felt very or fairly safe – 57.4%</p> <p>Felt a bit or very unsafe – 23.1%</p> <p>Don’t go out – 14.8%</p> <p>Did not answer – 4.6%</p>
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Objective	Measurement	Performance
<p>Increase public confidence and reduce the fear of crime contd/..</p>	<p>Scottish Crime and Victimization Survey</p> <p>Reduction in crime</p> <p>Improved detection rates</p>	<p>The number of those who felt very or fairly safe during the hours of daylight is slightly down on the same time last year (3.4%), whilst those who felt very or fairly safe during the hours of darkness is down by 10.9%.</p> <p>Fear of groups of youths, the unknown, attack and the dark/poor lighting as well as drink/drug crimes are the main reasons people report feeling unsafe.</p> <p>The Scottish Crime and Victimization Survey (now renamed the Scottish Criminal Justice Survey) is currently being progressed nationally.</p> <p>Violent crime is down by 14 crimes (37.8%)  Sexual crime is up by 11 crimes (33.3%)  Dishonesty is down by 57 crimes (6.0%)  Criminal damage is up by 117 crimes (14.5%)</p> <p>Whilst sexual crime is up it should be noted that crimes in this category are generally committed by someone known to the victim and the crimes have often occurred many years before the victim has felt able to report the incident to the police.</p> <p>Property damage can range from minor damage to a wheelie bin to major damage such as a house in Moffat where windows were recently broken causing an estimated damage of £3,500.</p> <p>Violent crime is down by 1.9%  Sexual crime is up by 26.5%  Dishonesty is down by 3.1%  Criminal damage is down by 3.2%</p> <p>Whilst detection rates are slightly down the force continues to have some notable success e.g.</p> <ul style="list-style-type: none"> <li>• six local males aged between 16 and 18 were charged with over 70 acts of vandalism in and around the Dumfries area</li> <li>• extensive enquiries led to a 39 year old local man being charged with 12 sexual crimes.</li> </ul>

Objective	Measurement	Performance
<p>Increase public confidence and reduce the fear of crime contd/..</p> <p>Promote active citizenship</p>	Ad hoc online surveys	<p>The force is currently preparing a survey as part of its development of the child protection website. The survey focuses on attitudes and experiences in relation to child protection locally. The information will be used to influence the development of working practices within local child protection agencies.</p>
	Number of calls to Crimestoppers	<p>There were 66 calls to Crimestoppers. This is an increase of 6 on the same period the previous year.</p>
	Hits on force website	<p>During the period there were 30,054 unique visits with 388,776 pages viewed with the latest news being the most popular. Our website is constantly being updated to ensure that it is accessible by all members of the community and both textphone and assistive listening systems are available. The website was also recently redeveloped and has a section highlighted “Your Area” which allows the viewer to find out what’s happening locally in their community.</p>
	Service delivery returns	<p>Of the 200 service delivery survey forms issued, 108 (54.0%) were completed and returned. This is an increase of 3.5% on the previous year’s return rate.</p>
	Quadrant	<p>Quadrant is a statistical bulletin providing the latest performance information as well as other articles of interest. It is aimed at the mass market and all age groups. The circulation of the report has increased since its inception and is now available at dental/doctors’ surgeries, hospitals and in two of the larger supermarkets as well as in police stations. Articles such as the “Community Voice” are aimed at promoting active citizenship in the community.</p>
Increased survey returns	<p>The force currently has online surveys ongoing in relation to Operation Safety. The survey is aimed at primary 6 and 7 schoolchildren who have taken part in the joint initiative with partner agencies to promote a safe and healthy lifestyle. Currently 154 schoolchildren have completed the survey.</p>	

Objective	Measurement	Performance
	Number of special constables	<p>There are currently 108 specials within the force. During the period April – June, 7 specials left the force. Reasons for leaving include:</p> <ul style="list-style-type: none"> <li>▶ reaching the age of 60</li> <li>▶ not able to commit to the minimum number of hours required</li> <li>▶ medical grounds.</li> <li>▶ leaving to join regular constabulary</li> </ul> <p>Recruitment for special constables takes place twice yearly, in April and October, however it is an ongoing process throughout the year.</p>

### Contextual Information

In addition to the above, community police officers have been extremely active across the force and below are just a few things that have been happening during this quarter.

- Preparation for Stranraer Street Athletics in July, an event aimed to increase participation in sport.
- Polish Day held at Annan Academy.
- A MOBS (Make Our Bars Safer) scheme has been set up in the Southernness area and this was launched in June. All licensed premises in Southernness have agreed to participate along with the licensed premises in Carsethorn and New Abbey. This will lead to the sharing of information between all premises and assist in tackling antisocial behaviour.
- Blue Lights Disco (a secure environment for children to enjoy a disco where there is no danger of drink or drugs) was held in Sanquhar Town Hall.
- Neighbourhood Renewal and Stranraer Seafront Development; staff have actively engaged with both projects, supporting, advising and participating in meetings, discussions and consultations relative to matters identified.
- Outward Bound trip with the Parents Group from Sanquhar and Kelloholm Primaries to Lochgoilhead.



Objective	Measurement	Performance
<p>Focus resources on crimes that are of most concern and have a high community impact contd/...</p>	<p>Monitor specific crimes as identified through Scottish Strategic Assessment and Scottish Policing Performance Framework</p> <p>Number of domestic abuse interventions</p>	<p><i>What are we doing? a) Along with other partner agencies, the force recently held an IT Security conference aimed at public awareness of the risks and measures they can adopt to protect their finances and b) press releases highlighting the problem.</i></p> <p>Unacceptable street behaviour.</p> <p><i>What are we doing? The introduction of antisocial behaviour fixed penalties has meant that officers can quickly and effectively deal with low level crimes that adversely impact on the quality of life for communities. Between April and June, 110 tickets were issued for this type of offence.</i></p> <p>The crimes identified through the Scottish Strategic Assessment are: antisocial behaviour, terrorism, fraud, sexual offences, drugs and violence.</p> <p>Crimes of violence have fallen by 14 crimes (37.8%) on the same period last year and are down by 16 crimes (41.0%) on the 3-year average.</p> <p>The other crimes identified through the Scottish Strategic Assessment and Scottish Policing Performance Framework are mentioned elsewhere in this report.</p> <p>There were 126 domestic abuse interventions. Domestic abuse is defined as any form of physical, sexual or mental and emotional abuse which might amount to criminal conduct and which takes place within the context of a close relationship. The relationship will be between partners (married, cohabiting or otherwise) or ex-partners. The abuse can be committed in the home or elsewhere. Any incident which is reported to the police will be the subject of a domestic abuse intervention. The level of intervention will be dependent on the circumstances of the incident.</p>

