

NOT PROTECTIVELY MARKED

**Dumfries and Galloway  
Constabulary**



# HOW DID WE DO?

An update on  
**Scottish Policing Performance Framework and  
Local Force Strategic Action Plan  
Quarter 3  
APRIL – DECEMBER 2007**



NOT PROTECTIVELY MARKED

# **SCOTTISH POLICING PERFORMANCE FRAMEWORK**

# Scottish Policing Performance Framework

The Scottish Policing Performance Framework became effective across Scotland from the 1 April 2007. The framework is a significant step forward in the way that policing performance will be measured, reported and ultimately managed in Scotland. The framework is the product of significant collaborative working between ACPOS, the eight Scottish Police Forces, the Scottish Executive's Justice Department, Her Majesty's Inspectorate of Constabulary (HMIC), Audit Scotland and the Scottish Police Authorities Conveners' Forum.

The framework provides a coherent national model for the measurement and reporting of performance information. It is intended to assist managers throughout the police service to provide more effective policing within Scottish communities. The framework also aims to improve accountability at local and national levels through the publication of consistent and transparent performance information, which will support Scottish Ministers, Police Authorities and the general public, in their understanding of policing performance.

The framework is divided into four areas, designed to capture the breadth of policing activity. The four areas are:

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

Within each of these areas of policing, the high level objectives of ACPOS, the Scottish Executive, and HMIC have been identified. The agencies involved in setting the Scottish Policing Performance Framework have clearly stated their objectives to ensure that the resulting measures are placed within context and contribute to their achievement. The following high-level objectives, or outcomes, have been identified from consultation with stakeholders in the provision of policing. These national level outcomes, for the police service and relevant partnerships as a whole, are stated as the combined outcomes of these partnerships.

## *Service Response*

- ▶ Accessible policing services for all
- ▶ Increased public satisfaction with service delivery
- ▶ Keep victims of crime informed and provide them with access to support services
- ▶ 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

## *Public Reassurance & Community Safety*

- ▶ 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

#### *Criminal Justice & Tackling Crime*

- ▶ 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

#### *Sound Governance & Efficiency*

- ▶ 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 Scottish Police Services Authority and forces
- ▶ Demonstration of ethical service delivery
- ▶ Improved use of resources

**SCOTTISH POLICING PERFORMANCE FRAMEWORK  
SERVICE RESPONSE**

**OBJECTIVES - 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 services
- ▶ 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

**OUTCOMES (Final results) - 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 – 84.2%<br>Dissatisfied – 2.3%         | Satisfied – 85.8%<br>Dissatisfied – 5.6%         | ↓ 1.6%<br>↓ 3.3%           |
| Overall way the police dealt with the incident                           | Satisfied – 76.3%<br>Dissatisfied – 5.0%         | Satisfied – 77.1%<br>Dissatisfied – 8.8%         | ↓ 0.8%<br>↓ 3.8%           |
| Kept adequately informed about the progress made regarding their enquiry | Yes – 35.1%<br>No – 22.4%<br>No response – 42.5% | Yes – 39.4%<br>No – 24.0%<br>No response – 36.7% | ↓ 4.3%<br>↓ 1.6%<br>↑ 5.8% |
| General performance of the police force                                  | Satisfied – 78.6%<br>Dissatisfied – 4.6%         | Satisfied – 70.3%<br>Dissatisfied – 6.5%         | ↑ 8.3%<br>↓ 1.9%           |

## ACTIVITIES (activities and processes involved in achieving the outcomes)

- ▶ Proportion of 999 calls answered within 10 seconds

| Measurement                                    | How we performed | 3-year average | Performance  |
|--|------------------|----------------|--|
| Number of 999 calls received                   | 10,582           | 8,846          | The number of 999 calls increased by 1,736 (19.6%) with the number being answered within 10 seconds improving by 1.8%. |
| Number of 999 calls answered within 10 seconds | 10,132           | 8,310          |  |
| % of 999 calls answered within 10 seconds      | 95.7%            | 93.9           |  |

## INPUTS (resources used)

There are currently no measurements in service response at this time.

**CONTEXT - Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the environment within which a police force operates.**

- ▶ Number of telephone calls and incidents
- ▶ Proportion of population from minority ethnic groups<sup>1</sup>
- ▶ Number of sudden deaths reported to the Procurator Fiscal

|   | Current Level   | 3-year average  | +/- increase on 3-year average       |
|---|---|---|--------------------------------------|
| Number of telephone calls and incidents                   | Emergency – 10,582<br>Non Emergency – 138,479<br>No. of Incidents – 64,378  | 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%. This equates to approx. 960 people in Dumfries and Galloway. The figures are based on declared minority ethnic groups. |   |                                      |
| Number of sudden deaths reported to the Procurator Fiscal | 128   | 136   | Down 8 (5.9%) on the 3-year average. |

<sup>1</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**

**OBJECTIVES - 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

**OUTCOMES (Final results) - We will measure our level of service by:**

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

| Measurement   | How we performed | 3-year average | Performance      |
|---|------------------|----------------|------------------|
| Group 1 – Crimes of Violence  | 104              | 129            | ↓ 25 crimes      |
| Group 2 – Crimes of Indecency   | 93               | 92             | ↑ 1 crime        |
| Group 3 – Crimes of Dishonesty  | 2,313            | 3,076          | ↓ 763 crimes     |
| Group 4 – Fireraising, Malicious Mischief etc                                     | 2,332            | 2,619          | ↓ 287 crimes     |
| Group 5 – Crimes (Miscellaneous)  | 1,696            | 1,519          | ↑ 177 crimes     |
| Group 6 – Offences (Miscellaneous)  | 3,990            | 4,048          | ↓ 58 offences    |
| Group 7 – Road Traffic Offences   | 15,305           | 19,654         | ↓ 4,349 offences |
| The number of persons killed or seriously injured per million vehicle kilometres  | 122 (0.06275)    | 117 (0.08025)  | ↑ 5              |
| The number of children killed or seriously injured per million vehicle kilometres | 6 (0.00308)      | 10 (0.00686)   | ↓ 4              |
| The number of persons slightly injured per million vehicle kilometres             | 366 (0.18827)    | 400 (0.27435)  | ↓ 34             |
| The number of racist incidents  | 52               | 68             | ↓ 16 incidents   |
| The number of racist incidents per 1,000 population                               | 0.35             | 0.46           | ↓ (0.11)         |

### ACTIVITIES (activities and processes involved in achieving the outcomes)

- ▶ 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)                                     | 8,027            | 4,175          | ↑ 3,852     |
| Quantity of class A drug seizures (tablets)                                 | 8,599            | 18,289         | ↓ 9,690     |
| Millilitres of Class A drug seizures  | 775              | 782            | ↓ 7         |
| Number of offences of supply and possession with intent to supply (Class A) | 171              | 150            | ↑ 21        |

### INPUTS (resources used)

There are currently no measurements in public reassurance and community safety at this time.

