

# Sustaining and Developing our Platform for Success

2010/11 Annual Report  
incorporating  
Quarter 4 Performance Report



**GRAMPIAN**  
P.O.L.I.C.E

*Keeping our communities safe*

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Number of problem drug users (NI)  
Number of individuals brought into custody (NI) (PPR)  
Number of Freedom of Information requests and questions (NI)

# 1. INTRODUCTION & EXECUTIVE SUMMARY

## 1.1 INTRODUCTION

This report refers to quarter 4 of the financial year 2010/11 (1 January 2011 – 31 March 2011) and to the full financial year of 2010/11 (1 April 2010 – 31 March 2011).

'Sustaining and Developing our Platform for Success' was published on 1 April 2010. This strategy document promoted the Force Mission and the strategy for delivery, upon which this report is focused.

The Force Mission is being achieved through delivery of the Force Priorities, which include crime/disorder and business/organisational issues.

The purpose of this report is to inform the Force Executive Board (FEB) and the Grampian Joint Police Board (GJPB) of progress towards achieving that Mission.

The report is structured around the four 'areas of policing' identified within the Scottish Policing Performance Framework (SPPF), i.e. Service Response, Public Reassurance and Community Safety, Criminal Justice and Tackling Crime, and Sound Governance and Efficiency. Together, these represent the full range of policing related activities of Grampian Police and our partners. Each area of policing is covered by one section of this report.

The Force Priorities for 2010/11 fit within the framework, as shown overleaf, for 2010/11. National Indicators (NI) are included within each section of the report, as are a range of Local Indicators (LI). Force level information is further broken down to Local Authority and lower local levels within divisional Public Performance Reports (PPR) and these indicators are highlighted with the PPR acronym. Further information on these, or any indicators, can be obtained by contacting Superintendent MacColl, at [Willie.MacColl@grampian.pnn.police.uk](mailto:Willie.MacColl@grampian.pnn.police.uk).

Where available, indicators have been highlighted as being included in Single Outcome Agreements (SOAs), so that progress on these can be monitored throughout the year.

As the new financial year began, the Force's 3 year average baselines and aspirational performance levels were revised. The trend of improved performance across the Force over the last few years makes baseline and aspirational performance ever more challenging.

**NOT PROTECTIVELY MARKED**

	Service Response	Public Reassurance & Community Safety	Criminal Justice & Tackling Crime	Sound Governance & Efficiency	Context
<b>Force Priorities</b>	<ul style="list-style-type: none"> <li>Community Focus</li> <li>Force Reputation &amp; Standards</li> </ul>	<ul style="list-style-type: none"> <li>Antisocial Behaviour</li> <li>National Security</li> <li>Public Protection</li> <li>Road Casualty Reduction</li> </ul>	<ul style="list-style-type: none"> <li>Serious Organised Crime &amp; Drugs</li> <li>Violence</li> </ul>	<ul style="list-style-type: none"> <li>Efficiency and Productivity</li> </ul>	
<b>SPPF National Indicators</b>	<ul style="list-style-type: none"> <li>Complaints about police Officers and police staff</li> <li>Quality of Service complaints</li> <li>User satisfaction with service provided</li> <li><i>Public confidence in the police</i></li> <li>Proportion of 999 calls answered within 10 seconds</li> <li>Time taken to respond to emergency incidents</li> <li>Handling of non-emergency calls</li> </ul>	<ul style="list-style-type: none"> <li>Number of recorded crimes and offences and detection rates</li> <li>Number of racist incidents, racially motivated crimes and detection rates</li> <li>Number of recorded ASB community crimes and offences and detection rates</li> <li>Level of detected youth crime</li> <li>Number of persons killed and injured in road accidents</li> <li><i>Offenders managed under MAPPA who are re-convicted or breach conditions</i></li> <li><i>Perception of general crime rate in local area</i></li> <li><i>Victimisation rates for personal and household crime</i></li> <li><i>Level of personal and household crime and the proportion reported to the police</i></li> <li><i>Volume of forensic services provided</i></li> <li>Number of Special Police Constables and hours they are on duty</li> </ul>	<ul style="list-style-type: none"> <li><i>Percentage of criminal cases dealt with in 26 weeks</i></li> <li><i>Overall re-conviction rate</i></li> <li><i>Value of net criminal assets identified for restraint through criminal proceedings by the SCDEA</i></li> <li>Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days</li> <li>Number and percentage of reports submitted to the Children's Reporter within 14 calendar days</li> <li><i>Number of individuals reported to the Procurator Fiscal where proceedings were not taken</i></li> <li>Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded</li> <li>Use of Police Direct Measures</li> </ul>	<ul style="list-style-type: none"> <li>Value of efficiency savings generated by Forces</li> <li><i>Value of efficiency savings generated by the SPSA</i></li> <li>Proportion of working time lost to sickness absence</li> <li>Turnover rates for police Officers and police staff</li> <li>Proportion of salary costs accounted for by overtime</li> <li><i>Scottish Police College course utilisation rate</i></li> <li>Number of police Officers and police staff</li> <li>Staffing profile by declared disability, ethnicity and gender</li> <li>Expenditure on salaries, operating costs and capital</li> <li>Expenditure per resident</li> <li><i>SPSA expenditure</i></li> </ul>	<ul style="list-style-type: none"> <li>Number of telephone calls and incidents</li> <li>Number of sudden deaths reported to the Procurator Fiscal</li> <li>Number of missing person incidents</li> <li>Number of registered sex offenders in the community</li> <li>Number of domestic abuse incidents</li> <li>Number of problem drug users</li> <li>Number of individuals brought into custody</li> <li>Number of Freedom of Information requests and questions</li> </ul>
<b>Local Indicators</b>		<ul style="list-style-type: none"> <li>ASB Incidents</li> <li>Vandalism</li> <li>Proactive Enforcement Operations &amp; High Visibility Patrols</li> <li>Legal Services</li> </ul>	<ul style="list-style-type: none"> <li>Local Drug Indicators</li> <li>Violence</li> <li>Serious Assault</li> <li>Robbery</li> <li>Use of alternatives to court: Undertaking Cases</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment</li> <li>Staff Performance</li> </ul>	<ul style="list-style-type: none"> <li>Number of CrimeFiles</li> <li>Number of missing persons and levels of risk</li> <li>Number of Drug Related Deaths</li> <li>Disclosure</li> <li>Legal Services</li> </ul>

*Indicators in italics are reported on centrally by other agencies - data not available for this report.*

## 1.3 EXECUTIVE SUMMARY

### **Sustaining and Developing our Platform for Success 2010/11**

The Force continues on our journey to provide excellent, visible and accessible Policing services to the communities of the North East of Scotland. We continue to sustain and develop our organisation and achieve excellent performance to enhance the quality of life for all those we serve.

During the course of the year, we have continued to meet and overcome the many challenges which have presented themselves to the Force, whether that be through the dynamic response to critical incidents, ensuring continued public confidence and reassurance or maintaining our standards of service during a period of financial austerity, all whilst exceeding our Government efficiency savings by 23%. Many of the current external factors impacting on the Force had the potential to significantly impact upon our performance, however through sound management and governance, at all levels, we have managed to demonstrate our continued excellent performance.

### **New Policing Model Working**

On 1 April 2010, the Force introduced our new Community Focused Policing model, 'Local Policing - Closer to You' which established Local Policing Teams, specifically tailored to deliver policing services into our local communities, with local Officers working with communities and partners, responding to local needs. This sustainable Policing model involves the core engagement activities of 'Consult, Listen, Respond and Feedback'. This has been a hugely successful development in how we deliver our services, receiving positive feedback from our communities and national recognition in the Best Value inspection carried out by HMICS/Audit Scotland.

We made a commitment to evaluate the Policing model, which we have and has demonstrated the value added to our communities through greater involvement and collaboration on issues which matter to those we serve.

We made a commitment to attend, where possible, Community Council meetings. In our first year, we have succeeded in this aim, attending 97% of all such meetings throughout the Force area.

### **Service Response Improving**

In line with previous years, we have continued to improve our response to answering 999 calls. Last year we received 53092 emergency calls, of which 97.5% were answered within 10 seconds, well exceeding the national target of 90%.

### **Increasingly Satisfied Public**

Through our continued positive community engagement and collaborative working arrangements, the public continue to be satisfied with the service provided to them throughout the year. This is demonstrated through the excellent position the Force holds nationally in this particular area of performance.

### **Antisocial Behaviour Curbed**

Through our efforts on the Force priority of Community Focus, Antisocial Behaviour (ASB) incidents have fallen, along with a reduction in the number of community crimes and offences. Crimes and offences have reduced by 25% in the last quarter of the year from the same period in 2009/10. This is repeated in the number of Vandalisms which are at their lowest for 8 years with detection rates at their highest over the same period.

### **Crime Figures Sustained**

The Force have sustained our favourable performance figures, whilst delivering services with a reducing workforce. Recorded crimes for Groups 1 - 4 have increased this year by 135 crimes (0.5%). Recorded crimes for Groups 1 – 7 have increased this year by 4486 crimes (5.6%). This increase is largely as a result of enforcement activity within Group 7.

### **Operational Successes**

Throughout 2011/11, the Force has responded to a number of significant critical incidents, notably 5 homicide investigations, all of which have resulted in reports being submitted to the Crown Office and Procurator Fiscal Service (COPFS).

Operation Field, a three year investigation into a historical homicide which was committed 17 years ago, concluded. Malcolm Webster was convicted of the Murder of his first wife and subsequent Attempted Murder of his second wife. He awaits sentence.

Proceedings have also concluded with convictions in a number of murder enquiries. These demanded a significant commitment of dedicated resources over the year.

### **Serious Organised Crime Groups Disrupted and Dismantled**

During 2010/11, the Force sustained its commitment to tackling Serious Organised Crime and Drugs, responding to the views of the communities by continuing to make the Grampian area a hostile environment for Organised Crime Groups (OCGs) to operate in. A total of 38 Organised Crime Groups have been disrupted or dismantled during the year.

Through our approach utilising not just specialists within Major Investigation Teams, but with a tiered approach incorporating Local Policing Teams, we have achieved these successes, recovering controlled drugs to the street value of £2,646,371; cash seizures to the value of £163,911 and cash productions to the value of £393,340. This has been as a result of a significant number of drugs Operations across all territorial divisions of the Force.

Operation Charger was one such enquiry, where a total of nine people from an English based organised crime group were convicted of trying to bring hundreds of thousands of pounds worth of drugs into Grampian. Close to £200,000 worth of Heroin and Crack Cocaine was seized. This major operation spanned several months and involved a team of nearly 50 Officers. Sentences totalling 43 years were handed down.

### **Changing Road User Behaviour**

Work in 2010/11 focused on reinforcing education to the most vulnerable road user groups. Despite this work, the number of fatalities in 2010/11 increased compared to 2009/10 (33 adults compared to 29 adults). Child fatalities remained constant at 1. We recognise the tragedy associated with every individual incident and the Force continues to work to influence driver behaviour to reduce the number of collisions.

### **Award Winning Initiative**

Operation Zenith which set out to reduce the number of motorcyclists killed or seriously injured on north east roads ran during the summer months of 2010. Along with achieving its aim of reducing collisions, the initiative also received a number of awards, both locally and nationally, including an Outstanding Achievement Award from the Scottish National Policing Awards and a Force Excellence Award.

### **Complaints Level Off**

The number of 'On Duty', 'Off Duty' and 'Quality of Service' allegations have shown a decrease with 'On Duty' allegations being at their lowest in 2 years. The previously encountered large year on year rises in complaint numbers appears to have levelled off, with only a slight increase in complaint numbers being experienced during this period. The recent Best Value Audit and Inspection described Grampian Police's Complaint recording mechanisms as "scrupulous" and the Force continues to move towards making the complaints process more accessible to communities.

### **Staff Sustain Service Delivery**

All public sector organisations have experienced serious financial pressures during the last year and will continue to do so in the coming years, with significant savings demanded as the Government reduce budgets.

The Force responded in a very dynamic and positive manner in response to the projected budget cuts through the establishment of the Service Reconfiguration Programme team. They have been responsible for developing the Forces plan to deal with meeting the demands of sustaining our delivery of front line services, against a back drop of having to reduce our staff numbers. The number of Police Officers has reduced by 32 and Police Staff by 93 during this year.

### **Innovative Solutions Developed**

We actively seek to deliver our services in ways which reduce abstractions and makes our work force more effective. Through the use of Body Worn Videos (BWV), 98% of cases reported to COPFS with BWV footage has resulted in guilty pleas prior to any court case. This has resulted in a substantial number of Officers remaining within their communities and not abstracted to attend Court.

A public consultation highlighted that the use of BWV made those in the community feel safer.

### **Reduced Overtime Costs**

Even with a reducing work force, the proportion of salary costs accounted for by overtime has also reduced from 5.1% in 2009/10 to 3.9% in 2010/11. This has been the result of the Force consistently, year on year, making a concerted effort to ensure all resources are efficiently and effectively deployed, thus reducing overtime costs.

### **Efficiency Savings Target Exceeded**

Consistent with previous years, during 2010/11 the Force exceeded the Government target and made almost £6.5 million in efficiency savings. Given anticipated budget pressures, there may be limited scope to meet targets in future years.

## 2. SERVICE RESPONSE

The area of Service Response relates to how Grampian Police respond to the public. The Force priorities identified to deliver a high standard of Service Response are *Community Focus* and *Force Reputation & Standards*.

### 2.1 COMMUNITY FOCUS

- Engage and work with partners and the community, to deliver improved policing services based on the principles of a community focused approach.

In April 2010, the Force introduced a new community policing model, '**Local Policing - Closer to You**', delivered in line with the Force's commitment to Community Focus and Quality of Service.

To deliver this new community model the Force restructured its resources to provide 13 Local Policing Teams (LPTs) across Aberdeen, 7 LPTs in Aberdeenshire and 4 in Moray. This equates to 24 LPTs in Grampian, working locally to tackle the issues affecting quality of life within each community. A local service, tailored to local needs.

As part of the Force's commitment to maintain an excellent local service, a Communities Charter was developed and published. This Charter outlines eight commitments that Grampian Police have signed up to in terms of providing a high standard of service to the public<sup>1</sup>.

This sustainable local policing model was positively acknowledged by HMICS and Audit Scotland as part of the joint inspection of Best Value undertaken on the Force in February 2011.

HMICS reported that, *'The organisation has a clear vision for the future, based around community policing.....Grampian Police benefits from an effective and appropriately challenging working relationship with Grampian Joint Police Board and they have worked in tandem to determine a strategic direction which has community policing as its cornerstone...During 2010, the force introduced a new policing model which has delivered increased numbers of Officers working and patrolling within local communities.'*

There are clear indications that through adoption of our Community Focussed Policing model, we continue to improve policing services within our communities. The Force conducted a 12-month review of the Community Focus Strategic Priority which indicated that we are working hard to ensure we are known, contactable, visible and responsive to communities. Furthermore, reassurance has been maintained at a substantial level through a period of organisational restructure. Continued opportunities for enhancement to our community policing model are being captured and implemented to ensure that we continue to improve policing services in our communities.

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<sup>1</sup> Grampian Police Communities Charter will: Make sure you know who your local Officers are; make it easy for you to contact us; be visible and provide reassurance; attend local meetings and involve the communities; help communities tackle their local problems; keep you up to date with local policing services; tell you how we are dealing with community concerns and work with others to solve local problems.

**Proportion of 999 calls answered within 10 seconds (NI) (PPR)**

Proportion of 999 Calls Answered within 10 seconds	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total 999 calls	14900	15039	13984	12595	13595	13168	14169	12160
Answered within 10 seconds	14087	14493	13452	12355	13205	12854	13851	11879
% Answered within 10 seconds	94.5%	96.4%	96.2%	98.1%	97.1%	97.6%	97.8%	97.7%

*National Target – 90%.*

In quarter 4, the percentage of 999 calls answered within 10 seconds remained well above the national target of 90% at 97.7%. Our performance for 2010/11 has improved by 1.3% compared to 2009/10, with 97.5% of calls answered within 10 seconds.