Objective	Measurement	Performance
<p>Focus resources on crimes that are of most concern and have a high community impact contd/...</p> <p>Safeguard public order and national security</p>	<p>Number of persons involved in Multi Agency Public Protection Arrangements (MAPPA) conferences</p>	<p>24 persons were subject to a MAPPA conference. Types of offenders likely to be subject of a MAPPA conference include registered sex offenders; violent offenders subject to a probation order or who are or will be subject to supervision on release; other offenders who are considered by virtue of their convictions to pose a risk of serious harm to the public; and mentally disordered offenders with the above category.</p>
	<p>Number of persons arrested</p>	<p>2,303 persons were arrested and brought into custody.</p> <p>The average time that a custody was detained was for 9 hours with those arrested on warrant being held in custody for an average of 18 hours.</p>
	<p>Number of registered offenders on ViSOR</p>	<p>114 offenders are registered on ViSOR.</p> <p>ViSOR is a national database providing intelligence on known offenders to law enforcement officers from across the UK. Each offender will have one record on the system, which is populated by the police and probation and prison services so all agencies can make informed decisions based on all the available information.</p> <p>The use of ViSOR should make it difficult for offenders to ‘go underground’ and slip through the net.</p>
	<p>Number of persons arrested at our ports</p>	<p>19 persons were arrested. Arrests at the ports can vary and one of the main crimes being reported is that of the Identity Cards Act 2006. Crimes under this category are generally false documentations such as driving licences etc.</p>
	<p>Number of persons arrested under immigration legislation</p>	<p>58 - a decrease of 12 (17.1%) on the same period the previous year.</p>
	<p>Number of persons checked under the Terrorism Act 2000</p>	<p>471,680 - because 40% of all suspected immigration offences dealt with by the Border Immigration Agency in Scotland come from the Ports Unit, funding was provided for a new team of specially trained officers. This additional resource reflects the high numbers of persons checked under the Terrorism Act.</p>

Objective	Measurement	Performance
Safeguard public order and national security contd/..  Target the most active criminals	Number of persons charged with terrorism offences	13 - a decrease of 15 on the same period last year.
	Number of firearms revocations	6 - up 4 on the 3-year average.
	Number of AIMS packages	9 - of the 9: 1 has resulted in a positive outcome; 4 resulted in no offences detected. The remaining 4 are still outstanding.
	Local and national initiatives such as Safer Scotland	<p>There were no national initiatives during this period however the force had a number of local initiatives such as Operations Seesit and Minerva.</p> <p>Operation Seesit is aimed at tackling underage drinking and Operation Minerva is aimed at tackling damage to property and graffiti.</p>
	Number of calls to Crimestoppers	66 - the vast majority related to drugs intelligence.
	Number and value of asset seizures	Whilst there have been 31 drug-related financial investigations, no assets have been restrained/seized during this period.
	Number and quantity of drug seizures	<p>216 seizures with the greatest number of seizures being diamorphine (heroin) and cannabis/cannabis resin.</p> <p>Details of actual amounts are reported elsewhere in this report.</p>
	Number of persons referred to arrest referral	<p>765 were offered the arrest referral option of which 100 accepted (13.1%).</p> <p>By offering those who come into custody the option to be referred for drug or alcohol treatment, the force aims to re-educate those who may commit crime through addiction.</p>
	Crime statistics	Group 1 – 4 crime has slightly increased by 57 crimes (3.1%) over the same period last year. The increases are in group 2 – crimes of indecency and group 4 – criminal damage.

Objective	Measurement	Performance
Improve detection rates	Number and percentage of detected crimes	During this period 989 crimes were detected (52.5%). Whilst the detection rate for vandalism is lower than the previous period by 3.2%, the force has managed to detect 50% of all crimes reported in this category. Vandalism is often difficult to detect because of its sporadic and spontaneous nature. For example within a matter of minutes a vandal could have broken 20 car aerials in one street and be gone long before anything is noticed (recorded as 20 crimes).

### Contextual Information

Whilst crime is up slightly on the same period last year, it is down on the 3-year average by 118 crimes (5.9%). The number of crimes of vandalism currently exceeds the number of dishonesty crimes. The levels of vandalism can vary widely from serious damage to destruction of garden flowers. No vandalism however is insignificant and the force is committed to tackling this type of irresponsible behaviour.

## DRUGS AND ALCOHOL

### What we will do

- Reduce the availability of drugs
- Reduce the harm caused by drugs and alcohol
- Contribute to education in relation to drugs and alcohol
- Seize the assets of offenders
- Monitor emerging trends and future issues

### How we measured up

Objective	Measurement	Performance																		
Reduce the availability of drugs	Number of drug deaths	2 confirmed, with a further 3 still to be determined.  This is an increase on the same period last year when there were no confirmed deaths but 2 suspected.																		
	Number of drug overdoses	16 - a slight reduction of 2 on the same period last year.																		
	Number of problem drug users	1,806 - the number of problem drug users is taken from national statistics and the latest figure available is for 2003.																		
	Quantity of drugs seized	<table border="0"> <thead> <tr> <th>Class A</th> <th>Class B</th> <th>Class C</th> </tr> </thead> <tbody> <tr> <td>Diamorphine – 205.1g</td> <td>Amphetamine – 1,028.18g</td> <td>Cannabis Resin – 50,619.9g</td> </tr> <tr> <td>Cocaine – 1,141.9g</td> <td>Dihydrocodeine – 108 tablets</td> <td>Herbal Cannabis – 160.1g</td> </tr> <tr> <td>Methadone 375ml</td> <td></td> <td>Diazepam – 158 tablets</td> </tr> <tr> <td>Ecstasy – 7,908 tablets</td> <td></td> <td>Nitrazepam – 1 tablet</td> </tr> <tr> <td></td> <td></td> <td>Temazepam – 5 tablets</td> </tr> </tbody> </table>	Class A	Class B	Class C	Diamorphine – 205.1g	Amphetamine – 1,028.18g	Cannabis Resin – 50,619.9g	Cocaine – 1,141.9g	Dihydrocodeine – 108 tablets	Herbal Cannabis – 160.1g	Methadone 375ml		Diazepam – 158 tablets	Ecstasy – 7,908 tablets		Nitrazepam – 1 tablet			Temazepam – 5 tablets
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Number of supply charges	111 supply charges.  This is an increase of 14 crimes (14.4%) on the same period last year and an increase of 36 crimes (48.0%) on the 3-year average. 92 of the supply crimes were for Class A drug offences.																			