**CONTEXT - Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the environment within which a police force operates.**

- ▶ 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  | 118           | These are new measurements and as such there is no 3-year comparison. |
| Number of domestic abuse incidents  | 915           |   |
| Number of problem drug users        | 1,806         |   |
| Number of missing persons incidents | 763           |   |

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

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

**OBJECTIVES - 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

**OUTCOMES (Final results) - 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)                  | 91               | (87.5%)  | 113            | (87.6%)  | ↑ 0.1%      |
| Group 2 – Crimes of Indecency (detected)                 | 78               | (83.9%)  | 62             | (67.4%)  | ↑ 16.5%     |
| Group 3 – Crimes of Dishonesty (detected)                | 1,265            | (54.7%)  | 1,703          | (55.4%)  | ↓ 0.7%      |
| Group 4 – Fireraising, Malicious Mischief etc (detected) | 949              | (40.7%)  | 1,073          | (41.0%)  | ↓ 0.3%      |
| Group 5 – Crimes (Miscellaneous) (detected)              | 1,689            | (99.6%)  | 1,520          | (100.1%) | ↓ 0.5%      |
| Group 6 – Offences (Miscellaneous) (detected)            | 3,696            | (92.6%)  | 3,751          | (92.7%)  | ↓ 0.1%      |
| Group 7 – Road Traffic Offences (detected)               | 15,305           | (100.0%) | 19,654         | (100.0%) | ↔           |
| Racially aggravated crimes (reported)                    |                  | 18       |                | 37       | ↓ 19        |
| Racially aggravated crimes (detected)                    | 13               | (72.2%)  | 35             | (93.7%)  | ↓ 21.5%     |

**ACTIVITIES (activities and processes involved in achieving the outcomes)**

- ▶ 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   | 8,322            | 7,558          | Submission times to the Procurator Fiscal has increased by 5.0%.<br>Submission times to the Children’s Reporter has decreased by 3.8%. |
| Number of reports submitted within 28 calendar days    | 7,594            | 6,525          |  |
| % of reports submitted within 28 calendar days         | 91.3%            | 86.3%          |  |
| Number of reports submitted to the Children’s Reporter | 513              | 551            |  |
| Number of reports submitted within 14 calendar days    | 398              | 448            |  |
| % of reports submitted within 14 calendar days         | 77.6%            | 81.4%          |  |

**INPUTS (resources used)**

There are currently no measurements in public reassurance and community safety at this time.

**CONTEXT - Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the environment within which a police force operates.**

- ▶ Number of individuals brought into custody

| Measurement                                | Current Level | Performance  |
|--|---------------|--|
| Number of individuals brought into custody | 6,635         | 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 will be made at the end of the year. |

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

**OBJECTIVES - 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

**OUTCOMES (Final results) - 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 at the end of the financial year once it has been subjected to audit by the Scottish Executive. |                |              |
| The number of complaints received per 100 members of the force | 6.2  | 5.3            | <b>↑ 0.9</b> |

**ACTIVITIES (activities and processes involved in achieving the outcomes)**

- ▶ 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       | 2.8%   | This is slightly up on last year's sickness rate of 2.7%.  |
| Proportion of working time lost to sickness - police staff | 4.3%   | This is up on last year's sickness rate of 3.8%.   |
| Staff turnover rates                                       | 5.2%   | Police officer turnover rate was 3.7% and police staff turnover rate 7.6%. As previously stated this is due primarily to movement within the force and the transfer of staff to the newly formed SPSA. |
| Proportion of salary costs accounted for by overtime       | 4.3%   | Police officers overtime accounted for 5.1% and police staff overtime accounted for 1.6%.  |
| Proportion of time vehicles are available for use          | The vehicle fleet was available 99.7% of the time for operational use. |  |

#### INPUTS (resources used)

- ▶ 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 - £12,610,003<br/> Police staff salaries - £3,997,067</p> <p>Based on 2003 GAE calculation operational costs were as follows:<br/> Crime - £811,448<br/> Traffic - £224,709<br/> Call management - £119,845<br/> Community Safety - £352,043<br/> Public Order - £34,955<br/> Support Activities - £953,762</p> <p>Capital Spend - £379,102</p> |

| Measurement   | How we performed  |  |
|---|---|--|
| Staffing profile by disability, ethnicity, gender and length of service | <p><b>Police</b><br/> 385 male officers<br/> 128 female officers<br/> 2 declared ethnicity as black and minority<br/> 110 have under 5 years service<br/> 118 have between 5 and 10 years service<br/> 154 have over 10 years and under 20 years service<br/> 131 have over 20 years service</p> <p><i>(includes secondments e.g. officers at SCDEA etc, as well as 4 officers on career breaks).</i></p> | <p><b>Support</b><br/> 106 males<br/> 218 females<br/> 0 declared ethnicity as black and minority<br/> 128 have under 5 years service<br/> 82 have between 5 and 10 years service<br/> 85 have over 10 years and under 20 years<br/> 29 have over 20 years service</p> <p><i>(includes cadets)</i></p> |
| Number of police officers and police staff                              | <p><b>Headcount – 833</b><br/> <b>Full-time equivalent - 773</b></p>  |  |

**CONTEXT - Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the environment within which a police force operates.**

- ▶ Number of freedom of information requests

| Measurement                               | Current Level   | 2-year average  | +/- increase on 2-year average                              |
|---|---|---|---|
| Number of freedom of information requests | 171 requests which contained a total of 573 questions | 183 requests which contained a total of 560 questions | Whilst down 12 requests the number of questions rose by 13. |

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.