Annual Statistics	2009/10	2010/11
Total 999 calls	56518	53092
Answered within 10 seconds	54387	51789
% Answered within 10 seconds	96.2%	97.5%

**97.5% of 999 calls were answered within 10 seconds in 2010/11.**

**Time taken to respond to emergency incidents (NI) (PPR) (In Grampian Police, this refers to 'Grade 1' calls where an emergency response is required)**

Time Taken to Respond to Emergency Incidents	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total number of emergency response incidents	1277	1189	1185	1061	1268	1221	1148	1063
Total number responded to within Force target response time*	1172	1093	1099	988	1168	1138	1065	944
% responded to within Force target response time	91.8%	91.9%	92.7%	93.1%	92.1%	93.2%	92.8%	88.8%
Average response time (minutes/seconds)**	6m34s	6m32s	6m12s	5m59s	6m16s	6m13s	6m25s	5m36s

*\*The Force target response times for Grade 1 incidents are 10 minutes for Aberdeen Division and 25 minutes for Aberdeenshire and Moray Divisions.*

*\*\*This relates to the average response times for all Grade 1 incidents as per the National Indicator. In quarter 4, the Aberdeen Division average response time was 4m29s, for Aberdeenshire it was 7m54s and it was 6m41s in Moray Division.*

Quarter 4 2010/11 showed a decrease in the number of emergency response incidents responded to within the Force target time compared to quarter 4 in 2009/10. However the average response time improved compared to the previous quarter to 5 minutes and 36 seconds.

Annual Statistics	2009/10	2010/11
Total number of emergency response incidents	4712	4700
Total Number responded to within force target time*	4352	4315
% responded to within force target response time	92.4%	91.8%
Average response time (minutes)	6mins20sec	6mins8sec

There has been a 0.6% reduction in the proportion of emergency response incidents responded to within the Force target time in 2010/11 (91.8% in 2010/11 compared to 92.4% in 2009/10). There has been an improvement in the average response time in 2010/11 to 6 minutes and 8 seconds.

**91.8% of emergency response incidents were responded to within the Force target time in 2010/11.**

**Handling of non-emergency calls (NI) (PPR)**

Non-Emergency Call Performance	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Non-emergency calls received	94258	92460	86004	82331	93437	90803	84561	83218
Non-emergency calls answered	91470	89841	84078	80981	91993	88555	82978	81169
% Answered	97.0%	97.2%	97.8%	98.4%	98.5%	97.5%	98.1%	97.5%
Number of calls abandoned/lost	2788	2619	1926	1350	1444	2248	1583	2049
% Abandoned/lost	3.0%	2.8%	2.2%	1.6%	1.5%	2.5%	1.9%	2.5%
Number of calls answered within 40 seconds	84152	81438	79116	78052	85449	82919	78930	76281
% of non-emergency calls answered within 40 seconds	89.3%	88.1%	92.0%	94.8%	91.5%	91.3%	93.3%	91.7%

*This indicator relates to calls handled by the Force Service Centre (FSC) and not those received directly at stations.*

*A call is considered answered when a member of staff speaks to the caller.*

*It has been agreed nationally by practitioners that targets for answering calls are for 92% of all calls to be answered and for 90% of calls answered to be answered in less than 40 seconds.*

In quarter 4, we received 83,218 non emergency telephone calls. 91.7% of these calls were answered within 40 seconds, the second highest number for 2010/11.

Annual Statistics	2009/10	2010/11
<b>Non-Emergency Calls Received</b>	355053	352019
<b>Non-Emergency Calls Answered</b>	346370	344695
<b>% Answered</b>	97.6%	97.9%
<b>Number of Calls Answered within 40 seconds</b>	322758	323579
<b>% Answered within 40 seconds</b>	90.9%	91.9%

For 2010/11, whilst the Force received 3034 less non emergency calls than the previous year, a greater proportion were answered within 40 seconds (91.9%).

**In 2010/11 we received 352,019 non emergency calls. 91.9% of these were answered within 40 seconds.**

## 2.2 FORCE REPUTATION AND STANDARDS

- Maintain professional and ethical standards of behaviour from all our staff in order to improve the delivery of quality policing services and to enhance public trust and confidence.

During 2010/11, work has been undertaken to improve the accessibility and understanding of the Grampian Police complaints system for the public. This included an electronic complaints form being made available to the public through the Force website and, in partnership with the Police Complaints Commissioner of Scotland, information on the complaints process being made available in different formats and languages.

Internally, Professional Standards Department have reviewed all training courses, in conjunction with the Recruitment and Training Unit, to ensure inputs on quality of service and the Forces' commitment to 'getting it right first time' are maintained.

Policies and procedures were developed in relation to service delivery to ensure good practice was identified and publicised across the Force. Work continued to set, maintain and promote standards of behaviour and service delivery including publication of the Communities Charter.

Staff are encouraged to challenge poor standards and performance. Awareness has increased in respect of the 'Safecall' facility to afford staff the opportunity to anonymously report issues that concern them.

Through our strategy document, '*Sustaining and Developing Our Platform For Success*' the Force has continued to promote the organisational values of Integrity, Transparency, Accountability, responsibility and Impartiality.

### ***Complaints about Police Officers and Police Staff (NI) (PPR) and Quality of Service Allegations (NI) (PPR)***

The previously encountered large year on year rise in complaint numbers appears to have levelled off, with a marginal increase in complaint numbers being experienced during this period.

The recent Best Value 2 Audit and Inspection described Grampian Police's Complaint recording mechanisms as "scrupulous" and the Force continues to move towards making the complaints process more accessible to communities, by increasing the visibility of the system including methods such as an online complaints form, which can be found at <http://www.grampian.police.uk/feedback/complaint.php>

Following clarification of the calculation methodology for the 2010/11 iteration of the SPPF, it was identified that complaints cases including only 'Quality of Service' (QoS) allegations were not being included in the Total Complaints figure. This has been resolved and the Total Complaints figures have been updated for previous quarters to reflect this.

In order to remain consistent with the counting conventions used by the Police Complaints Commissioner for Scotland (PCCS), complaints cases and 'QoS' allegations are now counted per 10,000 members of the resident population as opposed to per 10,000 incidents.

**NOT PROTECTIVELY MARKED**

Complaints	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total Complaints	160	159	160	152	171	143	148	179
Complaints per 10,000 population**	2.96	2.95	2.96	2.82	3.14	2.62	2.72	3.28
Number of on duty closed allegations	239	208	211	293	216	194	185	184
Number of off duty closed allegations	8	6	7	9	9	7	1	0
Number of closed allegations where action is taken*	67	57	69	46	59	34	25	32
Number of Quality of Service closed allegations	78	63	66	78	35	42	36	69
Number of Quality of Service closed allegations per 10,000 population**	1.45	1.17	1.22	1.45	0.64	0.77	0.66	1.27

*Complaints within this indicator refer to on duty, off duty and quality of service allegations*

*\*Action includes action by Crown Office Procurator Fiscal Service, action in terms of police conduct regulations/staff discipline procedures or action outwith police conduct regulations/staff discipline procedure, e.g., diversion to training or redeployment.*

*\*\* Population in Grampian 2009/10 – 539630, 2010/11 – 544980*

In quarter 4, we received 179 complaints which equates to 3.28 per 10,000 members of the resident population. This is the highest quarterly figure since the beginning of 2009/10, however, when considered in the context of an annual figure, this is only an increase of 10 complaints in comparison to the 2009/10 reporting period.

Annual Statistics	2009/10	2010/11
Total Complaints	631	641
Population	539630	544980
Complaints per 10,000 population	11.7	11.8
Number of on duty closed allegations	951	779
Number of off duty closed allegations	30	17
Number of closed allegations where action is taken	239	150
Number of Quality of Service closed allegations	285	182
Number of Quality of Service closed allegations per 10,000 population	5.3	3.3

Although there is a marginal increase in the number of complaints during 2010/11, the numbers of 'On Duty', 'Off Duty' and 'QoS' allegations have shown a decrease, with 'On Duty' allegations being at the lowest level in 2 years. As the Force has implemented a locally based approach towards complaint handling, a reduction in the number of actual allegations has been experienced, as the Forces' response is more proportionate and in line with the complainers wishes and expectations.

***User satisfaction with service provided (NI) (PPR)***

Statistics on the level of service user satisfaction are required to be reported on an annual basis to the Scottish Government and other authorities. Gathering this data involves telephone surveys conducted by the Force Service Centre (FSC), who aim to carry out 200 surveys each month (600 per quarter) of individuals who have been in contact with Grampian Police. Statistics for previous quarters are regularly updated as surveys for previous quarters are completed. Statistics for the current quarter will also change in subsequent quarters once all surveys are completed.

The figures provided below relate to surveys conducted with individuals who were in contact with Grampian Police between October and December 2010 with the survey results compiled during quarter 4.

673 individuals were asked to participate in the survey. 662 agreed, giving a response rate of 98.4%.

Overall in 2010/11, for each category listed below, user satisfaction has improved compared to 2009/10.

Satisfaction with initial Police contact	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Very satisfied	56.1%	59.0%	58.7%	58.6%	56.8%	58.7%	52.5%	58.0%
Fairly satisfied	35.3%	32.1%	35.1%	35.7%	37.7%	36.3%	41.4%	35.9%
Neither Satisfied nor Dissatisfied	3.4%	4.5%	2.4%	2.0%	2.1%	2.4%	2.2%	2.6%
Fairly Dissatisfied	2.6%	2.7%	1.7%	1.5%	1.4%	1.3%	1.9%	1.5%
Very Dissatisfied	1.6%	1.3%	1.8%	1.4%	1.2%	0.8%	1.5%	1.1%
No response	0.9%	0.4%	0.3%	0.8%	0.8%	0.5%	0.5%	0.9%

Annual Statistics - Satisfaction with initial Police contact	2009/10	2010/11
Very satisfied	58.2%	56.5%
Fairly satisfied	34.5%	37.8%
Neither Satisfied nor Dissatisfied	3.1%	2.4%
Fairly Dissatisfied	2.1%	1.6%
Very Dissatisfied	1.5%	1.1%
No response	0.6%	0.6%

There has been an increase in the proportion of survey respondents who were satisfied with the initial Police contact in 2010/11 (94.3% compared to 92.7%).

Satisfaction with the actions taken by Police to resolve the enquiry	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Very satisfied	52.7%	53.2%	55.4%	58.6%	55.3%	59.5%	55.9%	57.6%
Fairly satisfied	31.9%	30.3%	31.3%	30.3%	34.7%	28.8%	31.7%	31.0%
Neither Satisfied nor Dissatisfied	5.9%	5.7%	4.9%	4.4%	3.0%	3.7%	4.8%	3.0%
Fairly Dissatisfied	4.4%	5.0%	3.6%	3.8%	3.5%	3.5%	3.3%	4.2%
Very Dissatisfied	3.1%	3.3%	3.6%	2.4%	2.7%	2.4%	3.5%	3.3%
No response	2.0%	2.7%	1.2%	0.5%	0.8%	2.1%	0.8%	0.9%

**NOT PROTECTIVELY MARKED**

Annual Statistics - Satisfaction with the actions taken by police to resolve the enquiry	2009/10	2010/11
Very satisfied	55.0%	57.1%
Fairly satisfied	30.9%	31.5%
Neither Satisfied nor Dissatisfied	5.2%	3.6%
Fairly Dissatisfied	4.2%	3.6%
Very Dissatisfied	3.1%	3.0%
No response	1.6%	1.2%

In 2010/11, 88.6% of survey respondents were satisfied with actions taken by the Police to resolve their enquiry. This is an increase of 2.7% compared to last year, up from 85.9%.

Kept adequately informed on progress	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Yes	34.2%	35.2%	39.9%	35.4%	35.3%	39.6%	41.6%	30.8%
No	22.9%	23.6%	23.1%	21.8%	21.9%	21.2%	19.7%	17.4%
Not applicable	42.9%	41.2%	37.0%	42.6%	42.4%	38.9%	38.5%	51.8%
No response	0%	0%	0%	0.2%	0.4%	0.3%	0.2%	0.0%

Annual Statistics – Kept adequately informed on progress	2009/10	2010/11
Yes	36.2%	36.8%
No	22.9%	20.0%
Not applicable	40.9%	43.0%
No response	0.03%	0.2%

Of those relevant survey respondents asked about being kept adequately informed on the progress of their enquiry for the year, over a third (36.8%) answered yes. This is an improvement of 0.4% from last year.

Satisfaction with their treatment by staff at initial contact	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Very satisfied	64.7%	62.1%	61.6%	63.3%	60.5%	65.5%	62.5%	62.5%
Fairly satisfied	27.7%	31.0%	32.3%	30.0%	34.5%	28.5%	29.5%	30.8%
Neither Satisfied nor Dissatisfied	3.0%	3.3%	2.7%	2.4%	1.1%	2.3%	3.0%	2.1%
Fairly Dissatisfied	2.5%	2.1%	1.4%	1.2%	2.1%	1.7%	2.3%	2.3%
Very Dissatisfied	1.4%	0.8%	1.5%	2.1%	1.1%	1.2%	2.0%	1.5%
No response	0.8%	0.7%	0.5%	1.0%	0.7%	0.8%	0.7%	0.8%

Annual Statistics - Satisfaction with their treatment by staff at initial contact	2009/10	2010/11
Very satisfied	62.9%	62.8%
Fairly satisfied	30.3%	30.8%
Neither Satisfied nor Dissatisfied	2.8%	2.1%
Fairly Dissatisfied	1.8%	2.1%
Very Dissatisfied	1.5%	1.4%
No response	0.7%	0.8%

The number of respondents who were satisfied with their treatment by staff at initial contact increased from 93.2% in 2009/10 to 93.6% in 2010/11, an increase of 0.4%.

**NOT PROTECTIVELY MARKED**

Satisfaction with treatment by Officers who attended	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Very satisfied	67.6%	68.0%	62.8%	69.8%	57.5%	71.7%	66.4%	64.0%
Fairly satisfied	25.2%	23.7%	28.5%	22.9%	34.2%	21.6%	28.4%	27.6%
Neither Satisfied nor Dissatisfied	3.1%	2.4%	2.5%	4.1%	2.5%	2.3%	1.3%	3.2%
Fairly Dissatisfied	1.5%	2.1%	2.8%	1.3%	1.8%	2.7%	1.0%	2.4%
Very Dissatisfied	1.5%	1.4%	2.5%	0.3%	2.9%	0.7%	1.6%	2.0%
No response	1.1%	2.4%	0.9%	1.6%	1.1%	1.0%	1.3%	0.8%

Annual Statistics - Satisfaction with treatment by Officers who attended	2009/10	2010/11
Very satisfied	66.8%	65.1%
Fairly satisfied	25.1%	27.8%
Neither Satisfied nor Dissatisfied	3.1%	2.3%
Fairly Dissatisfied	2.0%	1.9%
Very Dissatisfied	1.4%	1.8%
No response	1.6%	1.1%

Our survey highlighted 1% more respondents were satisfied with the treatment from Officers who attended in 2010/11 than in 2009/10, giving an annual figure of 92.9%.

Satisfaction with the overall way Grampian Police dealt with the matter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Very satisfied	54.4%	53.0%	54.9%	57.8%	54.0%	60.1%	57.9%	58.9%
Fairly satisfied	31.1%	31.5%	32.8%	28.6%	34.5%	28.8%	29.2%	27.6%
Neither Satisfied nor Dissatisfied	6.1%	5.4%	5.8%	6.2%	3.6%	5.1%	4.9%	5.0%
Fairly Dissatisfied	5.0%	6.2%	3.2%	3.5%	3.6%	3.5%	4.4%	4.5%
Very Dissatisfied	2.2%	2.5%	3.2%	3.6%	3.2%	2.0%	3.1%	3.6%
No response	1.2%	1.3%	0.2%	0.3%	1.1%	0.5%	0.5%	0.4%

*Some of these statistics may have been updated from those recorded in previous reports.*

Annual Statistics – Satisfaction with the overall way Grampian Police dealt with the matter	2009/10	2010/11
Very satisfied	55.0%	57.7%
Fairly satisfied	31.0%	30.0%
Neither Satisfied nor Dissatisfied	5.9%	4.7%
Fairly Dissatisfied	4.5%	4.0%
Very Dissatisfied	2.9%	3.0%
No response	0.7%	0.6%

Overall satisfaction with the way in which Grampian Police dealt with the matter increased from 86% in 2009/10 to 87.7% in 2010/11.

Comparative analysis against other Forces in Scotland highlights that our organisation is consistently performing to the highest levels of customer satisfaction demonstrated through our positive user satisfaction feedback results.

**94.3% of survey respondents were satisfied with initial Police contact.**

**88.6% of survey respondents were satisfied with actions taken by Police to resolve the enquiry.**

**93.6% of survey respondents were satisfied with treatment by staff at initial contact.**

**92.9% of survey respondents were satisfied with treatment by Officers who attended.**

**87.7% of survey respondents were satisfied with the overall way in which Grampian Police dealt with the matter.**

## 3. PUBLIC REASSURANCE & COMMUNITY SAFETY

The area of Public Reassurance and Community Safety includes proactive and neighbourhood based work areas. Priorities identified in this area of policing are: *Antisocial Behaviour (ASB), National Security, Public Protection and Road Casualty Reduction.*

### 3.1 ANTISOCIAL BEHAVIOUR

- Deal with unacceptable conduct, which negatively impacts on the quality of life within the communities we serve, in conjunction with Local Authority strategies.