Objective	Measurement	Performance
<p>Reduce the availability of drugs contd/...</p> <p>Reduce the harm caused by drugs and alcohol</p>	<p>Number of suppliers arrested</p> <p>Number of searches</p> <p>Number of alcohol licensing offences</p> <p>Number of SID logs re underage drinking</p> <p>Local and national initiatives such as Operation Seesit</p>	<p>36 suppliers were arrested.</p> <p>Significant arrests have included:</p> <ul style="list-style-type: none"> <li>▶ 11/05/07 – 500g of cocaine and 5,095 ecstasy tablets seized from a Manchester supplier</li> <li>▶ 15/05/07 – 137.5g of cocaine seized from a local supplier</li> <li>▶ 26/05/07 - 171.9g of crack cocaine and 133g diamorphine were seized from two men from the north of England travelling through the area.</li> </ul> <p>21 positive searches.</p> <p>There were 4 licensing offences allegedly committed by licensed premises.</p> <ul style="list-style-type: none"> <li>▶ One shop in Dumfries was charged with the employee selling alcohol to a person under 18 years of age.</li> <li>▶ One nightclub sold alcohol outwith the permitted hours</li> </ul> <p>In addition there were:</p> <ul style="list-style-type: none"> <li>▶ 7 charges involving the purchase of alcohol for a person under 18 years of age.</li> </ul> <p>There were 7 intelligence logs created relating to underage drinking</p> <p>There are currently no national initiatives however locally the following are some of the operations ongoing:</p> <ul style="list-style-type: none"> <li>▶ Springclean – aimed at seizing alcohol from underage drinkers in Mid Galloway</li> <li>▶ Seesit/Cooper dealing with underage drinking in the Dumfries Division</li> <li>▶ Big World – preparation for the Big World. The Big World takes school leavers and highlights the dangers of drugs and alcohol through a series of interactive events such as a virtual nightclub.</li> </ul>

Objective	Measurement	Performance
Reduce the harm caused by drugs and alcohol contd/...	Number of persons accepting arrest referral option	765 offered; 100 accepted (13.1%).
Contribute to education in relation to drugs and alcohol	Alcohol Statistics Scotland (NHS)	The latest published figures for Scotland were in early 2007.  The figures for Dumfries and Galloway show that in 2005/06, 779 people were discharged with an alcohol-related diagnosis with 355 having mental and behaviour disorders caused by alcohol abuse.
Contribute to education in relation to drugs and alcohol	Number of drug information packages issued	296 – the drug information packs are various leaflets sourced from the Scottish Executive which include a guide for parents, alcohol guide and controlled drugs guide plus assorted leaflets and reference cards for particular drugs if required.
Contribute to education in relation to drugs and alcohol	Number of drug talks	49 drug talks. In addition to the drug talks given throughout the force area, over 1,910 primary seven pupils from 97 schools in the region attended Choices for Life. The annual event held at the SECC aims to highlight the dangers of drink and drugs to children through music, drama and audience participation.
Seize the assets of offenders	Value of assets seized	£0
Seize the assets of offenders	Number of asset seizure cases	31
Monitor emerging trends and future issues	Crime statistics	The number of supply and possession with intent to supply charges was 111, an increase of 14 (14.4%) on the previous year.
Monitor emerging trends and future issues	Crime statistics	The number of possession charges was 187, a decrease of 36 (16.1%) on the previous year.
Monitor emerging trends and future issues	Type of drug seizures	The biggest quantity of drugs seized has been <ul style="list-style-type: none"> <li>▶ cannabis/cannabis resin - 50619.9g</li> <li>▶ cocaine - 1141.9g</li> <li>▶ ecstasy - 7908 tablets</li> </ul>

Objective	Measurement	Performance
Monitor emerging trends and future issues	<p>Number and type of SID (Scottish Intelligence Database) logs</p> <p>Number and type of NIM products</p>	<p>Of the 1,336 intelligence logs captured on SID; 502 relate to heroin; 185 to cannabis; 110 to cocaine; 22 to amphetamine; 1 to ecstasy; and the remaining intelligence received did not specify the type of drug.</p> <p>There were 7 NIM products produced. NIM products are profiles created on a developing problem/trend or individual.</p> <p>Problem Profile (1) - Cannabis Cultivation Target Profile (6) – Suspected drug dealing activity</p>

## ROADS POLICING

### What we will do

- Reduce road crashes
- Support and provide road safety education
- Work with partners to improve road design
- Identify and target the causes of road traffic crashes
- Improve police presence on our roads

### How we measured up

Objective	Measurement	Performance		
Reduce road crashes	Road crashes	<b>April – June 07</b> <b>Total – 452</b> Fatal – 3 Serious – 43 Slight – 88 Non injury – 318	<b>3-year average</b> <b>Total – 467</b> Fatal – 3 Serious – 28 Slight – 81 Non injury – 355	<b>Down 15 in total</b> <b>No diff.</b> <b>Up 15</b> <b>Up 7</b> <b>Down 37</b>
	Road casualties	<b>Total – 178</b> Fatal – 4 Serious – 48 Slight – 126	<b>Total – 148</b> Fatal – 3 Serious – 31 Slight – 114	<b>Up 30 in total</b> <b>Up 1</b> <b>Up 17</b> <b>Up 12</b>
	Casualties per million vehicle km	It is estimated that the volume of traffic travelling on our roads is 1,944 million vehicle kilometres. The casualty rate for the force area is 9.3 per 100m vehicle kilometres, which is an increase on the 3-year average of 8.1 per 100m vehicle kilometres.		
Support and provide road safety education	Number of participants in cycle training	1,356 undertook cycle training during this period.  In addition to the normal cycle training, for the first time this year the force introduced a new alternative cycling programme which took part at Dundrennan Army Range in Kirkcudbright. This format of training ensured that it was within a realistic road environment whilst still ensuring the child’s safety rather than within the confines of a school playground.		