LOCAL  
STRATEGIC PLAN  
UPDATE

# 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>2</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.

## Terminology

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

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<sup>2</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          | 9,255 incidents, up 62 (0.7%) on the 3-year average.   |
|                             | Quality of service returns            | 15.5% of those who returned a survey form stated that antisocial behaviour should be a force priority whilst 17.1% stated they felt likely to encounter antisocial behaviour.<br><br>This is an increase of 0.7% and 1.0% respectively from April to December in 2006. |
|                             | Number of intelligence logs submitted | 3,871 intelligence logs were submitted during this period, bringing the total submitted for April to December to 11,943. 319 intelligence logs related to antisocial behaviour.  |
|                             | Number of antisocial behaviour orders | 21 antisocial behaviour orders were issued during this period April to December 2007.  |
|                             | Number of closure orders              | There were no closure orders.  |
|                             | Number of dispersal orders            | 1 – The dispersal notice issued under the Antisocial Behaviour (Scotland) Act 2004 for Calside Road, Dumfries which had initially been until the 5 October but was extended until the 5 January 2008.  |

| Objective   | Measurement   | Performance   |   |   |  |  |
|---|---|---|---|---|--|--|
| Reduce antisocial behaviour contd/..  | Number of acceptable behaviour contracts  | 23 acceptable behaviour contracts were issued during this quarter, bringing the total to 68 for the period April to December.   |   |   |  |  |
|   | Number of antisocial behaviour warnings for drivers   | 105 antisocial behaviour warnings to drivers have been given during this period.  |   |   |  |  |
|   | Number of vehicles seized   | There have been 15 vehicles seized under antisocial behaviour legislation.  |   |   |  |  |
| Improve police presence   | Time spent in the community   | All Scottish forces have commenced a programme of activity analysis. The force carried out an activity analysis during April – June, the results of which were available in the September update. The force is now carrying out the second phase of activity analysis which will be reported on in the March update. This will give an accurate picture of officer time spent in the community.   |   |   |  |  |
|   | Quality of service returns  | <table border="0"> <tr> <td data-bbox="1077 808 1444 971"> <b>April – December 2007</b><br/> <b>Patrolling on foot</b><br/> Saw an officer – 45.8%<br/> Never saw an officer – 45.5%<br/> No response – 8.7% </td> <td data-bbox="1591 808 1978 971"> <b>April – December 2006</b><br/> <b>Patrolling on foot</b><br/> Saw an officer – 43.6%<br/> Never saw an officer – 52.0%<br/> No response – 4.3% </td> </tr> <tr> <td data-bbox="1077 1011 1444 1141"> <b>Patrolling in a Vehicle</b><br/> Saw a patrol car – 81.3%<br/> Never saw a patrol car – 10.7%<br/> No response – 8.0% </td> <td data-bbox="1591 1011 1978 1141"> <b>Patrolling in a Vehicle</b><br/> Saw a patrol car – 76.9%<br/> Never saw a patrol car – 17.3%<br/> No response – 5.8% </td> </tr> </table> | <b>April – December 2007</b><br><b>Patrolling on foot</b><br>Saw an officer – 45.8%<br>Never saw an officer – 45.5%<br>No response – 8.7% | <b>April – December 2006</b><br><b>Patrolling on foot</b><br>Saw an officer – 43.6%<br>Never saw an officer – 52.0%<br>No response – 4.3% | <b>Patrolling in a Vehicle</b><br>Saw a patrol car – 81.3%<br>Never saw a patrol car – 10.7%<br>No response – 8.0% | <b>Patrolling in a Vehicle</b><br>Saw a patrol car – 76.9%<br>Never saw a patrol car – 17.3%<br>No response – 5.8% |
| <b>April – December 2007</b><br><b>Patrolling on foot</b><br>Saw an officer – 45.8%<br>Never saw an officer – 45.5%<br>No response – 8.7% | <b>April – December 2006</b><br><b>Patrolling on foot</b><br>Saw an officer – 43.6%<br>Never saw an officer – 52.0%<br>No response – 4.3% |   |   |   |  |  |
| <b>Patrolling in a Vehicle</b><br>Saw a patrol car – 81.3%<br>Never saw a patrol car – 10.7%<br>No response – 8.0%                        | <b>Patrolling in a Vehicle</b><br>Saw a patrol car – 76.9%<br>Never saw a patrol car – 17.3%<br>No response – 5.8%                        |   |   |   |  |  |
|   | Availability of vehicles  | <b>99.7%</b><br>There are currently 126 operational vehicles in the force fleet and out of a possible 34,650 days during the period April to December they were available 99.7% of that time ( <i>availability% calculated by the number of days vehicle in use divided by the 275 day period x 126 vehicles</i> )  |   |   |  |  |