During 2010/11, the Force actively worked with partners to address violent crime and alcohol fuelled behaviour as well as prostitution which impact on our communities' quality of life.

Throughout the year a range of focused initiatives and operations took place across the Grampian area to tackle anti-social behaviour in communities. Many were not only funded through partnerships but also supported by partners on the ground.

One such initiative was Body Worn Video (BWV) cameras. Following funding received from the Fairer Scotland Fund (FSF), Body Worn Video cameras were deployed within Aberdeen Division.

Since deployment the BWV have proven to be of considerable success. Of the cases reported to COPFS with BWV footage, 98% have resulted in a guilty plea prior to any court case, meaning that a substantial number of Officers have been left working within their community and not abstracted to attend Court.

An initial assessment indicated that within the areas of Aberdeen where the BWV's have been used, there has been a reduction in crimes of ASB, violence and Breach of the Peace (BOP). This represents a reduction in the number of victims of crime. A public consultation highlighted that the use of BWV made those in the community feel safer.

A number of Officers have highlighted, through an internal consultation, that had they not been wearing a BWV, they genuinely believe that the level of aggression they were facing would have escalated to physical violence.

As a result of this effort, the number of ASB incidents has fallen, along with a fall in the number of community crimes and offences. Crimes and offences have reduced by 25% in the last quarter of the year from the same period in 2009/10. Overall, there has been a reduction by 17% during 2010/11. ASB community crimes are at their lowest for 8 years.

Vandalism has continued to feature as an indicator of social harm at both Divisional and Force levels. This focus has resulted in a consistent and steady reduction in instances of vandalism along with improvements in detections. Partnership funding and active participation in various operations and initiatives continues to contribute to the consistent and sustained performance seen in respect of this particular element of ASB. The

number of vandalism are at their lowest for 8 years with detection rates at the highest in the same period.

During the course of 2010/11 fundamental changes took place in respect of the law regarding Breach of the Peace. The case of *Harris v HM Advocate* (8th October 2010) resulted in a new interpretation of elements of Breach of the Peace which now needed to include a 'public element' to the offence. Consequently some conduct which would previously have been 'captured' by Breach of the Peace was no longer captured.

During the course of the year recorded instances of Breach of the Peace have gradually and consistently fallen with more noticeable changes in quarter 3 and quarter 4. While the impact of positive policing and partnership working undoubtedly remains a positive factor the change in the interpretation of the law also appears to have impacted significantly on the figures.

A new SPPF indicator consisting of a more focussed suite of crimes and offences relating to Anti Social Behaviour has been introduced from 1 April 2011.

***Number of recorded ASB community crimes<sup>2</sup> and offences and detection rates (NI) (PPR) (SOA)***

Recorded	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Disregard for community/ personal wellbeing	2488	2554	2390	2153	2381	2017	1228	1055
Acts directed at people	293	374	366	351	390	355	380	376
Environmental damage	2257	1842	1611	1608	2073	1792	1487	1681
Misuse of public space	92	133	99	93	130	80	39	52
<b>Total</b>	<b>5130</b>	<b>4903</b>	<b>4466</b>	<b>4205</b>	<b>4974</b>	<b>4244</b>	<b>3134</b>	<b>3164</b>

Detection Rates	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Disregard for community/ personal wellbeing	82.2%	78.4%	82.1%	81.4%	76.2%	81.8%	90.7%	86.6%
Acts directed at people	62.5%	55.3%	57.7%	62.1%	54.6%	56.1%	65.8%	58.0%
Environmental damage	29.2%	26.5%	29.5%	28.0%	30.4%	28.6%	34.2%	34.1%
Misuse of public space	97.8%	101.5%	100.0%	98.9%	100.0%	100.0%	97.4%	98.1%
<b>Total</b>	<b>58.0%</b>	<b>57.8%</b>	<b>61.5%</b>	<b>59.7%</b>	<b>56.1%</b>	<b>57.5%</b>	<b>61.0%</b>	<b>55.5%</b>

Annual Statistics	2009/10	2010/11
Recorded	18704	15516
Detected	11068	8898
Detection Rate	59.2%	57.3%

Compared to quarter 4 in 2009/10, the number of ASB community crimes has decreased by 1041, a reduction of nearly a quarter (24.8%).

<sup>2</sup> ASB Community Crimes and Offences are split into 4 headings; *Disregard for community/personal wellbeing, Acts directed at people, Environmental damage and Misuse of public space*. Further information on these can be found within the SPPF at <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/Performance>.

During 2010/11, there has been a continued reduction in the number of ASB community crimes, with an overall decrease of 17% to 15,516, the lowest figure for 8 years.

Examples of ASB initiatives and operations that have been ongoing over the last year include festive period operations such as Operation Oak<sup>3</sup> in Aberdeen, Operation Whalsay<sup>4</sup> in Aberdeenshire and Operation Star<sup>5</sup> in Moray, all of which were partnership funded and supported, focusing on a range of local ASB issues within communities.

Other Operations have focussed on preventing and dealing with various elements of Anti Social Behaviour. These include Operation Lavender<sup>6</sup> in Aberdeen which utilised a Dispersal Order, and Operation Maple<sup>7</sup> a wide ranging operation with partners in Aberdeen across Local Policing Teams. In Aberdeenshire, numerous Operations took place over the games and events seasons coupled with partner funded diversionary activities such as midnight football to tackle Anti Social Behaviour.

**In 2010/11 ASB community crimes reduced by 17% compared to 2009/10, the lowest figure in the last 8 years.**

**ASB Incidents (LI) (SOA)**

ASB Incidents recorded on STORM	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Aberdeen	4601	4675	3702	3388	4111	3947	3901	3649
Aberdeenshire	1992	2118	1852	1628	1980	2014	1972	1580
Moray	1326	1207	1039	904	1076	1061	1088	962
<b>Total</b>	<b>7919</b>	<b>8000</b>	<b>6593</b>	<b>5920</b>	<b>7167</b>	<b>7022</b>	<b>6961</b>	<b>6191</b>

*ASB Incidents are a count of Incidents recorded on the STORM Command and Control system under the Incident Class Descriptions: Alcohol in a Public Place, Breach of the Peace, Disturbance, Drunk Man, Drunk Female, Neighbour Dispute, Noisy Music, Underage Drinking, Youth Disorder. From 03/11/2010 ASB Incidents counts Disturbance, Drinking in Public, Neighbour Dispute, Noise and Public Nuisance.*

<sup>3</sup> This Operation aimed to tackle anti-social behaviour and violence while ensuring people can enjoy themselves in safety in Aberdeen. Special patrols, both high visibility and plain clothes, were deployed throughout the six weeks of the campaign.

<sup>4</sup> This Operation aimed to reduce public space alcohol related violence, including antisocial behaviour, in Aberdeenshire during the festive of 2010.

Funding provided by the Scottish Government and the Aberdeenshire Community Safety Partnership facilitated the joint activities during Operation Whalsay.

<sup>5</sup> This Operation aimed to target shoplifting during the day, whilst focusing on anti-social behaviour, violence and alcohol related disorder during the peak evening and night time periods. Funding provided by the Scottish Government and the Moray Alcohol and Drug Partnership facilitated Taxi Marshals, Red Cross Ambulances and additional Police Officers as part of Operation Star.

<sup>6</sup> This Operation aimed to tackle persistent antisocial behaviour in an area of Torry, through use of a Dispersal Order using Antisocial Behaviour legislation.

<sup>7</sup> This Operation aimed to tackle drugs, violence and anti-social behaviour in Aberdeen. Supported by Grampian Fire & Rescue Service, Grampian NHS and Aberdeen City Council, various addresses in Aberdeen were targeted in a major intelligence-led operation.

Annual Statistics	2009/10	2010/11
Aberdeen	16366	15608
Aberdeenshire	7590	7546
Moray	4476	4187
<b>Total</b>	<b>28432</b>	<b>27341</b>

On 3 November 2010 a change in the national command and control (STORM) recording codes meant that the data used as a basis for measuring ASB incidents changed. This has been recognised and reported on at tactical level within the Force and has resulted in a period where the data sets are not truly comparative. Consequently the above statistics are not completely comparative on a year to year basis given the national recording change. From quarter 1 of 2011/12 onwards more meaningful quarter on quarter comparisons will be possible using the new data sets.

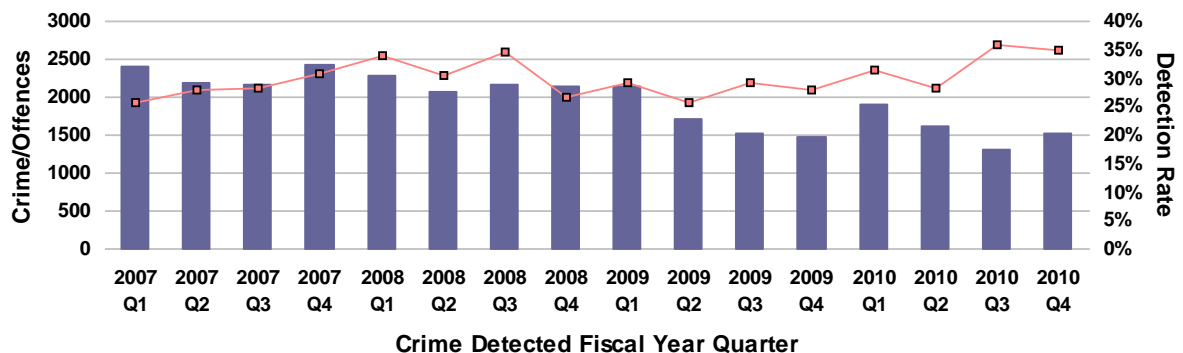
Due to changes in the recording of incidents on STORM MA which came into Force on 3 November 2010, the calculation of ASB incidents has been amended and now includes disturbance. As such, the figures for 2009/10 have also been amended.

Compared to quarter 4 2009/10, ASB incidents in quarter 4 2010/11 increased by 271 (4.8%).



The number of ASB incidents in 2010/11 has decreased across all Divisions when compared to 2009/10, with an overall reduction of 1091 incidents (3.8%).

**Vandalism (LI) (SOA)**

Vandalism has continued to feature as an indicator of social harm at both Divisional and Force Tactical Co-ordinating meetings, resulting in it remaining high on the agenda of Divisional Commanders and their Local Policing Teams. The picture presented has been a consistent and steady reduction in instances of vandalism along with improvements in detections. Performance is closely scrutinised daily, fortnightly and monthly within the Force. Partnership funding and active participation in various operations and initiatives continues to contribute to the consistent and sustained performance seen in respect of this particular element of ASB. Accessing partnership funding will be more challenging in future and Divisional Commanders are acutely aware of the need for continued focus on this particular issue as a 'barometer' of social harm within Local Policing Areas.



**NOT PROTECTIVELY MARKED**

Fiscal Year Quarter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	
Recorded	2148	1715	1512	1477	1907	1628	1314	1528	
Detected	629	441	441	413	599	459	473	535	
<b>Detection Rate</b>	29.3%	25.7%	29.2%	28.0%	31.4%	28.2%	36.0%	35.0%	

Annual Statistics	2009/10	2010/11
Recorded	6852	6377
Detected	1924	2066
Detection Rate	28.1%	32.4%

Whilst there has been an increase in vandalism in quarter 4 2010/11 (51 recorded crimes), compared to quarter 4 2009/10, the number overall in 2010/11 has decreased by 6.9% (475 crimes). This is the lowest annual figure in 8 years.

The vandalism detection rate has increased by 4.3% to 32.4% in 2010/11.

**Recorded Vandalisms at their lowest for 8 years with detection rate at the highest in 8 years.**

**Level of detected youth crime (NI) (PPR) (SOA)**

Crimes Detected	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Aberdeen	717	802	683	693	843	670	602	600
Aberdeenshire	351	363	332	322	435	306	242	242
Moray	249	227	168	219	212	172	143	156
<b>Total</b>	<b>1317</b>	<b>1392</b>	<b>1183</b>	<b>1234</b>	<b>1490</b>	<b>1148</b>	<b>987</b>	<b>998</b>

*Figures for youth crime relate to those crimes (groups 1-6) where a child or young person (aged 8-17 inclusive) has been identified and charged with an offence.*

Annual Statistics	2009/10	2010/11
Aberdeen	2895	2715
Aberdeenshire	1368	1225
Moray	863	683
<b>Total</b>	<b>5126</b>	<b>4623</b>

The figures for youth crime in each quarter are dependent on the number of crimes detected. For example as crimes are detected from previous quarters, figures increase.

Overall in 2010/11, the number of crimes committed by children and young people was 4623. This is a reduction of 503 (9.8%) from 2009/10.

**NOT PROTECTIVELY MARKED**

Number of Children and Young People Responsible	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Aberdeen	511	532	502	485	515	462	404	401
Aberdeenshire	342	300	265	284	405	268	202	190
Moray	192	178	137	166	169	126	116	94
<b>Total</b>	<b>1045</b>	<b>1010</b>	<b>904</b>	<b>935</b>	<b>1089</b>	<b>856</b>	<b>722</b>	<b>685</b>

*This indicator is a count of the number of children and young people (aged 8-17 inclusive) who committed crimes (Crime Groups 1-6) i.e. where a child or young person appears as status 'accused'.*

Annual Statistics	2009/10	2010/11
Aberdeen	2030	1782
Aberdeenshire	1191	1065
Moray	673	505
<b>Total</b>	<b>3894</b>	<b>3352</b>

The number of children and young persons responsible for committing crimes in quarter 4 2010/11 was 685. Previous experience has highlighted that this recorded figure will continue to increase during future quarters as Police enquiries are completed and more crimes detected. It is therefore assessed that the current quarter 4 2010/11 figure will increase.

## 3.2 NATIONAL SECURITY

- Counter the threat from Terrorism and Domestic Extremism.

In delivering activity to counter the threats from Terrorism and Extremism, Grampian Police are led by intelligence assessed UK Threat levels. The current threat level from International Terrorism indicates an attack is highly likely. The threat of International Terrorism comes from a diverse range of sources, including Al Qaida and associated networks, and those who share Al Qaida's ideology but do not have direct contact with them. Simultaneously, the threat level from Northern Ireland Related Terrorism to the UK mainland identifies that an attack is a strong possibility.

Grampian Police continues to support the United Kingdom (UK) Government Counter Terrorism Strategy, CONTEST 2. In doing so, Grampian Police aim to reduce the most significant security threat to our communities, the threat from International Terrorism and to allow people to go about their daily lives freely and with confidence. The strategy is divided into the 4 strands of Prevent, Pursue, Protect and Prepare and during 2010/11, Grampian Police have worked with a wide range of local partners in our combined efforts to counter the threat.

### ***Prevent***

The Multi-Agency Delphinus Groups in Aberdeen, Aberdeenshire and Moray are continuing to make progress in identifying possible causes of radicalisation in their areas and developing measures to address these.

The Grampian Police Prevent Co-ordinator is continuing to engage with local public sector bodies and other identified stakeholders. The focus of this work is on the delivery of briefings and structured workshops to raise awareness of the causes of radicalisation and on ensuring our communities know when and how to report concerns to the Police. The All Communities Together (ACT) Now events and the Workshops to Raise Awareness of Prevent (WRAP) have been key products that have been delivered during 2010/11.

ACT Now is an interactive exercise, based on an unfolding extremist incident and allows those taking part to consider how, as a community, we could respond to the incident as it develops, generating debate and opportunity to raise awareness to allow better understanding of how the Police and partners deal with such incidents.

WRAP events have been delivered to over 200 people locally during 2010/11. These workshops are delivered to people who work within the wider local communities and who are in a position to recognise and intervene at an early stage where any radicalisation or other extremist behaviour may be identified.

The UK Government have recently published an updated Prevent strategy. This is being assessed to determine whether any changes to the approach adopted by the Scottish Forces are required.

***Pursue***

Information and intelligence from our communities is the key to countering the threat of terrorism and extremism. We continue to utilise our Force briefing pages to highlight intelligence requirements across themes of Counter Terrorism and Domestic Extremism. These are supported by direct briefings from Special Branch and Counter Terrorism Security Advisors (CTSAs) to Local Policing Teams, keeping those who are at the forefront of policing our communities informed, to ensure identification of any unusual or out of the ordinary activity.