Objective	Measurement	Performance
Support and provide road safety education contd/...	<p>Number of participants in local initiatives</p> <p>Number of persons referred to the Driver Improvement Scheme</p> <p>Number of education inputs/presentations</p>	<p>1,669 - one local initiative is Choices, a new education package for 16 - 17 year olds. This initiative involves inputs from the Driving Standards Agency, the Motorcycle Unit, the Road Safety Officers and the Fire and Rescue Service. The programme outlines what young drivers need to do to obtain their driving licences whilst including general safety advice.</p> <p>42 - drivers who are referred to the Driver Improvement Scheme have been stopped for minor careless or inconsiderate driving behaviour. They are offered the opportunity to take some further training on one occasion only. Should they re-offend they will be reported to the Procurator Fiscal.</p> <p>41 education inputs/presentations were given during this period including:</p> <ul style="list-style-type: none"> <li>▶ rural road awareness weekend which took place in May and focused on the dangers of excessive speed on rural roads,</li> <li>▶ guidance given to pregnant/new mothers on car safety for both themselves and their children.</li> </ul>
Work with partners to improve road design	<p>Number of consultations received from Roads Authority</p> <p>Number of recommendations made to partner agencies</p>	<p>There were 80 consultations received during this period. One of these related to three new improvement schemes that have now started construction on the A75 trunk road at Planting End near Castle Kennedy, Newton Stewart and Bettyknowes. Works are expected to be completed by Spring 2008.</p> <p>There were 92 recommendations made to partner agencies. Police were consulted and provided recommendations on:</p> <ul style="list-style-type: none"> <li>- police have also been consulted and provided recommendations on a new housing development at Sydney Place, Lockerbie</li> <li>- proposed new petrol station and food store at Heathhall, Dumfries and</li> <li>- food store at Newton Stewart.</li> </ul>

Objective	Measurement	Performance
Identify and target the causes of road traffic crashes	<p>Number of Group 7 offences specifically:</p> <ul style="list-style-type: none"> <li>▶ dangerous/careless driving</li> <li>▶ drink/drug driving</li> <li>▶ speeding</li> <li>▶ seatbelt offences</li> <li>▶ use of mobile phones</li> </ul> <p>Analysis of road crash statistics</p>	<p>225 up 91 (67.9%) on the 3-year average of 134  84 up 24 (40.0%) on 3-year average of 60  3,502 down 1,571 (31.0%) on the 3-year average of 5,073  206 up 53 (34.6%) on the 3-year average of 153  226 up 80 (54.8%) on the 3-year average of 146</p> <p>Road traffic offences have decreased for this period and this can be attributed to the change in strategy for the deployment of the Safety Camera Partnership. The cameras are now fully focusing on where collisions have occurred and are deployed less on main trunk roads.</p> <p>There were 134 collisions which involved someone being injured:</p> <ul style="list-style-type: none"> <li>▶ the A75 had the most casualties during this period with 32 being injured (2 fatally) on this road,</li> <li>▶ there were 17 casualties on the A74, and</li> <li>▶ 11 casualties on the A76 including 1 fatality.</li> </ul> <p>Some of the causation factors included:</p> <ul style="list-style-type: none"> <li>▶ 18 drivers had been drinking,</li> <li>▶ 5 were driving aggressively, and</li> <li>▶ 6 were exceeding the speed limit.</li> </ul> <p>It is still the case that well over 90% of crashes are directly attributable to driver behaviour.</p>
Improve police presence on our roads	<p>Time spent by MSG (Mobile Support Group) officers in the community</p> <p>Quality of service returns</p>	<p>All Scottish forces have moved towards doing activity analysis. The force carried out an activity analysis during April – June, the results of which will be available in September. This will give a more accurate picture of the time spent by MSG officers in the community.</p> <p>81.4% said they had seen police patrolling in a vehicle which is an increase of 15.9% on the same period last year.</p>

Objective	Measurement	Performance
Improve police presence on our roads contd/...	<p>Availability of vehicles</p> <p>Number of FTE police available</p> <p>Sickness levels</p> <p>Number of hours camera safety partnership deployed</p>	<p>The force currently has 126 operational vehicles in its fleet. The vehicles were available for 99.7% of the time.</p> <p>In addition the Motorcycle Unit has taken ownership of two new BMW R1 200RT motorcycles. The bikes are fitted with emergency equipment and the latest speed detection technology which will help combat irresponsible driver behaviour.</p> <p>There are currently 507 officers employed by Dumfries and Galloway Constabulary. Taking into account the number of officers who work part-time or job-share, the full-time equivalent staff is 496.</p> <p>From a possible 27,474 days, police officers lost 854 due to sickness days (3.1%). This is slightly higher than last year when 2.8% was lost through sickness</p> <p>375 hours - during this period the camera safety partnership issued 2,543 tickets.</p>

### Contextual Information

To deliver the Community Promise on road policing we have increased our enforcement activity and will continue to do so throughout the year.

On the first day of the UN Global Road Safety Week, a motorist was found with his three children in the rear. The eldest, a nine year-old, was holding a nine month-old baby on her lap and neither had any means of restraint or a suitable child seat. His third child, a two year-old, was also seated with no means of restraint or suitable child seat. Both parents had taken the time to fasten their own seatbelts.

As well as showing a visible presence on the roads, officers have been actively trying to get the road safety message across through education and use of the media.

The overall message to drivers is simple: drive carefully and within the law or be prepared to face the consequences.

## SOUND GOVERNANCE

### What we will do

- Drive continuous improvement
- Demonstrate value for money
- Make best use of our resources to deliver a people-focused service
- Work with others to improve our service
- Deliver professional and high standards of service

### How we measured up

Objective	Measurement	How we performed
Drive continuous improvement	<p>Value of efficiency savings</p> <p>Number of suggestions to Best Value Group</p> <p>Number of complaints</p>	<p>Improving the efficiency and effectiveness of the police service through targets is at the heart of the Efficient Government agenda.</p> <p>One of the main efficiency savings has been the introduction of antisocial behaviour tickets. Since the introduction of antisocial behaviour fixed penalties it is estimated that time saved by officers was 136 hours. Freeing up time spent preparing reports for the Procurator Fiscal has meant that officers are on the streets for longer periods.</p> <p>There has been one suggestion made during this period which is being developed.</p> <p>There have been 27 complaints against personnel during this period, an increase of 10 on the previous year.</p> <p>In addition there have been 20 complaints about the quality of service delivered. This is 2 less than the same period last year. 76.9% of those who received a service delivery survey expressed satisfaction with the way the force was generally performing.</p>