| 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 148 public and 385 community meetings during the period April to December.</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>There were 89,926 unique visitors accessing the website on 1.7 occasions. 1,633,615 pages were viewed with the latest news being the most popular.</p> <p>The force now has 437 people who have signed up to take part in the Community Voice consultation group. With the exception of one or two who were randomly selected to participate in the force consultation day, so far the priority has been to make the participants aware of force activities via publications such as Quadrant. The force is aiming to look at the standard and quality of feedback in the very near future and the group will be called upon to participate.</p> <p>In addition to the stress audit carried out earlier in the year, the HMICS are currently surveying all police officers and police staff as part of their thematic 'Productivity of Police Officers'.</p> <p>131 letters of appreciation, down 24 on the 3-year average of 155</p> |  |  |   |  |
| Increase public confidence and reduce the fear of crime   | Quality of service returns  | <table border="0"> <tr> <td data-bbox="1079 1143 1470 1315"> <p><b>Daylight</b></p> <p>Felt very or fairly safe – 89.7%</p> <p>Felt a bit or very unsafe – 6.1%</p> <p>Don't go out – 0.3%</p> <p>Did not answer – 4.0%</p> </td> <td data-bbox="1470 1143 1986 1315"> <p><b>Darkness</b></p> <p>Felt very or fairly safe – 56.9%</p> <p>Felt a bit or very unsafe – 26.4%</p> <p>Don't go out – 11.4%</p> <p>Did not answer – 5.4%</p> </td> </tr> <tr> <td colspan="2" data-bbox="1079 1315 1986 1442"> <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 (2.9%), whilst those who felt very or fairly safe during the hours of darkness is down by 5.5%</p> </td> </tr> </table>  | <p><b>Daylight</b></p> <p>Felt very or fairly safe – 89.7%</p> <p>Felt a bit or very unsafe – 6.1%</p> <p>Don't go out – 0.3%</p> <p>Did not answer – 4.0%</p> | <p><b>Darkness</b></p> <p>Felt very or fairly safe – 56.9%</p> <p>Felt a bit or very unsafe – 26.4%</p> <p>Don't go out – 11.4%</p> <p>Did not answer – 5.4%</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 (2.9%), whilst those who felt very or fairly safe during the hours of darkness is down by 5.5%</p> |  |
| <p><b>Daylight</b></p> <p>Felt very or fairly safe – 89.7%</p> <p>Felt a bit or very unsafe – 6.1%</p> <p>Don't go out – 0.3%</p> <p>Did not answer – 4.0%</p>  | <p><b>Darkness</b></p> <p>Felt very or fairly safe – 56.9%</p> <p>Felt a bit or very unsafe – 26.4%</p> <p>Don't go out – 11.4%</p> <p>Did not answer – 5.4%</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 (2.9%), whilst those who felt very or fairly safe during the hours of darkness is down by 5.5%</p> |   |   |  |  |   |  |

| 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 Scottish Crime and Victimization Survey is currently being progressed nationally.</p> <p>Violent crime is down 25 crimes (9.6%) on the 3-year average<br/> Sexual crime is down 1 (1.1%) on the 3-year average<br/> Dishonesty is down 763 (24.8%) on the 3-year average<br/> Criminal damage is down by 287 (11.0%) on the 3-year average</p> <p>Whilst sexual crime is down 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. Often an accused is responsible for more than one crime. This often means that this group fluctuates considerably.</p> <p>Violent crime is down 0.1% on the 3-year average<br/> Sexual crime is up 17.6% on the 3-year average<br/> Dishonesty is down 0.7% on the 3-year average<br/> Criminal damage is down by 0.3% on the 3-year average</p> <p>While detection rates are slightly down the force continues to have some notable successes e.g.</p> <ul style="list-style-type: none"> <li>- Following a break-in to a hardware store in Newton Stewart, a 27 year old male and 26 year old female were apprehended.</li> <li>- As part of the ongoing investigation into the theft of the Da Vinci painting, a fifth man was arrested.</li> <li>- The assistance of the local community in Annan helped police to make quick arrests following fires deliberately set in the town</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>There are currently no on line surveys being carried out at this period. The last online survey carried out was the community survey which attracted 452 responses.</p>   |
|   | Number of calls to Crimestoppers | <p>147 – the vast majority related to drugs intelligence; with a significant number also relating to road policing.</p>  |
|   | Hits on force website            | <p>During the period April to December there were 89,926 unique visitors accessing the website on 1.7 occasions. 1,633,615 pages were 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 also has sections titled “Your Area” which allows the viewer to find out what’s happening locally in your community.</p> |
|   | Service delivery returns         | <p>Of the 600 service delivery surveys issued, 299 (49.8%) were completed and returned. This is a decrease of 20 (6.3%) on the previous year’s return rate. The service delivery survey forms are sent to persons who have been in contact with the police and asked a variety of questions not only about the service provided but general policing. The comments received are analysed and used to improve our service. Full details of the analysis is published on the force website.</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. Articles such as “cocaine use” and “nominated neighbour” are contained within the latest edition. Our circulation list includes all members of the Community Voice consultation group.</p>  |

| Objective                           | Measurement  | Performance  |
|-------------------------------------|--|--|
| Promote active citizenship contd/.. | <p>Increased survey returns</p><br><p>Number of special constables</p> | <p>The number of quality of survey questionnaires is slightly down on the same period last year (53.2% to 49.8%). 452 people however did complete the community survey which was published on the force internet.</p><br><p>There are currently 101 specials within the force.</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:

- **5 a side football** tournament - Annual Lower Annandale and Eskdale tournament held at The Sands Centre, Carlisle on 3 November. Over 110 children took part representing 12 local Primary Schools.
- **Test Purchase Scheme** – The test purchase scheme was launched in December and a number of test purchase operations at licensed premises were carried out throughout the region.
- **Blue Light Disco and talent show** was held in November in the Sanquhar town hall and was attended by over 50 youngsters. All four local councillors turned up and were the judges for the Talent Show.

## CRIME

### What we will do

- Reduce crime
- Focus resources on crimes that are of most concern and have a high community impact
- Safeguard public order and national security
- Target the most active criminals
- Improve detection rates

### How we measured up

| Objective  | Measurement  | Performance  |
|--|--|--|
| <p>Reduce crime</p> <p>Focus resources on crimes that are of most concern and have a high community impact</p> | <p>Reported crime (with particular emphasis on crime trends identified by the NIM process)</p> <p>Identify and monitor crimes of concern through crime statistics and community consultation</p> | <p>Crimes of violence have fallen by 9 crimes (9.6%) on the same period last year and are down 25 (19.4%) on the 3-year average.</p> <p>Vandalism has fallen by 79 (3.5%) on the same period last year and is down by 245 (10.1%) on the 3-year average. Breach of the Peace and petty assault have fallen by 249 (14.1%) on the same period last year and is down 361 (10.4%) on the 3-year average.</p> <p>The number of crimes of indecency are no different from the same period last year and are up 1 (1.1%) on the 3-year average.</p> <p>Antisocial behaviour continues to be one of the main concerns and is up 0.75 on the three-year average.</p> <p><i>What have we been doing? As well as operations cooper and bebido which concentrated on issues arising from youths congregating in Dumfries and Annan Town centre, the force launched the Test Purchase of Alcohol by youngsters scheme. The scheme is aimed at licensed premises or off-sales and the message is Can't tell? Don't sell! This scheme is aimed at reducing the amount of alcohol being sourced by underage youngsters throughout the region.</i></p> <p>Fraud has also increased from 197 to 235 (19.3%). Frauds can be wide-ranging and vary from identity fraud to bogus charity collections and euro lottery scams.</p> |