Information relating to individuals or groups with potential links to terrorism or extremism continue to be developed by the Force Special Branch and the Major Investigation Teams. The range of policing methods we utilise in investigations into suspect individuals has to remain confidential in order to allow maximum opportunity to counter the threats and keep our communities safe.

In response to the current civil and political unrest in several Middle Eastern and North African countries, Special Branch and Local Policing Team Officers engage with individuals on their arrival at Aberdeen Airport who have travelled from such locations to ensure their wellbeing and learn of any further developing situations abroad. This generates valuable information about the impact these events overseas are having on elements of our local communities, whilst also hardening the access to our local area against those who may have been involved in violent actions abroad and who are potentially intent on using such experience to target the UK.

***Protect***

CTSAs have continued to provide counter terrorism protective security advice for locations and premises at risk from terrorism and provided specialist advice regarding the security of explosives, pre-cursor chemicals, pathogens and toxins, radiological sources and other toxic chemicals. This has included delivery of further Project Revise events at Higher Education Establishment (HEE) laboratories. Project Revise deals with security issues surrounding university laboratories and the use of chemicals which could potentially be used to produce home made explosives.

In an effort to increase protection of our maritime ports and coastline, Project Kraken was launched across the Grampian Police area on 1 March 2011. The project is a UK wide initiative aimed at utilising the knowledge and experience of the maritime community to deter and detect criminal or terrorist related activity around our coastline.

The project is co-ordinated by the Special Branch Ports Unit involving key stakeholders such as harbourmasters, marina managers and representatives of harbour trusts working in partnership to enhance security at harbours and other locations around our coastline. Officers from Local Policing Teams who have responsibilities for coastal areas are involved directly with these maritime partners and the public, sharing and gathering information, to ensure the maritime environment remains safe for business and recreational purposes.

***Prepare***

Project Argus<sup>8</sup> events were delivered by CTSA's at hotels and HEEs. Events such as this provide significant benefit in raising awareness and challenging existing preparedness to deal with the consequences of a terrorist incident.

CTSA's have continued to deliver Project Griffin<sup>9</sup> events within the retail sector. This product provides an understanding of terrorism and extremism and the practical measures that can be taken to counter this in our communities.

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<sup>8</sup> Project Argus is a National Counter Terrorism Security Office initiative, exploring ways to prevent, handle and recover from a terrorist attack, by taking businesses through a simulated terrorist attack.

<sup>9</sup> Project Griffin is an internationally acclaimed Counter Terrorism protective security initiative aimed at the business, retail and commercial communities, with the aim of providing an understanding of terrorism and extremism and the practical measures that can be taken to counter this in our communities.

### 3.3 PUBLIC PROTECTION

- Safeguard children, young persons and vulnerable adults, from risk of physical, emotional and sexual abuse or neglect and effectively manage offenders through the development of internal and partnership processes.

#### **Adult Protection**

The Force Adult Protection (AP) Co-ordinator, in partnership with the Force Referral Unit (FRU) has delivered Adult Support and Protection (ASP) training to frontline staff which will improve the process of referral through to the local authority AP units in Aberdeen and Aberdeenshire. Closer liaison between these units and FRU has led to an improved understanding of the referrals process, ultimately contributing to the protection of adults at risk from potential offenders.

The process for referrals to the Adult Protection Units in each of the three local authority areas has been in place and embedded and through the Adult Protection Committees first production of a Biennial report to the Scottish Government, this has identified several multi-agency approaches which are positive and encouraged further similar approaches to other areas affecting vulnerable adults. The Public Protection Unit, as a member of the Adult Protection Committees (APCs), has taken these opportunities to review referral process for vulnerable adults involved in attempt suicidal behaviour, self harm and drug and alcohol issues and whilst this will continue to be worked upon, there is very positive steps being taken forward in this area of work with the AP Units.

Through training delivered to FSC by the Public Protection Unit (PPU) a gap was identified for frequent callers who were vulnerable adults but were not being alerted to Social Work. The AP Co-ordinator has introduced a process for referral from supervisor at FSC to FRU, who will then make the appropriate referral to AP Unit in each of the three local authorities. This new process will reduce the calls to FSC and importantly, will alert Social Work who can put in place the appropriate support.

Over the last year Grampian Police have been involved along with NHS Grampian, Local Authorities and the Scottish Ambulance Service in the full review of the Grampian Psychiatric Emergency Plan. Work will continue to review good practice in this area of work.

#### **Domestic Abuse**

In Grampian Police our attention is now focusing towards the perpetrators of domestic abuse, whilst continuing to give support to victims, in terms of challenging repeat offending and non compliance with special bail conditions. Over the last few years, the Police response to domestic abuse has significantly developed, with agencies working together to support victims and their families. This improvement has been assisted by the implementation of a new process for domestic abuse offender letters.

The Caledonian Programme has been established in Aberdeen and Aberdeenshire. It is an integrated approach to address domestic abuse by men and to improve the lives of women, children and men. The programme works with men convicted of domestic abuse

related offences to reduce their re-offending. The programme also offers integrated services to women and children, with an additional service to address the safety of women and children. Men attending the programme will be subject to a criminal justice order i.e. Community Pay Back Order, Supervised Release Order or Parole Licence.

Grampian Police has recently contributed to the 'Routine Enquiry' work with NHS Grampian to have an informed process for NHS staff on how to ask about domestic abuse and how to manage concerns of disclosure of abuse.

With the consideration of closer alignment of Force Domestic Abuse Liaison Officers (DALOs) to the PPU, there will be a considerable amount of work ongoing in the forthcoming year to introduce information sharing processes for the introduction of the Multi Agency Risk Assessment Conference (MARAC) process. MARAC is concentrated around providing a co-ordinated response between multiple partner agencies to those at highest risk of domestic abuse. The main aim is to increase the safety of adults and children associated with domestic abuse and reduce the risk of them becoming repeat victims.

### ***Child Protection***

There are a number of distinct initiatives in place aiming to ensure the safety of all children in the Grampian area. These include;

A 'Getting it Right' Strategic Group has been established and is chaired the Chief Constable. The Scottish Government are actively involved in this group. This has given a new focus for all three local authorities to look at the Scottish Government core components and how they are achieved. Each partnership is delivering locally and is considering the pan Grampian approach which is a positive move for the area.

Following the Getting It Right For Every Child (GIRFEC) principles, aiming to improve outcomes for all children and young people in Scotland, the Force Referral Unit has been established and is responsible for processing all concern forms submitted regarding children and adults at risk in Aberdeen and Aberdeenshire.

In Aberdeen, a Pre Referral Screening (PRS) group process is now in place and involves the FRU providing accurate and up to date information on children and their families to partners, in order that an integrated network of support can be built around the child or young person's needs. In Aberdeenshire a PRS group process is not in place, however the same partner agencies are involved in the outcomes for the child or young person.

In Moray, a new purpose built building for Child Protection services in Moray is due to open in Elgin. The unit is a joint initiative which began in June 2009 between Moray Council, Grampian Police and Grampian Health Board and was commissioned in response to the growing recognition of the need for close multi-disciplinary working and co-operation in the area of child protection. The unit will be one of the most modern in Scotland and will incorporate a range of facilities including up to date Digital Interview Recording technology.

The Force are meantime contributing to the national Digital Interview Recording of Child Witness project. By 2012, the project aims to deliver equipment to the Force that will allow all child victim interviews to be recorded. The purpose of the project is to improve services for children and maximise opportunities to bring offenders to justice.

The Force continually seeks to achieve improvement in order to enhance our response to Child Protection enquiries and training in the Initial Referral Discussion (IRD) and Joint Investigative Interview (JII) processes are being implemented by Family Protection Unit staff. This will also be rolled out to Officers across the Force to improve Divisional responses to child protection enquiries.

On 31 January 2011, the Sex Offender Community Disclosure Scheme went live in the Grampian Police area. Since the "go live" date, 6 applications have been made. No disclosures have been made to date and all applications were progressed within the 45 day timeframe for completion.

### 3.4 ROAD CASUALTY REDUCTION

- Achieve a steady reduction in the numbers of those killed and seriously injured, with the ultimate vision of a future where no one is killed on the roads in Aberdeen, Aberdeenshire and Moray and the injury rate is much reduced.

Road Traffic Collisions can be influenced by many factors, however, the Force continues to focus on changing driver attitudes through education and enforcement.

The Force developed and implemented Operation Zenith to positively influence the levels of collisions involving motorcycles. Hailed as a success, both locally and nationally, this approach has continued throughout the year with positive results.

Work continued to educate young and inexperienced drivers to improve their knowledge and understanding of some of the dangers they may face. Road shows and presentations conducted with partners were delivered through schools and community events.

The Force has reviewed the Road Safety Unit, to ensure the resources are appropriately deployed towards minimising road casualties. This review examined the role and processes undertaken in the Unit ensuring they support local road policing issues across the Grampian area.

The work in 2010/11 has been focused on reinforcing education to the most vulnerable road user groups (motorcyclists, young and inexperienced drivers) in an attempt to change road user behaviour, to minimise road traffic collisions and the tragic loss of life.

#### ***ACPOS Scottish Road Policing Framework***

The ACPOS Scottish Road Policing Framework was published in 2009. Based on five pillars: education, enforcement, engineering, encouragement and evaluation, the framework aims to reduce deaths and injuries on Scotland's roads by 2020.

Earlier this year, the Scottish Government announced new Road Casualty Targets to be reached by 2020, with a progress check in 2015. These are:

- Fatal Casualties                      30% reduction by 2015, 40% reduction by 2020.
- Serious Casualties                    43% reduction by 2015, 55% reduction by 2020.
- Slight Casualties                      10% reduction by 2020.
- Child Fatalities                        35% reduction by 2015, 50% reduction by 2020.
- Child Serious Casualties            50% reduction by 2015, 65% reduction by 2020.

This reduction is against a baseline figure of the average number of each category of casualties for 2004 to 2008 (inclusive).

Performance in relation to these targets is detailed below:

- Fatalities are 11.7% under target.
- Serious casualties are 26.6% over target
- Slight casualties are 14.6% under target.
- Child fatalities are 100% under target.
- Child serious casualties are 0.4% over target.

Quarter 4 of the business year saw considerable time devoted towards planning for road casualty reduction measures during the key period of April to October.

A number of Road Safety Advisors departed from the Force during quarter 4. A plan has been prepared by the Roads Policing Department to reduce and revise the road safety service provided to primary schools and place greater focus towards the identified vulnerable road user groups, particularly young drivers and motorcyclists.

As a result of a number of serious collisions involving agricultural vehicles, enforcement initiatives inspecting the roadworthiness of agricultural vehicles have been undertaken in conjunction with the Vehicle and Operator Services Agency (VOSA). These have revealed a number of significant mechanical defects and as such, additional work with VOSA and the National Farmers Union is being planned.

Road Safety Grampian staff presently have use of two sponsored motorcycles, which are used at events, but also on 'ride out' days where Road Safety staff engage with the motorcycling community to generate dialogue and interest in schemes such as Bike Safe. This engagement clearly paid dividends in 2010, with over 180 referrals to the Bike Safe course, the highest number of referrals recorded in Scotland and more than double the next highest Force.

### ***Number of persons killed and injured in road accidents (NI) (PPR) (SOA)***

In April 2010, Grampian Police launched Operation Zenith which was aimed at improving rider behaviour and through this, reduce road casualty numbers. This Operation was launched in response to a continuing rise in motorcyclist KSI numbers during 2009, when 8 out of the of the 31 fatal collisions occurring in the Force area involved motorcyclists (26%).

The ACPOS Road Policing Strategy of Education, Encouragement, Engineering and Enforcement was employed to provide structure to the operation. This allowed the Operation to bring partners from the Local Authorities, Trunk Road Manager, emergency services, motorcycle trade and Aberdeenshire Community Safety Partnership onboard, to make use of their combined expertise and resources.

The primary focus of the operation was engaging with motorcyclists. The greater the number who see and hear the safety and enforcement message the more opportunity there is to impact on rider behaviour.

Part of the Operation involved the Force Motorcycle Section who identified key motorcycle routes. These routes covered Aberdeen, Aberdeenshire and Moray and offered the opportunity for Officers to engage with motorcyclists in all three areas.

Operation Zenith and its achievements have been recognised both locally and nationally. The Operation won a Grampian Police Excellence Award and an Outstanding Contribution Award at the Scottish Government National Policing Awards.

Persons Killed or Injured in Road Accidents (National Indicator)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Fatal Injury Collisions	5	9	6	6	9	8	10	5
Serious Injury Collisions	69	82	78	49	66	88	62	56
Slight Injury Collisions	254	237	269	196	179	223	192	199
<b>Total Collisions</b>	<b>328</b>	<b>328</b>	<b>353</b>	<b>251</b>	<b>254</b>	<b>319</b>	<b>264</b>	<b>260</b>
Adults Killed	5	10	6	8	9	9	11	4
Adults Seriously Injured	69	98	93	51	71	97	66	55
Adults with Slight Injuries	307	280	328	237	211	244	238	228
Children Killed	0	1	0	0	0	0	0	1
Children Seriously Injured	3	7	7	6	3	9	6	3
Children with Slight Injuries	28	30	20	19	15	45	18	22
<b>Total KSI</b>	<b>77</b>	<b>116</b>	<b>106</b>	<b>65</b>	<b>83</b>	<b>115</b>	<b>83</b>	<b>63</b>
<b>Total Injuries (Fatal, Serious, Slight)</b>	<b>412</b>	<b>426</b>	<b>454</b>	<b>321</b>	<b>309</b>	<b>404</b>	<b>339</b>	<b>313</b>

Annual Statistics	2009/10	2010/11
Fatal Collisions	26	32
Serious Injury Collisions	278	272
Slight Injury Collisions	956	793
Adults Killed	29	33
Adults Seriously Injured	311	289
Adults with Slight Injuries	1152	921
Children Killed	1	1
Children Seriously Injured	23	21
Children with Slight Injuries	97	100

In quarter 4 2010/11, 5 fatal injury collisions occurred, resulting in 4 adult and 1 child fatality. This is the lowest quarterly number of fatal collisions and adult fatalities since the first quarter of 2009/10.

The number of fatal collisions in 2010/11 was 32, compared to 26 last year, with 33 adult fatalities this year compared to 29 last year. Child fatalities remained at 1, the same level as last year.

Whilst over the much longer period fatalities had fallen from far higher numbers in the 1970s and 80s to the current levels, the statistics reveal an unacceptable level of avoidable deaths on our roads.

Current operational practice with regard to education, enforcement and the focusing of effort on vulnerable groups will continue. As it remains the case that the personal behaviour of road users has a fundamental effect on the incidence and outcome of collisions the element of highlighting road users' personal responsibility is being actively developed by the Force along with partners.

***Proactive enforcement operations & high visibility directed patrols (LI)***

Proactive Enforcement Operations	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Operations	19	21	27	21	16	14	12	6
Local Contributory Offences	29	14	53	4	37	2	0	0
Other Offences	138	153	114	150	84	65	100	45
Educated	5	277	608	168	422	759	18	94

Annual Statistics	2009/10	2010/11
Operations	88	48
Contributory Offences	100	39
Other Offences	555	294
Educated	1058	1293

High Visibility Directed Patrolling Activity	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Hours on Patrol	1268	287	303	337	421	496	228	321
Local Contributory Offences*	57	8	1	6	3	6	9	10
Other Offences*	2151	116	148	259	319	638	160	307
Educated	2381	621	561	741	651	810	481	722
Injury Collisions	None	None	2 Serious	1 Fatal	1 Serious	1 Serious	1 Serious	None

*\* Local Contributory Offences are Section 2 and 3 of Road Traffic Act 1988, Dangerous and Careless Driving.  
Other Offences are all other offences recorded under Road Traffic Act 1988*

Annual Statistics	2009/10	2010/11
Hours on Patrol	2195	1466
Contributory Offences	72	28
Other Offences	2674	1424
Educated	4304	2664
Injury Collisions	2 Serious & 1 Fatal	3 Serious

During the course of 2010/11, 48 proactive enforcement operations were undertaken with a more targeted approach to deploying initiatives towards the most vulnerable road users (young drivers and motorcyclists), including Operation Zenith.

### 3.5 OTHER INDICATORS

#### **Number of recorded crimes and offences (NI) (PPR)**

##### **National Comparisons**

In comparison to all other Scottish Forces for Group 1, 3 and 4 crimes, Grampian has a below average number of recorded offences per 10,000 population and an above average detection rate. However, for Group 2 offences, Grampian has the highest number of offences per 10,000 population and the lowest detection rate.