Objective	Measurement	How we performed
Drive continuous improvement contd/..	Customer satisfaction levels	<p><b>Initial satisfaction</b>  Satisfied – 88.0%  Dissatisfied – 2.8%  Neither satisfied/dissatisfied or No response – 9.2%</p> <p><b>Overall satisfaction</b>  Satisfied – 75.0%  Dissatisfied – 3.8%  Neither satisfied/dissatisfied or No response – 21.2%</p>
Demonstrate value for money	<p>Best Value reviews</p> <p>IMAGE audits</p> <p>Expenditure on wages, operational costs and capital</p> <p>% salary costs accounted for by overtime</p> <p>Benchmark – ACPOS Quarterly Report</p> <p>Value of efficiency savings</p>	<p>There are currently no Best Value reviews ongoing however there are a number of projects which will drive continuous improvement and enhance performance. Examples are the introduction of STORM MA, a national command and control system, the Police Common Platform Project and ongoing reviews of the criminal justice system.</p> <p>1,191 incident records were audited during this period. 103 (8.6%) of the incidents were queried. This can range from minor enquiry as to whether the incident is classified correctly to an incident where the crime details may not have been entered on IMAGE. In the vast majority of cases a reasonable explanation was provided.</p> <p>Force gross expenditure for this period was £6,927,011. Offset against the above costs was the police grant of £3,450,519. giving a net expenditure of £3,476,492.</p> <p>Total salary costs – £5,456,238  Total overtime costs – £213,051  % salary costs accounted for by overtime – 3.9%</p> <p>The force continues to benchmark performance against the national picture and with the exception of road crashes is very favourable when compared to other forces. Best practice and learning points are also shared between forces.</p> <p>This will only be reported on a yearly basis once it has been subjected to audit by the Scottish Executive.</p>

Objective	Measurement	How we performed
<p>Make best use of our resources to deliver a people-focused service</p>	<p>Number of calls resolved at initial point of contact by FCC (Force Communications Centre)</p> <p>Analysis and action of survey results</p> <p>Actions arising from Resource and Business Continuity meetings</p>	<p>30,067 calls were dealt with by FCC staff.</p> <p>The force dealt with 22,372 incidents and answered 95.1% of its 999 calls within 10 seconds.</p> <p>Of the emergency incidents which required an officer to attend:</p> <ul style="list-style-type: none"> <li>- in urban areas 73.1% attended within 10 minutes</li> <li>- in rural areas 77.4% attended within 20 minutes.</li> </ul> <p>The force has recently carried out a work related stress audit. 338 members of staff completed the survey which is currently being assessed.</p> <p>105 actions arising two of which are provided as examples:</p> <ul style="list-style-type: none"> <li>- <b>FCC Public Service Advisers – further 2 postholders requesting flexible working;</b> ongoing work to ensure flexible working policy adopted and demands met where possible – whilst meeting FCC demand and with no/minimal additional costs involved. Supported – with recognition that close monitoring required.</li> <li>- <b>force representative for Disaster Victim Recovery Investigation Team;</b> agreed to advertise for one constable as requested and as force contribution to national requirement to support this specialist role.</li> </ul>
<p>Work with others to improve our service</p>	<p>Submission times to Reporter/SCRA</p> <p>Submission times (Bichard)</p>	<p>There were 187 reports sent to the Reporter of which 142 (75.9% ) were submitted within 14 days.</p> <p>84.3% of offender records are updated on the Criminal History System with details of the arrest charge(s) within 1 day.</p>

Objective	Measurement	How we performed
<p>Work with others to improve our service contd/...</p>      <p>Deliver professional and high standards of service</p>	Custody Visiting Scheme	49 visits with no major issues and no complaints made by custodies. The role of the custody visitors is to visit police forces across Scotland to assess the treatment of persons held in custody.
	Respond to internal and external inspections	The force is currently the holder of the Charter Mark and Investor in Peoples awards. In addition during the summer period HMIC are looking to review specific areas in all forces: community engagement; countering internal terrorism; crime recording; and promotion.
	Consultation/Group focus	In addition to regular forms of consultation such as attendance at area committees, the force is about to launch "Community Voice", a network of people who are interested in getting involved with local services and commenting on different issues relating to life in Dumfries and Galloway. Currently 183 people have signed up to take part in the consultation group.
	Number of complaints	<p><b>Total – 47</b>  Formal – 11  Minor – 16  Quality of service – 20</p>
	Number of letters of appreciation	35
	Recruitment	9 new police staff were employed during this period. No new police officers were recruited.
	Staff turnover rates	<p>Total staff turnover during this period was 2.4%.</p> <p>Police turnover rate was 1.0% and support staff turnover rate was 4.6%.</p> <p>This is slightly higher than last year's staff turnover of 1.1%.</p>
Staff exit surveys	Exit interviews were carried out for 5 police officers and 17 support staff leavers.	

## SCOTTISH POLICING PERFORMANCE FRAMEWORK SERVICE RESPONSE

### What we aim to achieve

- ▶ Accessible policing services for all
- ▶ Increased public satisfaction with service delivery
- ▶ Keep victims of crime informed and provide them with access to support
- ▶ Timely and professional response to the public
- ▶ Efficient and effective call handling
- ▶ Meet the needs of communities through effective partnerships
- ▶ Effective response to service delivery complaints
- ▶ Improved custody processing times

### We will measure our level of service by:

- Level of service user satisfaction

Measurement	How we performed	3-year average	Performance
Initial contact with the police	Satisfied – 88.0% Dissatisfied – 2.8%	Satisfied – 86.5% Dissatisfied – 6.3%	↑ 1.5% ↓ 3.5%
Overall way the police dealt with the incident	Satisfied – 75.0% Dissatisfied – 3.8%	Satisfied – 76.6% Dissatisfied – 9.9%	↓ 1.6% ↓ 6.1%
Kept adequately informed about the progress made regarding their enquiry	Yes – 29.6% No – 21.3% No response – 49.1%	Yes – 37.8% No – 21.6% No response – 40.5%	↓ 8.2% ↓ 0.3% ↑ 8.6%
General performance of the police force	Satisfied – 76.9% Dissatisfied – 5.6%	Satisfied – 69.4% Dissatisfied – 6.3%	↑ 7.5% ↓ 0.7%

The following indicator also reflects the level of service provided by the force:

- ▶ Proportion of 999 calls answered within 10 seconds

Measurement	How we performed	3-year average	Performance
Number of 999 calls received Number of 999 calls answered within 10 seconds % of 999 calls answered within 10 seconds	3,147 2,994 95.1%	2,449 2,335 95.3%	The number of 999 calls received increased by 698 (28.5%) with the number being answered within 10 seconds slightly falling by 0.2%.