| Objective   | Measurement   | Performance   |
|---|---|---|
| Focus resources on crimes that are of most concern and have a high community impact contd/... | Monitor specific crimes as identified through Scottish Strategic Assessment and Scottish Policing Performance Framework | <p><i>What are we doing? The force regularly notifies the local press of any scams etc occurring in the region. In addition, to tackle the problem of bogus work type crimes in the region, the force along with Stewartry Community Safety Form and Age Concern Scotland have launched the 'Nominated neighbour' scheme.</i></p> <p>Unacceptable street behaviour.</p> <p><i>What are we doing? Along with problems aimed at tackling antisocial behaviour as mentioned elsewhere in the report, officers have issued 538 antisocial behaviour fixed penalty tickets during this period. The tickets are issued for low level crimes such as urinating in the street and breach of the peace. Offences that adversely impact on the quality of life in our communities.</i></p> <p>The crimes identified through the Scottish Strategic Assessment as being of very high priority are: antisocial behaviour; terrorism; child protection; serious organized crime groups; drugs and violence.</p> <p><b>Drugs</b> – in addition to successful convictions and seizures, such as a 32 year old Stranraer man being sentenced to six and a half years' imprisonment and cannabis with a street value of £40,000 being seized on the motorway, the force along with partner agencies held the 'Big World' at Annan for all sixth year pupils from Nithsdale and Annandale &amp; Eskdale.</p> <p><b>Child protection</b> – there have been 14 crimes of cruelty (neglect) of children. General types of neglect include:</p> <ul style="list-style-type: none"> <li>- Being drunk whilst in charge of children</li> <li>- Leaving you children alone to go out socializing</li> <li>- Leaving children with no food and with person unsuitable to look after them.</li> </ul> <p>The force website also provides advice and guidance on child protection issues.</p> |

| 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><b>Terrorism</b> is a nationwide problem and the threat is constantly changing, presenting major challenges for the UK's law enforcement agencies.</p> <p>Those involved in international terrorism are not associated with any single area of the UK; individuals convicted of terrorist offences have lived throughout the country.</p> <p>Likewise, terrorists have sought to target a variety of different places. Attacks related to international terrorism have occurred in London and Glasgow and thwarted terrorist plots have been aimed at targets outside London.</p> <p>151 persons were arrested and charged with terrorism offences.</p> <p>If you think something is suspicious, report it to the police <b>AT THE TIME</b>. Further information on counter terrorism can be obtained by contacting the force's Counter Terrorism Security Adviser on 0845 600 5701</p> <p>The other crimes identified through the Scottish Strategic Assessment and Scottish Policing Performance Framework are mentioned elsewhere in this report.</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 domestic abuse interventions</p>  | <p>There were 915 domestic abuse incidents with 292 interventions. Domestic abuse is defined as any physical, sexual or mental and emotional abuse which might amount to criminal conduct and 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. The number of interventions in this instance are based on those which have been reported to the Procurator Fiscal.</p> |
|  | <p>Number of persons involved in Multi Agency Public Protection Arrangements (MAPPA) conferences</p> | <p>There were 15 persons subject to a MAPPA Conference during October to December, bringing the total to 55 for the period April to December. 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 within the above category.</p>  |
|  | <p>Number of persons arrested</p> <p>Number of registered offenders on ViSOR</p>                     | <p>6,635 persons were arrested and brought into custody. The average time that a custody was detained for was 9 hours with those arrested on warrant being held in custody for an average of 19 hours.</p> <p>118 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>        |

| Objective   | Measurement   | Performance  |
|---|---|--|
| Safeguard public order and national security contd/.. | <p>Number of persons arrested at our ports</p> <p>Number of persons arrested under immigration legislation</p> <p>Number of persons checked under the Terrorism Act 2000</p> <p>Number of persons charged with terrorism offences</p> <p>Number of firearms revocations</p> | <p>95 persons were arrested during the period October – December, bringing the total for April to December to 178. 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 licenses etc.</p> <p>151 persons arrested with 173 charges.</p> <p>1,877 persons were checked during the period October – December bringing the total to 476,049 for April to December. 40% of all suspected immigration offences dealt with by the Border Immigration Agency in Scotland come from the Port Unit.</p> <p>35 – a decrease of 29 (45.3%) on the same period last year.</p> <p>11 revocations and refusals for the period October to December, bringing the year to date total to 22.</p> |
| Target the most active criminals                      | <p>Number of AIMS packages</p> <p>Local and national initiatives such as Safer Scotland</p> <p>Number of calls to Crimestoppers</p> <p>Number and value of asset seizures</p>   | <p>There were 16 AIMS packages during this period bringing the total to 56. Of the AIMS packages issued 6 have been positively resulted, and 14 negatively resulted, the rest are currently outstanding.</p> <p>As part of the ongoing safer Scotland anti-violence campaign, to reduce violence and the fear of violence the communities against alcohol fuelled violence initiative ran for three weeks in December. The initiative was aimed at tackling the role alcohol plays in fuelling violence.</p> <p>147 – the vast majority of which related to drugs intelligence.</p> <p>There have been 101 drug-related financial investigations, with assets valued at £25,250 seized/restrained.</p>   |

| Objective   | Measurement  | Performance   |
|---|--|---|
| <p>Target the most active criminals contd/..</p> <p>Improve detection rates</p> | <p>Number and quantity of drug seizures</p> <p>Number of persons referred to arrest referral</p> <p>Crime statistics</p> <p>Number and percentage of detected crimes</p> | <p>662 seizures. During the period October to December, 8,627g of herbal cannabis; 1619g of cannabis and 402 ecstasy tablets were seized.</p> <p>2,265 have been offered the arrest referral option of which 251 (11.1%) have opted to undertake.</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> <p>Group 1 – 4 crime has decreased by 624 crimes (11.4%) over the same period last year.</p> <p>During this period 2,383 crimes were detected (49.2%). The detection rate is slightly down on the previous year.</p> |

### Contextual Information

- **Live Stock Theft, Stranraer Landward.** The force is looking into two recent incidents in the Glenluce area during the period and two previous events earlier this year in the Castle Kennedy area.
- **Anti Social Behaviour and Vandalism Portpatrick** - following an incident in the summer, support was sought through the local Community Council, who fully endorsed the message to report matters at the time and assist the police. As a result of this positive lines of enquiry were established and three youths were successfully identified and interviewed for all the incidents recorded in the Portpatrick area.
- In December an elderly lady's house was broken into in Sanquhar and the male came in through the window and stated that he was a police officer. He obtained cash from the premises.