The number of Offences recorded under Groups 5, 6 and 7 are impacted upon by the level of law enforcement activity against each Group. As this level of activity varies across Forces depending on their individual priorities and resource deployment, no national comparisons have been included for these crime groups.

Crime Group	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	
Group 1	224	198	181	183	230	199	184	178	
Group 2	219	258	227	244	306	211	229	277	
Group 3	4104	4122	3908	3740	4349	4052	3879	3905	
Group 4	2365	1947	1698	1683	2168	1906	1586	1777	
Group 5	1322	1463	1256	1502	1576	1429	1144	1293	
Group 6	4951	5048	4772	4559	5207	4650	4421	4568	
Group 7*	8273	7810	6475	7952	9652	9222	6642	9930	

\*Group 7 includes both recorded offences on CrimeFile. Vehicle Penalty and Fixed Penalty Offences (VPFPO) and Pensys statistics – i.e. Road Traffic Fixed Penalty Offences.

Annual Statistics	2009/10	2010/11
Group 1	786	791
Group 2	948	1023
Group 3	15874	16185
Group 4	7693	7437
Group 5	5543	5442
Group 6	19330	18846
Group 7	30510	35446
<b>Total Group 1-4</b>	<b>25301</b>	<b>25436</b>
<b>Total Group 1-7</b>	<b>80684</b>	<b>85170</b>

##### **Group 1 – 4**

Compared to last year, the number of recorded crimes in groups 1 – 4 has increased by 135 crimes to 25436.

### **Group 1 – Crimes of Violence**

Within this crime group, there have been 5 Murders during the last year. With each tragic loss of life, comes resource intensive investigation to ensure each crime is detected and a successful conclusion reached. A significant number of Police Officers and Police Staff, along with the Force partners from the Scottish Police Services Authority (SPSA) were involved in homicide investigations that occurred in Fraserburgh, Tomintoul and Elgin last year.

There has been a continued decrease in the number of recorded crimes of violence each quarter in 2010/11, from 230 in quarter 1 to 178 in quarter 4.

Overall in 2010/11, whilst there have been 5 more crimes of violence, performance in this group remains good as we continue to have less recorded crimes than the average number over the last three years.

Within crimes of violence this year there has been fewer offences of Abduction, Cruelty, Neglect and Unnatural Treatment of Children and Serious Assault. The number of Robberies and Attempted Murders have increased compared to last year.

**Group 1 recorded crimes in 2010/11 have seen a slight increase on last year, however are at the second lowest level in 8 years.**

When comparing the Force figures for group 1 offences nationally, per 10,000 members of the population, the average number of group 1 offences is 22.1. Grampian recorded 14.5 offences per 10,000 population. This is below the average. The national detection rate average is 71.6%. Grampian sits above the average at 80.7%.

### **Group 2 – Crimes of Indecency**

The number of recorded crimes in quarter 4 was the highest since quarter 1 and has contributed to an overall yearly increase of 75 crimes (1023 crimes in 2010/11 compared to 948 in 2009/10).

An element of the increase in recorded figures can be attributed to a high number of prostitution offences recorded at the start of the financial year as part of Operation Begonia<sup>10</sup>.

Serious sexual offences remains a focal point for the Force and during the year a decision was reached to monitor these offences outwith the Violence priority. In the future this will help ensure that the new sexual offences legislation is fully implemented and that investigations continue to be supported with appropriate levels of resource. This will also involve greater partnership working and already some preparatory scoping working has been completed with other Forces to identify best practice.

At a national level, per 10,000 members of the population, the average number of group 2 offences recorded across Scotland is 12.6. Grampian has the highest recorded average figure at 18.8. The national detection rate average is 65.7%. The Grampian rate is below average at 58.6%.

<sup>10</sup> Operation Begonia involved working alongside partner agencies to try to encourage street workers away from prostitution.

### **Group 3 – Crimes of Dishonesty**

Compared to quarter 4 in 2009/10, crimes of dishonesty have increased from 3740 to 3905, an increase of 4.4%.

Comparing 2010/11 to 2009/10, the number of crimes has increased from 15874 to 16185, an increase of 2.0%, however this was the second lowest recorded figure since 2003/04. Again, performance remains good as we continue to have less recorded crimes of dishonesty than the average number over the last three years.

**Recorded crimes of dishonesty in 2010/11 have increased by 2% on last year, however are at their second lowest level in 8 years.**

At a national level, per 10,000 members of the population, the average number of group 3 offences recorded across Scotland is 301.6. The Grampian figure is 297.0 – below the average. The national detection rate average is 37.0%. The Grampian rate is 37.7%, above the average.

### **Group 4 – Fire-raising, Malicious and Reckless Conduct** *(including Vandalism)*

In quarter 4, the number of group 4 crimes increased compared to quarter 4 last year from 1683 to 1777, an increase of 5.6%.

The overall 2010/11 figure has decreased by 3.3% compared to last year, this is classified as excellent, representing an improvement compared to our best quarterly performance over the last 3 years. This improvement highlights work undertaken by the Force as part of the Antisocial Behaviour priority is having the desired impact on the number of crimes recorded.

**Group 4 recorded crimes were at their lowest recorded level in 8 years with detection rates at their highest in 8 years.**

At a national level, per 10,000 members of the population, the average number of group 4 offences recorded across Scotland is 158.7. The Grampian figure is below the average at 136.5. The national detection rate average is 25.0%. The Grampian rate is above average at 32.7%.

### **Group 5 – Other Crimes** *(including Resisting Arrest, Obstruction, Perverting the Course of Justice, Bail Offences and Drugs Offences)*

During quarter 4 of 2010/11, 1293 group 5 offences were recorded. Overall in 2010/11, there were 5442 recorded offences. This is a reduction of 1.8% compared to 2009/10.

As mentioned in the quarter 3 report, new counting rules in relation to drug possession and supply came into being on 1 September 2010 with predictions that supply charges would drop by 37% and possession charges by 12%. The figures for 2010/11 show that possession charges have actually increased by 2.9% from 1859 last year to 1912 this year.

**Group 6 – Miscellaneous Offences** *(including Minor Assault, Breach of the Peace, Racially Aggravated Offences, Licensing Offences and Telecommunications Offences)*








In quarter 4 of 2010/11, 4568 offences were recorded under group 6. This is very similar to the figure for quarter 4 of 2009/10. When comparing 2010/11 figures with 2009/10, the number of offences has reduced by 2.5% to 18846 from 19330.

**Group 7 – Offences Relating to Motor Vehicles**

In quarter 4, 9930 group 7 offences were recorded. This is the highest quarterly figure in 2010/11. When compared to quarter 3, the number of recorded offences has increased by 3288 (49.5%). The low figure for quarter 3 can be attributed to the focus on keeping motorists moving in the adverse weather conditions, rather than recording offences.

In 2010/11, the number of offences recorded has increased by 16.2% when compared to 2009/10, from 30510 to 35446.

**Detection Rate for Recorded Crimes and Offences (NI) (PPR)**

Crime Group	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	
Group 1	75.9%	88.9%	82.9%	84.7%	80.9%	76.9%	81.5%	83.7%	
Group 2	61.2%	86.4%	60.8%	71.3%	65.4%	55.5%	53.7%	57.4%	
Group 3	33.3%	37.1%	37.4%	44.5%	38.3%	35.3%	40.9%	36.2%	
Group 4	30.0%	28.2%	30.4%	28.8%	31.5%	29.5%	35.3%	35.2%	
Group 5	94.3%	95.3%	91.0%	94.5%	99.4%	100.7%	99.5%	96.1%	
Group 6	76.6%	72.0%	77.6%	74.2%	69.2%	74.4%	75.6%	73.9%	
Group 7*	95.2%	93.7%	93.9%	96.0%	94.7%	95.0%	93.7%	96.2%	

\*Group 7 detection rates include detected offences recorded in CrimeFile, VPFPO and Pensys statistics i.e. Road Traffic Fixed Penalty Offences.

Note: The standard method of calculation depends on the date of detection. This counts crimes detected during the period, even though they were recorded in a previous quarter. Hence, detection rates may occasionally exceed 100%.

Annual Statistics	2009/10	2010/11
Group 1	82.8%	80.7%
Group 2	70.6%	58.6%
Group 3	37.9%	37.7%
Group 4	29.4%	32.7%
Group 5	93.8%	99.0%
Group 6	75.1%	73.1%
Group 7	95.0%	95.0%
<b>Total Group 1-4</b>	<b>38.0%</b>	<b>38.4%</b>
<b>Total Group 1-5</b>	<b>48.0%</b>	<b>49.1%</b>
<b>Total Group 1-7</b>	<b>72.3%</b>	<b>73.5%</b>

**Group 1 – Crimes of Violence**

The quarter 4 group 1 detection rate increased to 83.7%. This is the highest quarterly rate for 2010/11.

The annual detection rate for group 1 has reduced from 82.8% last year to 80.7%. Whilst the Force notes a reduction in detection rate, the performance remains good as we continue to exceed the average overall detection rate over the last three years.

We are continuing our emphasis on maximising investigative opportunities to assist us in detecting as many crimes as possible.

### **Group 2 – Crimes of Indecency**

The detection rate for Group 2 crimes has increased in quarter 4 to 57.4%, however is still lower than all quarters during 2009/10.

Compared to 2009/10, the group 2 detection rate has decreased from 70.6% to 58.6%.

Sexual offences encompass a complex range of offences that have many diverse elements ranging from stranger offending, inter familial crimes, serious sexual offences and prostitution, all of which are challenging to detect, given the law of corroboration. Significant steps have been introduced to improve the service we give to victims, including training Sexual Offences Liaison Officers (SOLOs).

In 2010/11, detection rates have undoubtedly been influenced by external factors, including disclosure legislation and the Cadder Ruling. The changing scope of the new legislation, along with the reporting procedures to COPFS have also made detection rates more challenging.

Whilst we are content that group 2 crimes are subject to rigorous investigation, it must be acknowledged that overall detection rates are below the levels we would expect.

Given the complexities mentioned above and to ensure we take the appropriate action to improve our performance in group 2, a Short Life Working Group (SLWG) has been set up with the various interested stakeholders to develop the Force's approach to group 2. This work considers the critical issues impacting on recorded figures and detection rates, seeking best practice from other Forces and working with partners to ensure a joint approach to the issue.

### **Group 3 – Crimes of Dishonesty**

The detection rate for group 3 crimes of dishonesty in quarter 4 of 2010/11 was 36.2%. The detection rate for 2010/11 is 37.7% and 0.1% below the average detection rate over the last three years and as such, is shown in red.

### **Group 4 – Fire-raising, Malicious and Reckless Conduct**

The quarter 4 detection rate for group 4 crimes was 35.2%. The detection rate in 2010/11 was 32.7%, an increase of 3.3% from 2009/10. Vandalism specifically recorded its highest detection rate for 8 years in 2010/11.

### **Group 5 – Other Crimes**

As mentioned in the quarter 3 report, a thematic review of group 5 crimes was completed recently. This review has resulted in the detection rate for the current period, along with a number of previous periods increasing significantly and boosting the detection rate for 2010/11 to 99.0%.

### **Group 6 – Miscellaneous Offences**

The group 6 detection rate for quarter 4 has fallen to 73.9%. The detection rate in 2010/11 is 2% lower than 2009/10 at 73.1%.

### **Group 7 – Offences Relating to Motor Vehicles**

Our quarter 4 detection rate for group 7 is at its highest level in 2 years at 96.2%. The detection rate for 2010/11 has remained identical to 2009/10 at 95.0%.

**Number of racist incidents, racially motivated crimes and offences and detection rates (NI) (PPR) (SOA)**

Racist Incidents	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Recorded	119	161	149	145	166	146	133	105

*The numbers shown above are incidents recorded in STORM Command and Control system.*

Annual Statistics	2009/10	2010/11
Racist Incidents	574	550

Racially Motivated Crimes	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Recorded	183	245	246	205	246	188	218	179
Detected	127	185	175	122	164	146	140	109
<b>Detection Rate</b>	<b>69.4%</b>	<b>75.5%</b>	<b>71.1%</b>	<b>59.5%</b>	<b>66.7%</b>	<b>77.7%</b>	<b>64.2%</b>	<b>61.0%</b>

*Racially Motivated Crimes include the direct charges of racially aggravated conduct and harassment, and any other crime or offence which has been perceived as racially motivated by the victim.*

Annual Statistics	2009/10	2010/11
Racially Motivated Crimes Recorded	879	831
Racially Motivated Crimes Detected	609	559
Detection Rate	69.3%	67.3%

As is evident from the figures, quarter 4 of 2010/11 saw a sharp decrease in the amount of racist incidents recorded by the Force. It is also satisfying to see a slight overall decrease in recorded racist incidents for 2010/11 compared to 2009/10. Whilst the Quarter 4 figure is showing a decrease, the Force will not become complacent with this figure as it occurs at a time when there have been a number of changes taking place on how the Force record such statistics.

**Number of Special Constables and hours they are on duty (NI) (PPR)**

Special Constables (Headcount)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Number of Special Constables	181	167	173	179	173	182	190	197
Hours they are on duty	8005	7670	8002	7680	8019	7935	8986	9276

Annual Statistics	2009/10	2010/11
Number of Special Constables	179	197
Hours they are on duty	31357	34216

In 2010/11, 45 new Special Constables were appointed giving a year end figure of 197. Throughout the year, the Force's Special Constables spent a total of 34,216 hours on duty, representing an average of 173.7 hours per Special Constable.

Compared to other Forces in Scotland, Grampian Police have the second highest number of Special Constables, each spending an average of 174 hours per Special Constable on duty. This is amongst the highest number of hours in duty in Scotland.

## 4. CRIMINAL JUSTICE & TACKLING CRIME

The Force has 2 Control Strategy Priorities in this area – *Serious Organised Crime and Drugs* and *Violence*.

### 4.1 SERIOUS ORGANISED CRIME AND DRUGS

- Reduce the harm caused by Serious Organised Crime and in particular Controlled Drugs, within the communities we serve.

During 2010/11, the Force sustained its commitment to tackling Serious Organised Crime and Drugs, responding to the views of the communities by continuing to make the Grampian area a hostile environment for Organised Crime Groups (OCGs) to operate in. A total of 38 Organised Crime Groups have been disrupted and dismantled during 2010/11, through the use of a full spectrum of investigative and operational tactics.

In order to maximise the potential to dismantle OCGs, Crime Management Business Area (CMBA) completed its restructure. This involved the establishment of Major Investigation Team (MITs), and a review of the specialist forensic capabilities in Force to ensure this resource maximised opportunities to support operational work against OCGs. Intelligence and other specialised units also reconfigured to maximise impact on these groups, most of which are based in England. Maximum use of Proceeds of Crime Act (POCA) legislation has ensured that cash seizures have risen significantly, disrupting criminals where it hurts the most.

MIT Officers and supporting functions have also continued to support the activities of Local Policing Teams throughout the Force area in tackling street level dealing and anti social behaviour.

Operation Maple has continued throughout Aberdeen Division with over 100 persons arrested and significant quantities of drugs and cash recovered. This Operation involving Local Policing Teams, Divisional Pro-Active teams, CID and MIT staff, supported by other partners, is an example of the "tiered response model" that the Force deploys when tackling Serious Organised Crime and Drugs within Grampian Police.

As well as the restructure work to support the operational element of tackling Serious Organised Crime & Drugs, the Force has reviewed the preventative drug strategy to maximise every opportunity to divert people, particularly young people, away from engaging in or using drugs. The appointment of a new Education Advisor has allowed considerable effort to be placed on reviewing educational inputs provided to young people across the core age groups of Primary 6 to Secondary 3. Much of this work has centred around Substance Misuse to achieve the aim of reducing harm in communities.

***Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded (NI) (PPR) (SOA)***

While the number of supply and possession charges libelled is of importance to the Force, the main objective is in relation to reducing the harm caused to our communities by Serious Organised Crime and Drugs and to ensure that the Force makes the Grampian Police area a hostile area for Organised Crime Groups (OCGs) to operate.

One of the successful operations to tackle Serious Organised Crime & Drugs in 2010/11 saw a total of nine people from an English based organised crime group convicted of trying to bring hundreds of thousands of pounds worth of drugs into Grampian. Close to £200,000 worth of Heroin and Crack Cocaine was seized. This major operation spanned several months and involved a team of nearly 50 Officers, many from specialist areas. Sentences totalling 43 years were handed down.