The following indicators identify the demand placed on the force which can have a negative/positive effect on achieving our objective of providing a better service response:

- ▶ Number of telephone calls and incidents
- ▶ Proportion of population from minority ethnic groups<sup>2</sup>
- ▶ Number of sudden deaths reported to the Procurator Fiscal

Measurement	Current Level	3-year average	+/- increase on 3-year average
Number of telephone calls and incidents	Emergency – 3,147 Non Emergency – 52,396 Incidents – 22,372	With changes in IT such as the introduction of the Call Management System a 3-year average cannot be produced for comparison.	
Proportion of population from minority ethnic groups	The figures available show that the total minority ethnic population is currently 0.65%, which equates to 960 people in Dumfries and Galloway. The figures are based on declared minority ethnic groups.		
Number of sudden deaths reported to the Procurator Fiscal	46	46	No difference on the 3-year average

<sup>2</sup> Census figures are produced by the National Statistics Standards and the latest available are for 2001. This is included to provide contextual data on the ethnic demography of an area.

**SCOTTISH POLICING PERFORMANCE FRAMEWORK  
PUBLIC REASSURANCE & COMMUNITY SAFETY**

**What we aim to achieve**

- ▶ Positive impact on crime, particularly priority crimes
- ▶ Maintaining public order
- ▶ Safeguarding national security
- ▶ Protection of vulnerable people
- ▶ Effective management of registered sex offenders
- ▶ Increased public confidence in the police
- ▶ Improved perceptions of personal safety and reduced fear of crime
- ▶ Reduced antisocial behaviour
- ▶ Reduced harm caused by drugs
- ▶ Road casualty reduction
- ▶ Improved targeting and disruption of specific crime types, e.g. youth crime
- ▶ Improved visibility

**We will measure our level of service by:**

- Number of recorded crimes and offences
- Number of persons killed or injured in road accidents
- The Number of racist incidents

Measurement	How we performed	3-year average	Performance
Group 1 – Crimes of Violence	23	39	↓ 16 crimes
Group 2 – Crimes of Indecency	44	41	↑ 3 crimes
Group 3 – Crimes of Dishonesty	892	1,051	↓ 159 crimes
Group 4 – Fireraising, Malicious Mischief etc	925	870	↑ 55 crimes
Group 5 – Crimes (Miscellaneous)	594	518	↑ 76 crimes
Group 6 – Offences (Miscellaneous)	1,454	1,305	↑ 149 offences
Group 7 – Road Traffic Offences	5,735	6,734	↓ 999 offences
The number of persons killed or seriously injured per million vehicle kilometres	52 (0.0267)	34 (0.0175)	↑ 18 (0.0092)
The number of children killed or seriously injured per million vehicle kilometres	3 (0.0015)	2 (0.0010)	↑ 1 ((0.0005)
The number of persons slightly injured per million vehicle kilometres	126 (0.0648)	113 (0.0581)	↑ 13 (0.0067)
The number of racist incidents	18	19	↓ 1 incident
The number of racist incidents per 1,000 population	(0.12)	(0.13)	↓ (0.01)

**The following indicator also impacts on public reassurance and community safety:**

- ▶ Weight of class A drug seizures and number of supply and possession with intent to supply offences recorded

Measurement	How we performed	3-year average	Performance
Weight of class A drug seizures (grams)	1,347	740	↑ 607
Quantity of class A drug seizures (tablets)	7,908	358	↑ 7,550
Millilitres of Class A drug seizures	375	915	↓ 540
Number of offences of supply and possession with intent to supply (Class A)	92	64	↑ 28

**The following indicators identify the demand placed on the force which can have a negative/positive effect on achieving our objective of public reassurance and community safety:**

- ▶ Number of registered sex offenders
- ▶ Number of domestic abuse incidents
- ▶ Number of problem drug users
- ▶ Number of missing persons incidents

Measurement	Current Level	Performance
Number of registered sex offenders	114	These are new measurements and as such there is no 3-year comparison.
Number of domestic abuse incidents	319	
Number of problem drug users	1,806	
Number of missing persons incidents	269	

*The number of domestic abuse and missing persons incidents are those which have occurred between April – June. The number of registered sex offenders and problem drug users is the total number held currently on record.*

**SCOTTISH POLICING PERFORMANCE FRAMEWORK  
CRIMINAL JUSTICE & TACKLING CRIME**

**What we aim to achieve**

- ▶ Improved detection rates for crime, particularly priority crimes
- ▶ Support delivery of an efficient, effective and accessible criminal justice system
- ▶ Increased levels of public confidence in the criminal justice system
- ▶ Faster end-to-end criminal justice processes
- ▶ Effective co-operation between Scottish Crime and Drug Enforcement Agency and forces
- ▶ Reduced re-offending
- ▶ Effective use of intelligence
- ▶ Improved working relationships with the Crown Office and Procurator Fiscal Service and Scottish Court Service
- ▶ More effective use of non-court resolutions

**We will measure our level of service by:**

- Detection rate for recorded crimes and offences
- Number and proportion of racially aggravated crimes detected

Measurement	How we performed		3-year average		Performance
Group 1 – Crimes of Violence (detected)	20	(87.0%)	34	(87.2%)	↓ 0.2%
Group 2 – Crimes of Indecency (detected)	41	(93.2%)	32	(78.0%)	↑ 15.2%
Group 3 – Crimes of Dishonesty (detected)	466	(52.2%)	566	(53.9%)	↓ 1.7%
Group 4 – Fireraising, Malicious Mischief etc (detected)	462	(49.9%)	370	(42.5%)	↑ 7.4%
Group 5 – Crimes (Miscellaneous) (detected)	594	(99.7%)	517	(99.8%)	↓ 0.1%
Group 6 – Offences (Miscellaneous) (detected)	1,339	(92.1%)	1,200	(92.0%)	↑ 0.1%
Group 7 – Road Traffic Offences (detected)	5,735	(100.0%)	6,734	(100.0%)	↔
Racially aggravated crimes (reported)		7		9	↓ 2 crimes
Racially aggravated crimes (detected)	3	(42.9%)	7	(77.8%)	↓ 34.9%