## 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 | <p>Number of drug deaths</p> <p>Number of drug overdoses</p> <p>Number of problem drug users</p> <p>Quantity of drugs seized</p> | <p>There have been 4 confirmed, with 4 still to be determined.</p> <p>53 – an increase of 9 on the same period last year (<i>Drug deaths/overdoses recorded are where a “controlled” drug is involved so an overdose of paracetamol or prescribed drugs would not be included in these figures</i>).</p> <p>1,806 – the number of problem drug users is taken from national statistics and the latest figure available is for 2003.</p> <table> <thead> <tr> <th>Class A</th> <th>Class B</th> <th>Class C</th> </tr> </thead> <tbody> <tr> <td>Diamorphine – 2,627.8g</td> <td>Amphetamine – 1,079.5g</td> <td>Cannabis Resin – 55,091.5g</td> </tr> <tr> <td>Cocaine – 3,719.5g</td> <td>Dihydrocodeine – 160 tablets</td> <td>Herbal Cannabis – 13,001.3g</td> </tr> <tr> <td>Crack cocaine – 1,680g</td> <td>Codeine Phosphate - 3</td> <td>Cannabis plants – 79</td> </tr> <tr> <td>Methadone – 775ml</td> <td></td> <td>Diazepam – 1,768 tablets</td> </tr> <tr> <td>Ecstasy – 8,599 tablets</td> <td></td> <td>Nitrazepam/Temazepam – 14 tablets</td> </tr> <tr> <td>Methylamphetamine – 0.38g</td> <td></td> <td>Ketamine – 1 tablet</td> </tr> </tbody> </table> | Class A | Class B | Class C | Diamorphine – 2,627.8g | Amphetamine – 1,079.5g | Cannabis Resin – 55,091.5g | Cocaine – 3,719.5g | Dihydrocodeine – 160 tablets | Herbal Cannabis – 13,001.3g | Crack cocaine – 1,680g | Codeine Phosphate - 3 | Cannabis plants – 79 | Methadone – 775ml |  | Diazepam – 1,768 tablets | Ecstasy – 8,599 tablets |  | Nitrazepam/Temazepam – 14 tablets | Methylamphetamine – 0.38g |  | Ketamine – 1 tablet |
| Class A                          | Class B  | Class C   |         |         |         |                        |                        |                            |                    |                              |                             |                        |                       |                      |                   |  |                          |                         |  |                                   |                           |  |                     |
| Diamorphine – 2,627.8g           | Amphetamine – 1,079.5g   | Cannabis Resin – 55,091.5g  |         |         |         |                        |                        |                            |                    |                              |                             |                        |                       |                      |                   |  |                          |                         |  |                                   |                           |  |                     |
| Cocaine – 3,719.5g               | Dihydrocodeine – 160 tablets   | Herbal Cannabis – 13,001.3g   |         |         |         |                        |                        |                            |                    |                              |                             |                        |                       |                      |                   |  |                          |                         |  |                                   |                           |  |                     |
| Crack cocaine – 1,680g           | Codeine Phosphate - 3  | Cannabis plants – 79  |         |         |         |                        |                        |                            |                    |                              |                             |                        |                       |                      |                   |  |                          |                         |  |                                   |                           |  |                     |
| Methadone – 775ml                |  | Diazepam – 1,768 tablets  |         |         |         |                        |                        |                            |                    |                              |                             |                        |                       |                      |                   |  |                          |                         |  |                                   |                           |  |                     |
| Ecstasy – 8,599 tablets          |  | Nitrazepam/Temazepam – 14 tablets   |         |         |         |                        |                        |                            |                    |                              |                             |                        |                       |                      |                   |  |                          |                         |  |                                   |                           |  |                     |
| Methylamphetamine – 0.38g        |  | Ketamine – 1 tablet   |         |         |         |                        |                        |                            |                    |                              |                             |                        |                       |                      |                   |  |                          |                         |  |                                   |                           |  |                     |

| Objective                                   | Measurement   | Performance   |
|---|---|---|
| Reduce the availability of drugs contd/...  | <p>Number of supply charges</p> <p>Number of suppliers arrested</p> <p>Number of searches</p>   | <p>237 supply charges.</p> <p>This is a decrease of 7 crimes (2.5%) on the same period last year and an increase of 22 (10.2%) on the 3-year average. 171 of the supply crimes were for Class A drug offences.</p> <p>122 suppliers were arrested.</p> <p>Significant arrests have included:</p> <ul style="list-style-type: none"> <li>- 12/12/07 – following the execution of a warrant on premises in Annan, 800 diazepam tablets recovered.</li> <li>- 20/11/07 – 112 ecstasy and 143 diazepam tablets recovered from a premises in Castle Douglas.</li> <li>- 29/09/07 – 245.6g of heroin with a street value of £25,000 recovered in Annan</li> </ul> <p>45 searches were carried out.</p>  |
| Reduce the harm caused by drugs and alcohol | <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>During the period April to December, there has been</p> <ul style="list-style-type: none"> <li>- 7 alleged incidents of Licensing Scotland Act 1976 Section 54 (predominantly selling alcohol outwith permitted hours).</li> <li>- 14 alleged incidents of alcohol being sold to persons under 18 by shops</li> <li>- 5 persons under 18 buying/drinking alcohol and</li> <li>- 22 persons buying alcohol for someone under 18</li> </ul> <p>There were 16 intelligence logs created relating to underage drinking.</p> <ul style="list-style-type: none"> <li>- Communities against alcohol fuelled violence initiative ran for three weeks in December. The initiative was aimed at tackling the role alcohol plays in fuelling violence.</li> <li>- Test Purchase of Alcohol by youngsters scheme. This scheme is aimed at reducing the amount of alcohol being sourced by underage youngsters throughout the region.</li> <li>- Big World event was held involving pupils from schools across the Annandale &amp; Eskdale and Nithsdale area.</li> </ul> |