National Drug Indicators	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
All Offences for Supply and Possession with intent to supply <sup>11</sup> (NI)	137	173	168	235	183	146	89	120
Supply and Possession with intent to supply Class A (NI)	91	104	108	147	105	95	42	57
Weight of Class A Drug Seizures (grams) (NI)	1951.4	11515.2	2691.5	3022.7	2765.0	4285.0	4689.4	3425.9
Quantity of Class A Drug Seizures (tablets) (NI)	123	3	15.5	0	7	3	21	0
Millilitres of Class A Drug Seizures (NI)	310	519	1094	969	5672	557	447	943

Annual Statistics	2009/10	2010/11
All Offences for Supply and Possession with intent to supply (NI)	713	538
Supply and Possession with intent to supply Class A drugs (NI)	450	299
Weight of Class A Drug Seizures (grams) (NI)	19180.8	15165.3
Quantity of Class A Drug Seizures (tablets) (NI)	141.5	31
Millilitres of Class A Drug Seizures (NI)	2892	7619

Over the course of 2010/11, 538 drug supply charges were libelled. Of those 538 charges, 299 were specifically in relation to Class A drugs.

<sup>11</sup> Supply and Possession with intent to supply are counted from the Crime recording system CrimeFile based on the number of charges. To distinguish between Class A, B & C related charges involves counting charges dependent on a drug Modifier applied to them, relevant to the drug class. In a minority of charges this has not yet been applied, due to a number of reasons, such as awaiting the return of laboratory test results. Therefore, the sum of Class A and B & C drugs charges will not always equal the total number of charges.

**Local drug indicators (LI) (SOA)**

During quarter 4 of 2010/11, data sweep 5<sup>12</sup> was concluded with a total of 15 OCGs being variously disrupted.

During this period drugs with an estimated 'street' value of £417,000 have been recovered along with £67,000 of cash. Within these results, MIT staff have made over 100 arrests, seized in excess of £36,000 in cash and recovered Class 'A' drugs with an approximate 'street' value of £226,000.

In addition, over £21,000 has been seized under POCA and £322,000 has been recovered through asset confiscation.

Reflecting on the work undertaken to tackle Serious Organised Crime and Drugs during the whole of 2010/11, the total number of OCGs disrupted was 38. The total estimated 'street' value of drugs seized was £2,646,371. Proceeds of Crime Act cash seizures amounted to £163,911.49 and cash productions from criminal cases amounted to £393,340.00.

These figures reflect the commitment Grampian Police has to reducing the harm caused to our communities by Serious Organised Crime and Drugs.

Local Drug Indicators	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Supply and Possession with intent to supply Class B&C drugs (LI)	40	54	32	68	69	38	34	48
Possession of Class A drugs (LI)	143	188	144	188	184	134	94	111
Possession of Class B & C drugs (LI)	250	328	256	362	413	349	266	361

Annual Statistics	2009/10	2010/11
Supply and Possession with intent to supply Class B&C drugs (LI)	194	189
Possession of Class A drugs (LI)	663	523
Possession of Class B & C drugs (LI)	1196	1389
<b>Total Possession Charges</b> (Possession of Class A and Possession of Class B&C drugs)	<b>1859</b>	<b>1912</b>

As mentioned in the quarter 2 report, national changes to the recording of drug supply charges took effect in September 2010. Following analysis undertaken in Force to identify the impact these changes would have, it was predicted that supply charges would reduce by up to 37.5% and possession charges by 12.5%, however, the number of possession charges has actually increased by 2.9%.

As such, baseline and aspirational targets have been amended to reflect these changes and these continue to be monitored through the Force Tactical Tasking and Coordinating Group (FTTCG).

Whilst, the overall quantity of Class 'A' drugs recovered has decreased during this reporting period, the number of drug supply and possession charges have increased

<sup>12</sup> A data sweep is the Scottish assessment of the proliferation of serious organised crime groups operating within the country.

along with number of Drug Search Warrants.

Divided into 4 phases, Operation Maple has made use of the information provided by members of our communities which has contributed to the success of the initiative, resulting in the arrest of over 100 individuals, the execution of 51 search warrants and the seizure of over £250,000 worth of illegal drugs.

Operations such as Maple are reflective of the joint collaborative working that is ongoing in the Force between the Local Policing Teams (LPTs) and the Major Investigation Teams (MITs). This work is also supported by other partners and is becoming further established and is being well received by the media and public alike. These Operations not only tackle antisocial behaviour within communities, but impact significantly on street dealing, with excellent results.

## 4.2 VIOLENCE

- Target violence to make Grampian a safer place to visit, work and live in.

Throughout 2010/11 the Force priority of Violence continued to be linked closely with the effects of alcohol misuse. Work continued with our partners in an effort to combat the effects of the over consumption of alcohol in and around our town centres.

Within Aberdeen, specific patrols have been conducted in licensed premises to ensure proper management of venues and to tackle drunkenness within these premises. These actions have been fully supported by Licensees.

Work was conducted with the Alcohol and Drug Partnerships (ADPs) across the Force to secure funding for proactive initiatives focusing primarily on alcohol and early intervention schemes, as it was apparent that a considerable number of victims and perpetrators of violent crime are under the influence of alcohol. This can have an impact on the Police investigation into such crimes, as often the victim is unable to fully recall the circumstances of the incident.

Within Aberdeen City Centre joint intervention work being undertaken along with partner agencies including Unight, Street Pastors and Taxi Marshals are all having a positive impact on the night time economy and are reducing the number of indiscriminate acts of Violence throughout the City.

### ***Violence<sup>13</sup> (LI) (SOA)***

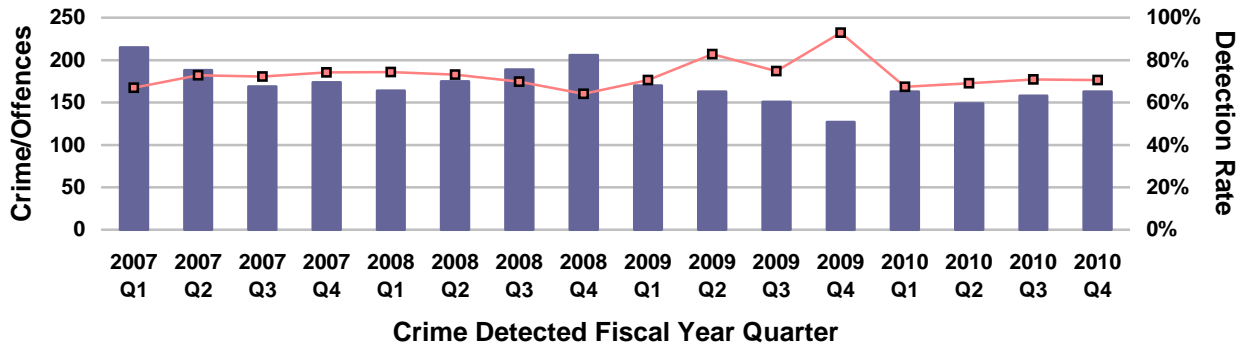
Compared to quarter 4 in 2009/10, crimes of violence increased by 28.3% to 163.

In 2010/11, the number of crimes has increased by 3.6%, whilst the detection rate has reduced by 10.0%. As mentioned in previous reports, we have reiterated to our staff the importance of seizing evidence at every opportunity in order to ensure our detection rates are as high as possible. This is even more important as a result of the Cadder Ruling, where all detained suspects are now entitled access to a solicitor whilst in Police custody and during interview.

The full impact of this ruling will require careful assessment in order to fully interpret the effect upon detection rates. The right of a suspect to have solicitor access prior to, and throughout the interview, will undoubtedly have an impact upon resources and a direct consequence is likely to be a reduction in Officers time on patrol.

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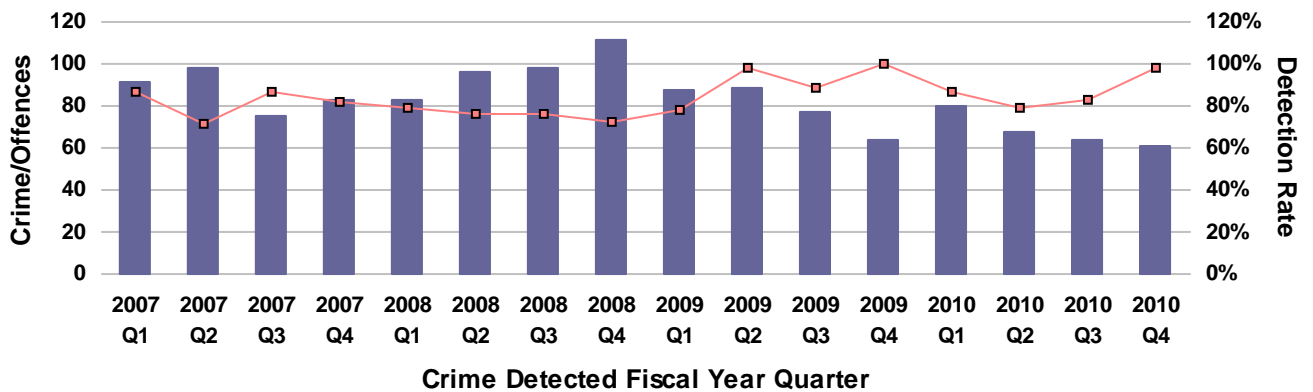
<sup>13</sup> Priority Crimes of Violence: Murder, Culpable Homicide, Attempted Murder, Serious Assault, Assault & Robbery, Assault w.i. Rob, Rape and Assault with Intent to Rape.





Fiscal Year Quarter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	
Recorded	170	163	151	127	163	149	158	163	
Detected	120	135	113	118	110	103	112	115	
Detection Rate	70.6%	82.8%	74.8%	92.9%	67.5%	69.1%	70.9%	70.6%	

Annual Statistics	2009/10	2010/11
Recorded	611	633
Detected	486	440
Detection Rate	79.5%	69.5%

Serious Assault (LI)



**NOT PROTECTIVELY MARKED**

Fiscal Year Quarter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	
Recorded	88	89	77	64	80	68	64	61	
Detected	69	87	68	64	69	54	53	60	
Detection Rate	78.4%	97.8%	88.3%	100.0%	86.3%	79.4%	82.8%	98.4%	

Annual Statistics	2009/10	2010/11
Recorded	318	273
Detected	288	236
Detection Rate	90.6%	86.5%

The number of Serious Assaults recorded in quarter 4 2010/11 has decreased slightly compared to quarter 4 in 2009/10. Our detection rate in this quarter is at 98.4%, the highest detection rate since quarter 4 last year.

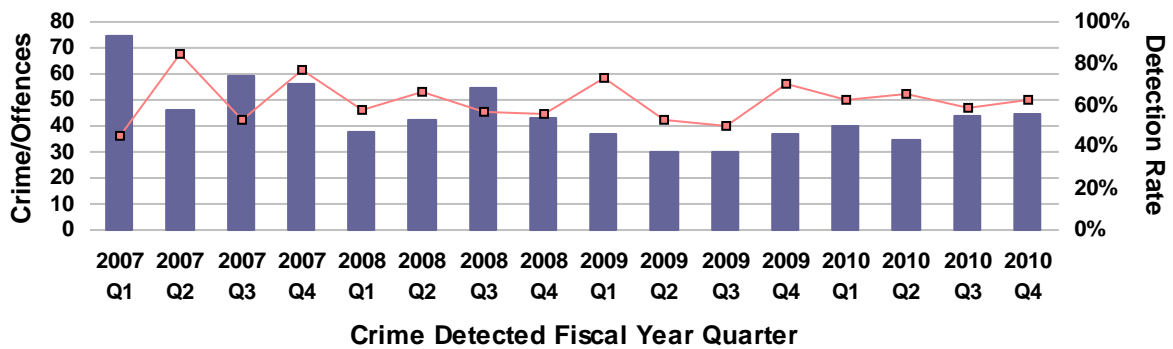
In 2010/11, the number of Serious Assaults has decreased by 14.2% to 273. The detection rate has decreased slightly from 90.6% to 86.5%.

A considerable number of Serious Assaults are the result of offenders or victims being under the influence of alcohol and becoming involved in some type of altercation. The reduction in the number of Serious Assaults recorded across the Force has not come about through Grampian Police working in isolation, but is the result of a number of excellent partnership working initiatives throughout the Force.

Grampian Police have and continue to work closely with the Licensing Boards and Licensees throughout the Force area in an effort to minimise drunkenness and ASB on premises. The Pubwatch initiative, the use of ASBO Legislation and the introduction of Exclusion Orders have all impacted positively allowing early intervention with identified offenders.

The Force have also introduced dedicated patrols and shift patterns to ensure Officers are present during identified problematic times and areas.

**Robbery (LI)**



Fiscal Year Quarter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	
Recorded	37	30	30	37	40	35	44	45	
Detected	27	16	15	26	25	23	26	28	
Detection Rate	73.0%	53.3%	50.0%	70.3%	62.5%	65.7%	59.1%	62.2%	

Annual Statistics	2009/10	2010/11
Recorded	134	164
Detected	84	102
Detection Rate	62.7%	62.2%

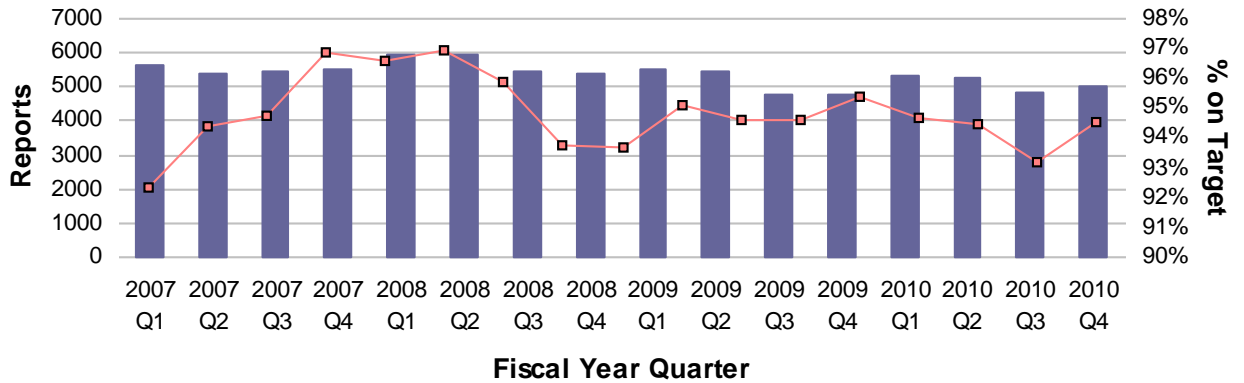
In quarter 4, the Force has continued to record a high number of Robberies compared to last year, with the overall yearly figure increasing by 22.4% to 164. The detection rate has decreased marginally, however it is still exceeding the best average detection rate seen in the last three years.

Analysis has shown that the majority of Robberies occurring in the Grampian Police area are street robberies.

Given that crimes such as Robbery are often uncorroborated, the importance of ensuring that forensic examination is carried out and CCTV is seized at the earliest opportunity has been reiterated to staff.

4.3 OTHER INDICATORS

Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days (NI) (PPR)



Reports to PF	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	
Total Reports	5527	5446	4785	4749	5308	5266	4858	5012	
Within 28 Days	5178	5180	4528	4491	5064	4987	4589	4672	
% on Target	93.7%	95.1%	94.6%	94.6%	95.4%	94.7%	94.5%	93.2%	

National Target - 80% Submitted within 28 days.

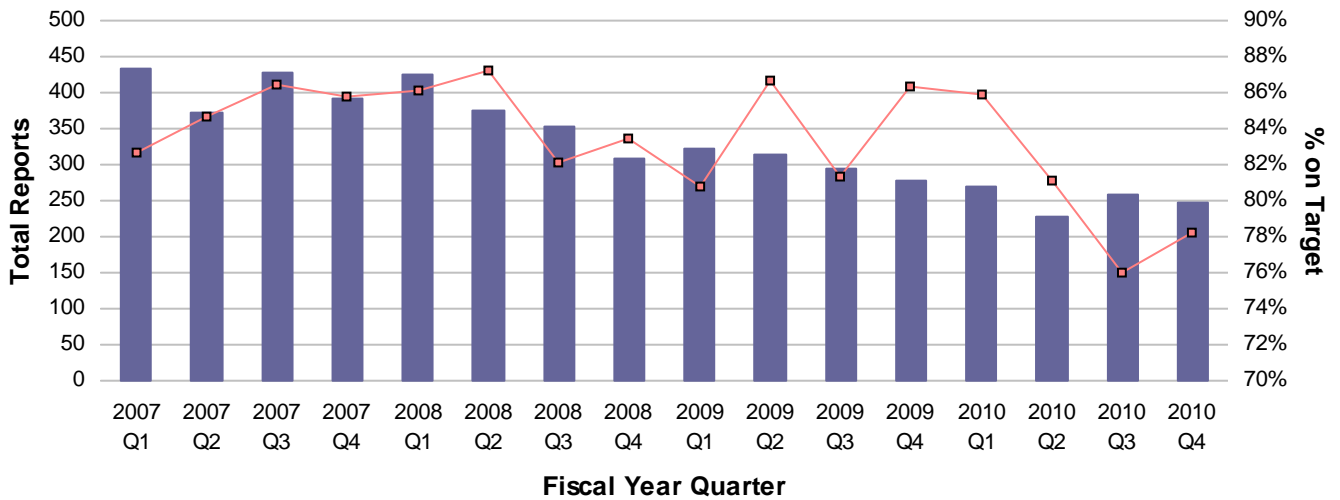
Annual Statistics	2009/10	2010/11
Total Reports	20507	20444
Within 28 Days	19377	19312
% on Target	94.5%	94.5%

The percentage of reports submitted to the Procurator Fiscal (PF) within 28 days has remained well above the national target of 80% for a further quarter.