**The following indicator also impacts on criminal justice and tackling crime:**

- ▶ Number and proportion of reports submitted to the Procurator Fiscal within 28 calendar days
- ▶ Number and proportion of reports submitted to the Children’s Reporter within 14 calendar days

Measurement	How we performed	3-year average	Performance
Number of reports submitted to the Procurator Fiscal	2,962	2,490	Submission times to the Procurator Fiscal has increased by 2.3%.
Number of reports submitted within 28 calendar days	2,657	2,177	
% of reports submitted within 28 calendar days	89.7%	87.4%	
Number of reports submitted to the Children’s Reporter	187	208	Submission times to the Children’s Reporter has decreased by 3.9%.
Number of reports submitted within 14 calendar days	142	166	
% of reports submitted within 14 calendar days	75.9%	79.8%	

**The following indicators identify the demand placed on the force which can have a negative/positive effect on achieving our objective of providing effective criminal justice and tackling crime:**

- ▶ Number of individuals brought into custody

Measurement	Current Level	Performance
Number of individuals brought into custody	2,303	The force has recently implemented a custody processing system. Prior to this the number of persons arrested/custodies was only collated yearly therefore any comparison against a 3-year average will be made at the end of the year.

**SCOTTISH POLICING PERFORMANCE FRAMEWORK  
SOUND GOVERNANCE & EFFICIENCY**

**What we aim to achieve**

- ▶ Responsive to the different needs and concerns of all communities
- ▶ Delivery of Best Value
- ▶ Delivery of value for money and efficiency
- ▶ Improved consultation and engagement with the public, stakeholders and partner agencies
- ▶ Improved communication with the public
- ▶ Openness and accountability to the public through audit and inspection agencies
- ▶ Effective management of workforce attendance
- ▶ Effective management of complaints
- ▶ Valued and motivated workforce
- ▶ Ensure that members of the workforce are equipped with the necessary skills to perform their roles
- ▶ Effective co-operation between SPSA and forces
- ▶ Demonstration of ethical service delivery
- ▶ Improved use of resources

**We will measure our level of service by:**

- Value of efficiency savings generated
- Number of complaints per 100 members of the police force

Measurement	How we performed	3-year average	Performance
Value of efficiency savings generated	This will only be reported on a yearly basis once it has been subjected to audit by the Scottish Executive.		
The number of complaints received per 100 members of the force	2.9	2.0	<b>↑ 0.9</b>

**The following indicator also impacts on sound governance and efficiency:**

- ▶ Proportion of working time lost to sickness absence for police officers and police staff
- ▶ Turnover rates for police officers and police staff
- ▶ Proportion of salary costs accounted for by overtime
- ▶ Proportion of time vehicles are available for use

Measurement	How we performed	Performance
Proportion of working time lost to sickness - police	3.1%	This is slightly up on last year's sickness rate of 2.8%.
Proportion of working time lost to sickness - support staff	5.0%	This is up on last year's sickness rate of 3.4%.
Staff turnover rates	2.4% (total)	Police turnover rate was 1.0% and support staff turnover rate was 4.6%. This was primarily staff taking up the option for early retirement.  This is slightly higher than last year's staff turnover of 1.1%.
Proportion of salary costs accounted for by overtime	3.9%	Police overtime accounted for 4.6% and support staff accounted for 1.5%.
Proportion of time vehicles are available for use	The vehicle fleet was available 99.7% of the time for operational use as an overall figure.	

**The following indicators identify what resources are available and how they are deployed:**

- ▶ Expenditure on salaries, operating costs and capital
- ▶ Staffing profile by disability, ethnicity, gender and length of service
- ▶ Number of police officers and police staff

Measurement	How we performed												
Expenditure on salaries, operating costs and capital	<p>Police salaries – £4,283,757  Police staff salaries – £1,172,481</p> <p>Based on 2003 GAE calculation operational costs were as follows:</p> <table> <tr> <td>Crime</td> <td>£1,129,859.90</td> </tr> <tr> <td>Traffic</td> <td>£312,884.28</td> </tr> <tr> <td>Call Management</td> <td>£48,670.89</td> </tr> <tr> <td>Community Safety</td> <td>£490,185.37</td> </tr> <tr> <td>Public Order</td> <td>£166,871.62</td> </tr> <tr> <td>Support Activities</td> <td>£1,328,019.94</td> </tr> </table> <p>Capital spend – £43,266</p>	Crime	£1,129,859.90	Traffic	£312,884.28	Call Management	£48,670.89	Community Safety	£490,185.37	Public Order	£166,871.62	Support Activities	£1,328,019.94
Crime	£1,129,859.90												
Traffic	£312,884.28												
Call Management	£48,670.89												
Community Safety	£490,185.37												
Public Order	£166,871.62												
Support Activities	£1,328,019.94												

Measurement	How we performed
Staffing profile by disability, ethnicity, gender and length of service	<p><b>Police</b>  383 male officers  124 female officers  2 declared ethnicity as black and minority  128 have under 5 years service  116 have between 5 and 10 years service  159 have over 10 years and under 20 years service  104 have over 20 years service</p> <p><b>Support</b>  97 males  207 females  0 declared ethnicity as black and minority  124 have under 5 years service  93 have between 5 and 10 years service  71 have over 10 years and under 20 years service  16 have over 20 years service</p> <p>Currently the number of staff declared disabled is unavailable. This indicator will be available in the future.</p>
Number of police officers and police staff	<p><b>Headcount – 811 staff</b>  <b>Full-time Equivalent – 746</b></p> <p>There are currently 507 officers employed by Dumfries and Galloway Constabulary. Taking into account the number of officers who work part-time or job-share, the full-time equivalent staff is 496.</p> <p>There are currently 304 police support staff employed by Dumfries and Galloway Constabulary. Taking into account the number of staff who work part-time or job-share, the full-time equivalent is 250.</p>

**The following indicators identify the demand placed on the force which can have a negative/positive effect on achieving our objective of providing sound governance and efficiency:**

- ▶ Number of freedom of information requests

Measurement	Current Level	2-year average	+/- increase on 2-year average
Number of freedom of information requests	47 requests with a total of 151 questions	55 requests with a total of 159 questions	Down 8 requests and 8 questions.

Freedom of information was introduced on 1 January 2005 and therefore a 3-year average is unavailable and a two year average has been used.