| Objective  | Measurement  | Performance  |
|--|--|--|
| Reduce the harm caused by drugs and alcohol contd/...    | <p>Number of persons accepting arrest referral option</p> <p>Alcohol Statistics Scotland (NHS)</p> | <p>2,265 offered; 251 accepted (11.1%)</p> <p>The latest published figures for Scotland were in early 2007.</p> <p>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.</p>  |
| Contribute to education in relation to drugs and alcohol | <p>Number of drug information packages issued</p> <p>Number of drug talks</p>                      | <p>2,052 – 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. In addition to the normal avenues of distribution such as schools, all those who attended the “Big World” event were given a pack.</p> <p>134 drug talks. Drug talks included a roadshow presentation to fifth and sixth year pupils at Moffat Academy.</p>  |
| Seize the assets of offenders                            | <p>Value of assets seized (restrained)</p> <p>Number of asset seizure cases</p>                    | <p>£25,250.</p> <p>There have been 101 drug related financial investigations.</p>  |
| Monitor emerging trends and future issues                | <p>Crime statistics</p> <p>Type of drug seizures</p>   | <p>The number of supply and possession with intent to supply charges was 230, a decrease of 8 (3.4%) on the previous year.</p> <p>The number of possession charges was 660, an increase of 114 (20.9%) on the previous year. A number of persons were charged with possession of drugs during the Wickerman music festival.</p> <p>The biggest quantity of drugs seized has been in the following categories:</p> <ul style="list-style-type: none"> <li>▶ Diamorphine – 2,627.8g</li> <li>▶ Cocaine – 3,719.55g</li> <li>▶ Ecstasy – 8,599 tablets</li> <li>▶ Cannabis Resin – 55,091.5g</li> <li>▶ Herbal Cannabis – 13,001.31g</li> <li>▶ Diazepam – 1,768 tablets</li> </ul> |

| Objective                                 | Measurement   | Performance  |
|---|---|--|
| Monitor emerging trends and future issues | Number and type of SID (Scottish Intelligence Database) logs<br><br>Number and type of NIM products | Of the 11,943 intelligence logs entered on SID, 3,596 related to drugs.<br><br>There were 17 NIM products produced during October to December, bringing the total to 35 for April to December. Of the 17 products, 16 were target profiles; 9 drugs; 1 traffic and 6 knives and one problem profile. |

### Contextual Information

- Operation K9 – A drugs enforcement initiative using drugs dog in Annan and Gretna.
- The Blue Lights Disco and Talent Show which was held in Sanquhar Town Hall in November saw a large turnout of over 50 young people. All four local councillors turned up and were the judges for the Talent Show. Much of the credit for the night was given to the police however the young people put the whole thing together and their enthusiasm has kept the disco's going where it has fallen by the wayside in other areas of the country where these projects have been attempted.

## 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 –December 07</b><br><b>Total - 1,428</b><br>Fatal – 9<br>Serious – 99<br>Slight – 254<br>Non Injury – 1,066   | <b>3-year average</b><br><b>Total – 1,478</b><br>Fatal – 12<br>Serious – 86<br>Slight – 274<br>Non Injury – 1,106 | Down 50 in total<br>Down 3<br>Up 13<br>Down 20<br>Down 40 |
|   | Road casualties                          | <b>Total - 488</b><br>Fatal – 10<br>Serious – 112<br>Slight – 366  | <b>Total - 517</b><br>Fatal – 15<br>Serious – 102<br>Slight – 400   | Down 29 in total<br>Down 5<br>Up 10<br>Down 34            |
|   | Casualties per million vehicle km        | It is estimated the volume of traffic travelling on our roads is 1,944 million vehicle kilometres per year, pro-rata this equates to 1,458 for April – December. The casualty rate for the force is therefore 33.5 per 100m vehicle kilometres which is a decrease on the 3-year average of 2.0 per 100m vehicle kilometres. |   |   |
| Support and provide road safety education | Number of participants in cycle training | There has been no cycle training during October to December, however, April to December there has been 2,479 participants provided with cycle training.  |   |   |

| Objective   | Measurement  | Performance   |
|---|--|---|
| <p>Support and provide road safety education contd/...</p> <p>Work with partners to improve road design</p> | <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>Number of consultations received from Roads Authority</p> <p>Number of recommendations made to partner agencies</p> | <p>3,957 – one of which was a recent initiative on car seat checks.</p> <p>101 – 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>222 education inputs/presentations were given during the period October to December bringing the total to 313 for the period April to December.</p> <p>There were 82 consultations received during this period bringing the total for April to December to 225. An example of the type of consultation included:</p> <ul style="list-style-type: none"> <li>- 20 miles per hour restrictions on Hoods Loaning adjacent to DG1, Dumfries as well as at Springholm, New Abbey and Thornhill schools.</li> <li>- Adjusting the times of the bus lane on the A76 road and restricting vehicular access from Well Street onto Glasgow Street.</li> <li>- The new disabled parking bays near to Lockerbie railway station.</li> </ul> <p>There were 85 recommendations made during this period bringing the total for April to December to 232. Police were consulted and provided recommendations on:</p> <ul style="list-style-type: none"> <li>- the proposed extension to the cycle path between College Road and Nunholm Road (upon the former railway line), and</li> <li>- a proposed public house at Heathhall and a golf course at Creetown adjacent to the A75 Trunk Road.</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>640 up 220 (52.4%) on the 3-year average of 420<br/> 209 down 9 (4.1%) on the 3-year average of 218<br/> 9,158 down 5,426 (37.2%) on the 3-year average of 14,584<br/> 479 up 99 (26.1%) on the 3-year average of 380<br/> 522 up 86 (19.7%) on the 3-year average of 436</p> <p>Road traffic speeding 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 362 collisions which involved someone being injured.</p> <ul style="list-style-type: none"> <li>- 18 pedal cyclists and one horse rider were injured.</li> <li>- 66 motor cyclists were involved in road collisions.</li> </ul> <p>Some of the causation factors included</p> <ul style="list-style-type: none"> <li>- Failed to look/judge other person's path/speed</li> <li>- Exceeding speed limit</li> <li>- Poor turn or manoeuvres</li> </ul> |