The Force has continued its excellent performance from last year by submitting 94.5% of reports within 28 days in 2010/11.

The Force has monitored submission rates since April 2005, and prior to 1 April 2007 the Force failed to meet the 80% within 28 days SPR submission target. At this time the Force reviewed management structures in Central Reports in Aberdeen and since the first quarter of 2007/08, and indeed for the whole of 2007/08, the Force exceeded the target by around 2%. By 2008/09 the target was exceeded by around 13%. The target has continued to be met.

**Number and percentage of reports submitted to the Children's Reporter within 14 calendar days (NI) (PPR)**



Reports to Children's Reporter	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11	
Total Reports	323	315	294	277	270	227	258	248	
Within 14 Days	261	273	239	239	232	184	196	194	
% on Target	80.8%	86.7%	81.3%	86.3%	85.9%	81.1%	76.0%	78.2%	

National Target - 80% Submitted within 14 days.

Annual Statistics	2009/10	2010/11
Total Reports	1209	1003
Within 14 Days	1012	806
% on Target	83.7%	80.4%

The number of reports submitted to the Children's Reporter within 14 days in quarter 4 was 78.2%. The annual figure was 80.4%, which is above the national target of 80%.

The evolving approach to Youth Justice Issues is focused on early interventions and diverting children and young people away from formal prosecution. The key to this approach is reaching a decision that is most appropriate for the child or young person. This process requires detailed examination of the circumstances on each occasion and is having a detrimental impact on the submission times of instances where a decision is made to submit a report to the Children's Reporter. This indicator is currently under review at a national level. This situation is not unique to this Force and is reflected nationally. An alternative indicator that is more reflective of the current process is being developed and it is anticipated that it will be introduced in 2012/13.

**Use of Police Direct Measures: Antisocial Behaviour Fixed Penalty Notices (ASBFPNs) (NI) (PPR)**

Antisocial Behaviour Fixed Penalty Notices Issued	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Aberdeen	444	404	406	331	403	400	330	255
Aberdeenshire	188	168	144	136	171	156	97	103
Moray	112	107	87	66	54	58	76	68
<b>Total Issued</b>	<b>744</b>	<b>679</b>	<b>637</b>	<b>533</b>	<b>628</b>	<b>614</b>	<b>503</b>	<b>426</b>
<b>Total Complied With (Paid)</b>	<b>486</b>	<b>419</b>	<b>415</b>	<b>362</b>	<b>420</b>	<b>426</b>	<b>323</b>	<b>236</b>
<b>% Complied With</b>	<b>65.3%</b>	<b>61.7%</b>	<b>65.2%</b>	<b>67.9%</b>	<b>66.9%</b>	<b>69.4%</b>	<b>64.2%</b>	<b>55.4%</b>

The percentage of ASBFPNs complied with may not reflect the true picture of compliance, as individuals have a 28 day period in which to pay the penalty issued. As such, not all tickets issued, particularly in March, may have been complied with.

ASBFPNs have been established as a means of dispensing justice, while minimising Police bureaucracy and maximising Officers' time spent on the streets. ASBFPNs are issued at an Officer's discretion, for minor offences as defined by the Antisocial Behaviour etc (Scotland) Act 2004, which include drunken behaviour, Vandalism, Breach of the Peace and Malicious Mischief.

Annual Statistics	2009/10	2010/11
Aberdeen	1585	1388
Aberdeenshire	636	527
Moray	372	256
<b>Total Issued</b>	<b>2593</b>	<b>2171</b>
<b>Total Complied With (Paid)</b>	<b>1682</b>	<b>1405</b>
<b>% Complied With</b>	<b>64.9%</b>	<b>64.7%</b>

The figure of 55.4% for quarter 4 is a snapshot taken soon after the quarter end. This does not allow sufficient time for all the FPN fines to be paid and processed, so the percentage compliance for the most recent quarter will almost always appear to be rather low. A check of the figures carried out on 7 June 2011 shows that the compliance level for quarter 4 10/11 is now 68.7%, which is in line with expectations.

The overall number of ASBFPNS issued in 2010/11 decreased by 16.3% to 2171 compared to last year. The compliance rate has remained almost identical at 64.7%.

**Use of Police Direct Measures: Formal Adult Warnings (NI) (PPR)**

Formal Adult Warnings (FAWs) Issued	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Aberdeen	280	346	324	237	247	303	269	190
Aberdeenshire	148	112	74	89	118	95	77	33
Moray	70	50	39	41	54	37	32	26
<b>Total</b>	<b>498</b>	<b>508</b>	<b>437</b>	<b>367</b>	<b>419</b>	<b>435</b>	<b>378</b>	<b>249</b>

Annual Statistics	2009/10	2010/11
Aberdeen	1187	1009
Aberdeenshire	423	323
Moray	200	149
<b>Total</b>	<b>1810</b>	<b>1481</b>

The quarter 3 figure for Formal Adult Warnings has increased from 278 to 378, as is usually the case as more crimes are detected and offenders warned. In quarter 4, 249

FAWs were issued.

The annual figure has decreased from 1810 in 2009/10 to 1481 in 2010/11, a decrease of 18.2%.

FAWs are the subject of a national protocol between ACPOS and the Crown Office. This restricts the types of offences which may be dealt with by means of a Formal Adult Warning. The list of 11 offences is regarded by many as being overly restrictive, and discussions are ongoing at a national level with a view to broadening the scope of FAWs. This is highly desirable in the current climate as it would be likely to produce a significant reduction in demand on Police Reports Offices, Procurators Fiscal and Courts in respect of relatively minor offences. Grampian Police in common with a number of other Forces had, in 2009/10, taken a pragmatic view as to the use of FAWs, and were using them for a broader range of minor offences than those covered by the protocol. Following discussions with Crown Office, this practice was discouraged, resulting in the decline in the number of FAWs being issued. It is hoped that current negotiations will shortly result in this decision being reversed.

***Use of Police Direct Measures: Restorative Justice Warning & Conference Scheme (NI) (PPR)***

Restorative Justice Warnings Issued and Conferences held	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Aberdeen	2	18	18	14	15	5	14	15
Aberdeenshire	25	27	42	34	27	40	16	9
Moray	2	11	19	8	10	8	1	6
<b>Total</b>	<b>29</b>	<b>56</b>	<b>79</b>	<b>56</b>	<b>52</b>	<b>53</b>	<b>31</b>	<b>30</b>

*The Restorative Justice Warning and Conference Scheme is used in accordance with the Scottish Government's 'National Standards for Youth Justice Service', to provide a coordinated and consistent approach to youth offending, while working with partners to reduce youth crime and antisocial behaviour.*

Annual Statistics	2009/10	2010/11
Aberdeen	52	49
Aberdeenshire	128	92
Moray	40	25
<b>Total</b>	<b>220</b>	<b>166</b>

In quarter 4, 30 Restorative Justice (RJ) Warnings were issued and conferences held, leading to an annual figure of 166.

Although resource intensive, the use of RJ warnings is viewed as effective as previous analysis indicated that 56% of offenders do not reoffend.

The Youth Justice Management Unit (YJMU) have a number of options available when advising on a disposal for crimes committed by young people. These options include sending a warning letter, arranging for a Restorative Justice warning to take place or advising Officers that a Standard Police Report should be submitted to the Children's Reporter or to the Procurator Fiscal.

A comparison of the 2009/10 and 2010/11 figures shows that there has been a 24.5% drop in the number of Restorative Justice Warnings carried out, but this is set against a context of a 20% drop in the number of CrimeFiles which the YJMU have dealt with over the same period, representing a drop in recorded crime. During this time there has also

been on average a 26% increase in the number of warning letters issued by the YJMU. Overall, therefore, the picture reveals an increase in the number of direct measures being used when dealing with young people who offend.

**Undertaking Cases (LI)**

% of cases that are on Undertaking, by Procurator Fiscal Area	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Aberdeen	20.1	20.4	23.7	22.4	19.7	17.9	18.1%	16.1%
Banff	18.4	12.2	15.0	14.9	14.9	15.0	14.5%	19.7%
Elgin	13.1	19.0	18.4	15.6	15.1	10.6	13.5%	12.9%
Peterhead	15.9	14.6	19.0	17.0	15.2	12.6	17.5%	12.9%
Stonehaven	10.8	8.3	8.4	10.5	10.0	7.3	8.0%	5.9%
<b>Total</b>	<b>17.4%</b>	<b>17.9%</b>	<b>20.5%</b>	<b>19.7%</b>	<b>17.4%</b>	<b>15.2%</b>	<b>16.4%</b>	<b>14.5%</b>

Annual Statistics	2009/10	2010/11
Aberdeen	21.6%	17.9%
Banff	15.3%	16.1%
Elgin	16.3%	13.2%
Peterhead	16.2%	14.4%
Stonehaven	9.4%	7.8%
<b>Total</b>	<b>18.7%</b>	<b>15.8%</b>

Compared to 2009/10, the percentage of cases dealt with by undertaking reduced from 18.7% to 15.8%. As mentioned in previous reports, wherever possible, the Force deals with cases by means of undertaking. The use of undertaking assists the efficient management of court time and allows Police Officers more time to police our communities.

## 5. SOUND GOVERNANCE & EFFICIENCY

The area of Sound Governance and Efficiency develops the way Grampian Police is governed and managed, ensuring the organisation is effective and accountable to the public, the GJPB and other stakeholders. It also considers whether the Force is being run efficiently and effectively. The Force Priority, *Efficiency and Productivity* focuses on this area.

### 5.1 WORKFORCE MODERNISATION

- Maximise frontline resources through effective and efficient resource and financial management, to ensure suitably trained staff are in place to deliver our mission.

In anticipation of financial pressures for the Force, Work Force Modernisation was identified as a Force Priority for 2010/11.

Following the UK Comprehensive Spending Review in October 2010, the Scottish Government announced details of the budget in Scotland for 2011/12. In real terms, the budgetary cuts for Grampian Police amounted to just under 6% (this included other factors such as the 2010 pay award, increments, resultant increase in National Insurance contributions and inflation).

This represented a significant reduction in the budget for 2011/12 - in the region of £5.6 million. The preparatory work to ensure the Force could maintain an excellent community policing service with this level of cut was undertaken in 2010/11.

The Force Executive established a dedicated working group, the Service Reconfiguration Programme Team (SRP), to investigate and examine all potential options for budgetary savings and the impact this would have on service provision.

The Force Executive held weekly meetings with this team to make critical decisions regarding the resources in Grampian and where they were utilised in order to maximise opportunities for financial savings.

The recent Voluntary Redundancy Scheme which was offered to Police Staff saw around 70 members of Police Staff leave the Force. Once again, the impacts and consequences of such a reduction have been carefully managed ensuring that key areas of support remain functional.

Throughout 2010/11 there has been close scrutiny of the Force establishment to ensure that staff are located in the right place, making sure that resources in Local Policing Teams are protected and critical support functions are adequately staffed.

The Force Executive and SRP team met and briefed members of the Grampian Joint Police Board (GJPB) and attended the Joint Negotiating and Consultative Committee (JNCC) meeting with representatives of the Staff Associations to ensure there was regular and transparent communication with all stakeholders regarding the work being undertaken to find financial savings.

In January 2011, the Grampian Police Joint Board (GJPB) approved the Force budget for 2011/12.

The GJPB also accepted that to meet the budget in the forthcoming year, the Force would have to maintain the current recruitment freeze for Police Officers and restrict the recruitment of Police Staff to critical posts.

This work has ensured that Grampian police continue to deliver an excellent quality of service to the communities, despite these challenging financial times.

**Number of Police Officers and Police Staff (NI) (PPR)**

Total Staff (Headcount)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Police Officers	1577	1594	1592	1600	1607	1593	1572	1568
Police Staff	843	868	857	847	835	818	796	754
Cadets	17	17	30	23	17	14	24	16
<b>Total</b>	<b>2437</b>	<b>2479</b>	<b>2479</b>	<b>2470</b>	<b>2459</b>	<b>2425</b>	<b>2392</b>	<b>2338</b>
Total Staff (Full Time Equivalent FTE)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Police Officers	1542.78	1559.52	1556.77	1565.16	1570.6	1558.2	1534.9	1530.2
Police Staff	732.08	750.73	742.13	735.81	725.4	719.6	693.8	660.7

Annual Statistics (Headcount) (at end of financial year)	2009/10	2010/11
Police Officers	1600	1568
Police Staff	847	754
Cadets	23	16
<b>Total</b>	<b>2470</b>	<b>2338</b>

Police Officer numbers reduced for the third quarter in a row in quarter 4 to 1568. This is a reduction of 4 from quarter 3. Police Staff numbers have also reduced from 796 in quarter 3 to 754 in quarter 4, a reduction of 42 members of staff.

The large reduction in Police Staff numbers is predominantly due to individuals accepting to take the voluntary redundancy / early retirement scheme offered by the Force.

At the end of the 2010/11 financial year, The Force had a total of 2338 members of staff. This is compared to 2470 at the end of 2009/10, a reduction of 132.

The continued freeze on recruitment for Police Officers and Police Staff (external recruitment for specialist posts only), along with natural wastage (retirals and leavers) recognises a reduction in the number of Police Officers to 1568 from 1572 in the previous quarter and Police Staff from 796 to 754.

This is evidenced in the recruitment local indicator table shown below.

As mentioned previously, despite the freeze in recruitment, 45 new Special Constables joined the Force during 2010/11 and the Force will be continuing efforts to recruit more in the forthcoming year.

**Recruitment (LI)**

Recruitment		Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Recruits:	Police Officers	30	31	12	22	21	10	0	7
	Police Staff	41	41	11	19	29	18	3	1
	Special Constables	12	0	12	13	0	17	12	16
	Cadets	0	0	16	0	0	0	10	0
	Police Staff Internal Transfers	1	1	5	2	2	3	0	4
	Police Staff Permanent Promotions	1	4	4	6	6	0	0	1
	Police Staff Temporary Promotions	0	1	0	0	1	0	0	1
	Police Officers Permanent Promotions	19	16	8	5	5	9	4	4
	Police Officers Temporary Promotions	12	16	11	9	5	11	6	7

Annual Statistics		2009/10	2010/11
Recruits:	Police Officers	95	38
	Police Staff	112	51
	Special Constables	37	45
	Cadets	16	10
	Police Staff Internal Transfers	9	9
	Police Staff Permanent Promotions	15	7
	Police Staff Temporary Promotions	1	2
	Police Officers Permanent Promotions	48	22
	Police Officers Temporary Promotions	48	29

Seven Cadets were formally accepted into the Force as Probationers in quarter 4 2010/11 and are shown as new recruits under Police Officer figures. This brings the annual total to 38. One member of Police Staff was recruited externally in quarter 4. The total number of Police Officers recruited in 2010/11 was 51.

The Force has continued its recruitment of Special Constables and in quarter 4, 16 new Special Constables joined the Force. This brings the overall 2010/11 number recruited up to 45.