## TERMINOLOGY

ABBREVIATED NAME	FULL NAME	DESCRIPTION
AA	Activity Analysis	An activity analysis exercise involves taking a specific period ie one week. For operational officers an activity analysis form is broken down into 15 minute segments. The form is also broken down into a variety of functions ie attending scene of crime etc. The officer must complete the form for every shift that he/she is working during the selected one week period. Analysis of this assists the force to ensure that force personnel are properly deployed and the force uses its resources in the best way both financially and operationally.
ABC	Acceptable Behaviour Contract	<p>An acceptable behaviour contract is a written agreement between a person who has been involved in antisocial behaviour and one or more agencies whose role is to prevent further antisocial behaviour i.e. a housing association, local authority, police or school etc.</p> <p>They are generally used for young people, but can also be used for adults, and may be used with parents in relation to the behaviour of their children.</p>
ACPOS	Association of Chief Police Officers in Scotland	<p>ACPOS is the professional voice of the Scottish Police Service. It works in partnership with central and local government to set strategic objectives for policing in Scotland and to ensure better, joined-up services for Scotland's communities.</p> <p>Membership comprises all chief police officers and senior support staff of the eight Scottish police forces, the Scottish Police Services Authority, the Scottish Crime and Drug Enforcement Agency and the Assistant Chief Constable of the British Transport Police (Scotland).</p>
AIMS	Actionable Intelligence Management System	An AIMS package is a target(s) identified by the intelligence bureau based on current intelligence relating to activity relative to local crime.
ASB Vehicle Use	Antisocial Behaviour – Vehicle Use	The police now have the power to issue a warning notice and thereafter seize a vehicle if it is causing alarm, distress or annoyance to members of the public by being driven in an antisocial manner on or off public roads. If the warning was not adhered to and the police seize the vehicle this would then be retained by the police and they would charge for the release of the vehicle in addition to other charges that will have been incurred for storing the vehicle.
ASBOs	Antisocial Behaviour Orders	Antisocial Behaviour Orders (ASBOs) are preventative orders to protect victims of antisocial behaviour and the wider community from further acts of antisocial behaviour – that is behaviour that is likely to cause alarm or distress. Breaking an Antisocial Behaviour Order is a criminal offence.

ABBREVIATED NAME	FULL NAME	DESCRIPTION
Bichard	Sir Michael Bichard	Following the Soham tragedy Sir Michael Bichard made several recommendations to prevent unsuitable people working with children and protected adults. One was to ensure that the criminal history system was updated as soon as possible after a person has been charged with a crime/offence. Previously the criminal history was not updated until the report was prepared and ready to be passed to the Procurator Fiscal. Now if someone is charged and released on summons in the morning the charge should be on within a day so that if they then move to another force area those details are readily accessible by the police and other partners.
Closure Orders	Closure Orders	There are new powers targeting those premises at the centre of acute antisocial behaviour, e.g. drinking or drug dens. These give the police the power to close such a premise for up to 3 months to give the surrounding community relief. The local authority must be consulted before these powers are used and the closure must be endorsed by the courts. Statutory guidance was published on 28 October 2004 when the new power came into force.
Dispersal Order	Dispersal Order	Powers of dispersal were introduced to bring relief to communities and deal with antisocial behaviour in particular trouble-spots. A senior police officer must consult the local authority before designating an area where antisocial behaviour is a significant, persistent and serious problem. Police have powers to disperse where groups are causing alarm or distress (by presence or behaviour) in the area. It is only an offence if instructions to disperse are not followed.
FTE	Full-time Equivalent	As flexible working practices are increasingly adopted within the service, a simple 'head count' of employees is an inaccurate measure of available resources. The use of 'Full-time Equivalent' (FTE) takes account of employees workings reduced hours, part-time/flexible working and full-time hours and allows a more accurate assessment of the resources available to deal with policing demands.
IMAGE	Incident Management and General Enquiry System	IMAGE is the current IT system that the force uses to log all incidents, crimes, warrants and road crash data.
Intelligence Log	Intelligence Log	An intelligence log is created when information is supplied either by a member of the public or police staff relative to a specific crime/person.
MAPPA	Multi Agency Public Protection Arrangements	Under the Management of Offenders Act there is a statutory responsibility for authorities to establish joint arrangements for the assessment and management of risk posed by sex and violent offenders and mentally disordered offenders who pose a risk of harm to the public.

ABBREVIATED NAME	FULL NAME	DESCRIPTION
NIM	National Intelligence Model	NIM (National Intelligence Model) is an information-based deployment system. Forces use the model to identify patterns of crime and enables a more fundamental approach to problem solving in which resources can be tasked efficiently against an accurate understanding of crime and incident problems.
SSA	Scottish Strategic Assessment	The Scottish Strategic Assessment identifies the priorities for Scotland taking cognisance of all Scottish force and agency strategic assessments and the ACPOS policing priorities for 2006 to 2009, particularly in relation to community engagement, improving performance and improving productivity.  The Scottish Strategic Assessment, in addition to recommending the control strategy priorities, also outlines areas to be considered for inclusion in the development of the Scottish Intelligence Requirement (SIR).
SCRA	Scottish Children's Reporter Agency	SCRA deals with all reports relative to juveniles.
SID	Scottish Intelligence Database	SID is the intelligence database which is used by all Scottish forces to collate intelligence on crimes and criminals and any unusual activity.
SPSA	Scottish Police Service Agency	The Scottish Police Services Authority (SPSA) provides policing and support services to the country's eight police forces and criminal justice community. It plays an important role in the effectiveness of modern policing by providing criminal records, forensic services, specialist ICT (from 2008), training - including the Scottish Police College - corporate services and specialist officers and staff for the Scottish Crime and Drug Enforcement Agency (SCDEA).  Launched on 1 April 2007 as a non-departmental public body, SPSA has an independent convener and a board comprising representatives of Scotland's police forces, police boards and independent directors.
VKM	Vehicle kilometers	The number of Road Crash casualties are also measured in million vehicle kilometers (statistics taken from Scottish Executive website). The estimated total volume of traffic on the road is calculated by the number of vehicles times the distance travelled e.g. if 12 cars travelled from Dumfries to Annan which is 16 miles (25.6 kilometres) then the volume of traffic is 307 vehicle kilometers.
VISOR	Violent Offender and Sex Offender Register	ViSOR is a secure, confidential national database for the police and probation and prison services to register, risk assess, monitor and manage sex offenders, violent offenders and others who may cause serious harm to the public.