| Objective                                   | Measurement  | Performance  |
|---|--|--|
| <p>Improve police presence on our roads</p> | <p>Time spent by MSG (Mobile Support Group) officers in the community</p> <p>Quality of service returns</p> <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>All Scottish forces have commenced a programme of activity analysis. The force carried out an activity analysis during April – June, the results of which were available in the September update. The force is now carrying out the second phase of activity analysis which will be reported on in the March update. This will give an accurate picture of officer time spent in the community.</p> <p>81.3% said they had seen police patrolling in a vehicle which is an increase of 4.4% on the same period last year.</p> <p>The force currently has 126 operational vehicles in its fleet. The vehicles were available for 99.7% of the time.</p> <p>There are currently 513 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 is 502.</p> <p>From a possible 83,942 days, police officers lost 2,357 due to sickness days (2.8%). This is slightly higher than last year when 2.7% was lost through sickness.</p> <p>874 – during this period the camera safety partnership issued 6,481 tickets.</p> |

### Contextual Information

- Stewartry Young Drivers Scheme is a joint initiative between the police and the Procurator Fiscal where young drivers involved in minor crashes or inappropriate driving behaviour can be referred to an assessment drive with Institute of Advanced Motoring.
- Operation Ember a road safety educational /enforcement initiative re cyclists (bike lights)
- A 19 year old local driver who filmed himself reaching speeds of up to 140mph whilst driving on the A76 road and then posted it on the popular internet website “You Tube” has been reported to the Procurator Fiscal.

## 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. The introduction of antisocial behaviour fixed penalties has made significant time savings for officers, freeing them up from time spent preparing reports for the Procurator Fiscal has meant that officers are on the streets for longer periods.</p> <p>There have been seven suggestions made during this period which are currently being looked at.</p> <p>There have been 57 complaints against personnel during this period, an increase of 27 on the previous year.</p> <p>In addition there have been 39 complaints about the quality of service delivered. This is 22 less than the same period last year. 76.3% of those who received a service delivery survey form 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><br/>Satisfied – 84.2%<br/>Dissatisfied – 2.3%<br/>Neither satisfied/dissatisfied or no response – 13.4%</p> <p><b>Overall satisfaction</b><br/>Satisfied – 76.3%<br/>Dissatisfied – 5.0%<br/>Neither satisfied/dissatisfied or no response – 11.4%</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>3,308 incident records were audited during this period. 353 (10.7%) of the incidents were queried. This can range from minor enquiry as to whether the incident has been classified correctly to an incident where the crime details may not have been entered on IMAGE.</p> <p>Force revenue expenditure was £20.740m with a capital spend of £0.379m.</p> <p>Total salary costs - £16,607,070<br/>Total overtime costs - £709,186<br/>% salary accounted for by overtime – 4.3%</p> <p>The force continues to benchmark performance against the national picture and, with the exception of submission times of reports to the Children’s reporter, compares very favourably with 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 Government.</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><br><p>Analysis and action of survey results</p><br><p>Actions arising from Resource and Business Continuity meetings</p> | <p>138,479 calls were dealt with by the FCC staff.</p> <p>The force dealt with 64,378 incidents and answered 95.7% 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 77.4% attended within 10 minutes</li> <li>▶ In rural areas 80.7% attended within 20 minutes.</li> </ul> <p>Analysis of the work related stress audit has been completed and is being reviewed.</p> <p>There were 77 actions arising from the Resource and Business Continuity meeting during the period October to December, two examples of which were</p> <ul style="list-style-type: none"> <li>- Secondment to SCDEA by police constable</li> <li>- Return to full operational duties of officer who had been on light duties</li> </ul> |
| <p>Work with others to improve our service</p>                            | <p>Submission times to Reporter/SCRA</p><br><p>Submission times (Bichard)</p><br><p>Custody Visiting Scheme</p>   | <p>There were 513 reports sent to the Reporter of which 398 (77.6%) were submitted within 14 days.</p> <p>85.9% of offender records were updated on the Criminal History System with details of the arrest charge(s) within 1 day.</p> <p>There were 47 visits during the period October to December, bringing the total to 134 for the period April to December. There were no major issues or complaints made during October to December..</p>   |

| Objective   | Measurement                                  | How we performed   |
|---|--|--|
| <p>Work with others to improve our service contd/...</p><br><br><br><br><br><br><p>Deliver professional and high standards of service</p> | Respond to internal and external inspections | <p>In addition to awaiting the outcome of the thematics carried out by the HMICS, members of force personnel have begun training in preparation for the self-inspection process, using the EFQM model.</p> |
|   | Consultation/Group focus                     | <p>In addition to a recent survey carried out, a number of members of Community Voice were randomly selected to take part in the force consultation day.</p>   |
|   | Number of complaints                         | <p><b>Total 96</b><br/>           Formal – 15<br/>           Minor Misconduct – 42<br/>           Informal Complaints – 39</p>   |
|   | Number of letters of appreciation            | <p>131</p>   |
|   | Recruitment                                  | <p>22 police officers and 7 police staff were recruited during the period October to December.</p>   |
|   | Staff turnover rates                         | <p>Police turnover rate was 3.7% and police support turnover rate was 7.6%</p>   |
|   | Staff exit surveys                           | <p>There were no exit interviews carried out during the period October to December.</p>  |

## 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 police 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.   |
| 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 working 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.   |
| HMICS            | Her Majesty's Chief Inspector of Constabulary (Scotland) | A key responsibility of HMICS is to report on the state and efficiency of policing in Scotland. In fulfilling that role it carries out inspections of police forces and the other policing organisations, engages in thematic inspections which examine the whole service on more focused areas of work, and works with other inspection agencies on joint scrutiny of services.  |
| 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.   |
| 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 kilometres                         | The number of road crash casualties are also measured in million vehicle kilometres (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 kilometres.  |
| 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.  |