**Staffing Profile by Declared Disability, Ethnicity and Gender (NI)**

Police Officers (Headcount)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Declared disability	9	16	17	25	26	28	44	61
No declared disability	1568	1578	1575	1575	1581	1565	1528	1507
% with a declared disability	0.6%	1.0%	1.1%	1.6%	1.6%	1.8%	2.9%	3.9%
Declared Ethnicity as White	1437	1439	1435	1431	1435	1420	1401	1398
Declared Ethnicity as Black and Minority	4	4	4	4	3	3	3	3
No declared ethnicity	136	151	153	165	169	170	168	167
% declared ethnicity as Black or Minority Ethnic	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%
Females	408	416	418	422	427	423	419	421
Males	1169	1178	1174	1178	1180	1170	1153	1147
% Female	25.9%	26.1%	26.3%	26.4%	26.6%	26.6%	26.7%	26.9%

Police Staff	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Declared disability	20	22	21	26	28	29	35	39
No declared disability	823	846	836	821	807	789	761	715
% with a declared disability	2.4%	2.5%	2.5%	3.1%	3.4%	3.5%	4.4%	5.2%
Declared Ethnicity as White	675	701	685	665	643	637	622	587
Declared Ethnicity as Black and Minority	4	4	4	4	4	4	4	4
No declared ethnicity	164	163	168	178	188	177	170	163
% declared ethnicity as Black or Minority Ethnic	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%
Females	571	587	576	568	557	548	534	507
Males	272	281	281	279	278	270	262	247
% Female	67.7%	67.6%	67.2%	67.1%	66.7%	66.9%	67.1%	67.2%

The percentage of Police Officers with a declared disability has increased to 3.9% in quarter 4 and the Police Staff percentage has increased to 5.2%. As reported in quarter 2, this increase is due to an increase in self reporting by staff in relation to any declared disabilities, following a change to internal processes to record such information.

The proportion of female Police Officers increased marginally to 26.9%.

**Turnover rates for Police Officers and Police Staff (NI) (PPR)**

Police Officers	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total Staff Leaving (Headcount)	10	14	14	14	14	24	21	11
Average Staff Employed (Headcount)	1567	1586	1593	1596	1604	1600	1583	1570
% Staff Turnover	0.6%	0.9%	0.9%	0.9%	0.9%	1.5%	1.3%	0.7%

Annual Statistics	2009/10	2010/11
Total Staff Leaving (Headcount)	52	70
Average Staff Employed (Headcount)	1579	1584
% Staff Turnover	3.3%	4.4%

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Police Staff	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total Staff Leaving (Headcount)	43	16	22	29	41	35	25	45
Average Staff Employed (Headcount)	844	856	863	852	841	827	807	775
<b>% Staff Turnover</b>	<b>5.1%</b>	<b>1.9%</b>	<b>2.6%</b>	<b>3.4%</b>	<b>4.9%</b>	<b>4.2%</b>	<b>3.1%</b>	<b>5.8%</b>

Annual Statistics	2009/10	2010/11
Total Staff Leaving (Headcount)	110	146
Average Staff Employed (Headcount)	846	801
<b>% Staff Turnover</b>	<b>13.0%</b>	<b>18.2%</b>

In quarter 4, 11 Police Officers and 42 Police Staff left the organisation, giving an annual total of 70 Police Officers and 146 Police Staff. The increase in Staff turnover for 2010/11 is as a result of Police Staff taking the opportunity to accept the voluntary redundancy / early retirement scheme offered by the Force at the start of 2011.

***Proportion of working time lost to sickness absence (NI) (PPR)***

Police Officers	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total Days Available	85985	87068	87609	87866	88379	88436	87552	86925
Total Days Lost	2916	2463	3152	2930	2888	2700	3270	3438
<b>% Working Time Lost to Sickness Absence</b>	<b>3.4%</b>	<b>2.8%</b>	<b>3.6%</b>	<b>3.3%</b>	<b>3.3%</b>	<b>3.1%</b>	<b>3.7%</b>	<b>4.0%</b>

Annual Statistics	2009/10	2010/11
Total Days Available	348528	351292
Total Days Lost	11461	12296
<b>% Working Time Lost to Sickness Absence</b>	<b>3.3%</b>	<b>3.5%</b>

Police Staff	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total Days Available	46648	47292	47768	47320	46788	46004	44968	43260
Total Days Lost	1847	1943	2376	2313	1951	1665	1694	1855
<b>% Working Time Lost to Sickness Absence</b>	<b>4.1%</b>	<b>4.1%</b>	<b>5.0%</b>	<b>4.9%</b>	<b>4.2%</b>	<b>3.6%</b>	<b>3.8%</b>	<b>4.3%</b>

Annual Statistics	2009/10	2010/11
Total Days Available	189028	181020
Total Days Lost	8479	7165
<b>% Working Time Lost to Sickness Absence</b>	<b>4.6%</b>	<b>4.0%</b>

Sickness absence increased amongst Police Officers and Police Staff in quarter 4 when compared to last quarter. Compared to 2009/10, the Police Officer percentage has increased by 0.2% to 3.5% and the Police Staff figure has decreased by 0.6% to 4.0%.

**Staff Performance (LI)**

Staff Performance (LI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total PDRs issued	526	396	466	543	551	415	498	588
Total PDRs complete	524	392	464	540	533	382	384	159
% of PDRs complete	99.6%	99.0%	99.6%	99.5%	96.7%	92.0%	77.1%	27.0%

*Each quarter's statistics are updated in each quarterly report, as the number of PDRs completed increases over time.*

Annual Statistics	2009/10	2010/11
Total PDRs issued	1931	2052
Total PDRs complete	1920	1458
% of PDRs complete	99.4%	71.1%

The level of completion of Performance and Development Reviews (PDRs) is updated in each quarterly report and this continues to improve for each quarter as time progresses within the permitted timescale. In quarter 4, 27.0% of PDRs were completed. The quarter 3 figure reported of 27.1% as reported in the previous quarterly report has since increased to 77.1%.

In 2010/11 71.1% of PDR's were completed. As explained above, it is likely that the figure will increase as more are completed within the timeframe allowed.

**5.2 OTHER INDICATORS**

**Value of efficiency savings generated (NI)**

Efficiency Savings	Target 2009/10	2009/10	Target 2010/11	2010/11
Efficiency Savings	£3,335,000	£4,389,363.30	£5,025,000	6,489,627.41

The target for efficiency savings in 2010/11 was £5,025,000. Similar to last year, The Force has exceeded the target by achieving savings of £6,489,627.41.

**Procurement (LI)**

Procurement	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Procurement savings achieved Cashable/Non-Cashable (£)	115855	46160	49475	40951	189300	31255	59679	47331
Value of Sponsorship achieved (£)	112150	82420	147740	54599	36599	19000	500	339333
% Invoices paid on time*	89.7%	92.6%	92.6%	85.1%	95.8%	94.2%	98.0%	96.0%

*Figures to the end of each quarter may change, reflecting transactions and payments for goods and services received prior to the end of the quarter but not yet invoiced. \*On time is recognised as within 30 days.*

Annual Statistics	2009/10	2010/11
Procurement savings achieved Cashable/ Non-Cashable	£252441	327565
Value of Sponsorship achieved (£)	£396909	£395432
% Invoices paid on time	90%	96.0%

Procurement savings achieved for the whole financial year were £327,565. This is an increase of £75,124 from 2009/10. The value of sponsorship achieved in 2010/11 was £395,432. This is a reduction of £1477 from last year.

The percentage of invoices paid on time increased by 6% from last year to 96.0%.

***Expenditure on Salaries, Operating Costs and Capital (NI)***

Salaries £000's	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Police Officer salaries	15518	15579	17004	16003	15668	15912	16962	16371
Police Staff salaries	5066	5254	5343	5547	5267	5280	5244	6305
Operating Costs (all non-employee expenditure)	4505	3013	2807	3821	3770	3277	3170	4149
Capital Expenditure	105	503	353	742	10	115	268	1094
<b>Total</b>	<b>25194</b>	<b>24349</b>	<b>25507</b>	<b>26113</b>	<b>24715</b>	<b>24584</b>	<b>25644</b>	<b>27919</b>
<b>Police Officer salaries % total costs</b>	<b>61.6%</b>	<b>64.0%</b>	<b>66.7%</b>	<b>61.3%</b>	<b>63.4%</b>	<b>64.7%</b>	<b>66.1%</b>	<b>58.6%</b>
<b>Police Staff salaries % total costs</b>	<b>20.1%</b>	<b>21.6%</b>	<b>20.9%</b>	<b>21.2%</b>	<b>21.3%</b>	<b>21.5%</b>	<b>20.4%</b>	<b>22.6%</b>

*Year end financial figures for 2009/10 may change, reflecting updates during the annual finalisation of accounts and external audit.*

Annual Statistics £000's	2009/10	2010/11
Police Officer salary costs	64104	64913
Police Staff salary costs	21210	22096
Operating Costs (all non-employee expenditure)	14146	14366
Capital Expenditure	1703	1487
<b>Total</b>	<b>101163</b>	<b>102862</b>

Police Officer salaries dropped in quarter 4 compared to quarter 3, while Police Staff salaries increased. This increase can be attributed to the costs incurred as a result of the voluntary redundancy / early retirement scheme offered by the Force.

***Expenditure per Resident (NI)***

Finance	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Expenditure on salaries and operating (£000s)	25089	23846	25154	25371	24705	24469	25376	26825
Population	539630	539630	539630	539630	544980	544980	544980	544980
Spend per resident (£)	46.49	44.19	46.61	47.02	45.33	44.89	46.56	£49.22

Annual Statistics	2009/10	2010/11
Expenditure on salaries and operating (£000s)	99460	101375
Spend per resident	£184.30	£186.02

In 2010/11, the Force spent £101,375,000 on salaries and operating costs. This equates to £186.02 per resident of the population. This is an increase of £1.72 from last year.

Pension costs have been removed from this indicator and the 2009/10 figures have been updated to reflect this. This was due to an agreement having been reached between the

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Scottish Government and Forces that pension costs would be removed from Forces operational budgets and paid directly by the Scottish Government. As this was no longer an aspect that forces were required to manage, it was agreed that it was appropriate to remove it from the indicator.

***Proportion of salary costs accounted for by overtime (NI) (PPR)***

Police Officers	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total Payroll Costs (£000's)	15518	15579	17004	16003	15668	15912	16962	16371
Total Overtime Costs (£000's)	927	754	779	827	428	537	577	971
<b>% Overtime Costs</b>	<b>5.9%</b>	<b>4.8%</b>	<b>4.6%</b>	<b>5.2%</b>	<b>2.7%</b>	<b>3.4%</b>	<b>3.4%</b>	<b>5.9%</b>

Annual Statistics – Police Officers	2009/10	2010/11
Total Payroll Costs (£000's)	64104	64913
Total Overtime Costs (£000's)	3287	2513
<b>% Overtime Costs</b>	<b>5.1%</b>	<b>3.9%</b>

Police Staff	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total Payroll Costs (£000's)	5066	5254	5343	5547	5267	5280	5244	6305
Total Overtime Costs (£000's)	80	68	56	58	36	38	43	40
<b>% Overtime Costs</b>	<b>1.6%</b>	<b>1.3%</b>	<b>1.0%</b>	<b>1.0%</b>	<b>0.7%</b>	<b>0.7%</b>	<b>0.8%</b>	<b>0.6%</b>

Annual Statistics – Police Staff	2009/10	2010/11
Total Payroll Costs (£000's)	21210	22096
Total Overtime Costs (£000's)	262	157
<b>% Overtime Costs</b>	<b>1.2%</b>	<b>0.7%</b>

Overtime costs for Police Officers in quarter 4 were 5.9%. This is compared to 5.2% during the same period last year. Year on year, we have reduced the proportion of Police Officer overtime costs from 5.1% of total payroll costs in 2009/10 to 3.9% in 2010/11.

Police Staff overtime costs for quarter 4 were at the lowest level in the last 2 years at 0.6%. This is a reduction of 0.4% compared to quarter 4 last year. Annually, the proportion of overtime costs against total payroll costs has reduced by 0.5% to 0.7%.

## 6. CONTEXT INDICATORS

Context indicators can be used in conjunction with performance indicators in this report. They are not measures of performance, but are designed to provide wider information on the demands placed on the Force and the environment in which we operate.

In summary, in 2010/11:

- the total number of 999 calls decreased in 2010/11 whilst the number of non-emergency calls remained broadly stable.
- the total number of STORM incidents in 2010/11 decreased and the number of CrimeFiles remained broadly stable.
- there were 7 less sudden deaths in 2010/11
- the number of missing person incidents increased as did the number of missing persons (13 more people went missing)
- there were 10 less Registered Sex Offenders in the community
- the number of domestic abuse incidents increased, with an increase in the number of incidents per 10,000 population
- the number of drug related deaths decreased by 4.

### *Number of telephone calls and incidents (NI)*

Telephone Calls	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Total Number of 999 Calls	14900	15039	13984	12595	13595	13168	14169	12160
Total Number of Non-Emergency Calls	94258	92460	86004	82331	93437	90803	84561	83218

Annual Statistics	2009/10	2010/11
Total Number of 999 Calls	56518	53092
Non-Emergency Calls Received	355053	352019

STORM Incidents (Command and Control System)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Aberdeen	22512	22917	19949	18641	21656	21320	19389	18678
Aberdeenshire	12781	13104	12601	11532	12395	12566	11901	10133
Moray	6068	6287	5380	5119	5358	5366	5128	5045
<b>Total</b>	<b>41361</b>	<b>42308</b>	<b>37930</b>	<b>35292</b>	<b>39409</b>	<b>39252</b>	<b>36418</b>	<b>33856</b>

Annual Statistics	2009/10	2010/11
Aberdeen	84019	81043
Aberdeenshire	50018	45995
Moray	22854	20897
<b>Total</b>	<b>156891</b>	<b>147935</b>

**Number of CrimeFiles (LI)**

Number of CrimeFiles	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Aberdeen	7089	6911	6608	6444	7501	6934	6525	6815
Aberdeenshire	4179	4145	3471	3393	4241	3929	3261	3654
Moray	2023	1806	1612	1467	1623	1517	1500	1771
<b>Total</b>	<b>13291</b>	<b>12862</b>	<b>11691</b>	<b>11304</b>	<b>13365</b>	<b>12380</b>	<b>11286</b>	<b>12240</b>

Annual Statistics	2009/10	2010/11
Aberdeen	27052	27775
Aberdeenshire	15188	15085
Moray	6908	6411
<b>Total</b>	<b>49148</b>	<b>49271</b>

**Number of sudden death reports to Procurator Fiscal (NI)**

Sudden Deaths	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Sudden Deaths	148	142	125	136	123	125	142	154

Annual Statistics	2009/10	2010/11
Sudden Deaths	551	544

**Number of missing person incidents (NI) and number of missing persons and levels of risk (LI)**

Missing Person Incidents (NI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Aberdeen	373	333	215	301	427	363	337	305
Aberdeenshire	131	140	114	152	164	110	111	115
Moray	105	121	91	105	80	86	88	101
<b>Total</b>	<b>609</b>	<b>594</b>	<b>420</b>	<b>558</b>	<b>671</b>	<b>559</b>	<b>536</b>	<b>521</b>

Annual Statistics	2009/10	2010/11
Aberdeen	1222	1432
Aberdeenshire	537	500
Moray	422	355
<b>Total</b>	<b>2181</b>	<b>2287</b>

Missing Persons (LI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
High Risk	64	69	53	59	57	68	55	52
Medium Risk	184	177	132	150	120	128	141	100
Low Risk	336	342	266	337	453	377	316	315
<b>Total</b>	<b>584</b>	<b>588</b>	<b>451</b>	<b>546</b>	<b>630</b>	<b>573</b>	<b>513</b>	<b>470</b>

Annual Statistics	2009/10	2010/11
High Risk	245	232
Medium Risk	643	489
Low Risk	1281	1461
<b>Total</b>	<b>2169</b>	<b>2182</b>

**Number of Registered Sex Offenders in the community (NI)**

Registered Sex Offenders (NI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Registered Sex Offenders in the Community	283	260	266	282	276	268	263	272

*These statistics are a snap shot at the end of each quarter and reflect the number of offenders within the community.*

Annual Statistics	2009/10	2010/11
Registered Sex Offenders	282	272

**Legal Services (LI)**

Offender Management – Legal Services	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
SOPO	31	33	34	37	37	39	40	41
Interim SOPO	4	5	4	3	3	5	4	5
RSHO	2	1	1	2	2	2	2	2
Interim RSHO	1	1	2	1	2	2	1	1

Annual Statistics	2009/10	2010/11
SOPO	37	41
Interim SOPO	3	5
RSHO	2	2
Interim RSHO	1	1

**Number of domestic abuse incidents (NI)**

Domestic Abuse	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Incidents	952	825	808	815	897	895	924	960

Annual Statistics	2009/10	2010/11
Domestic Abuse Incidents	3400	3676
Per 10,000 population	63.0	67.5

**Number of drug related deaths (LI)**

Drug Related Deaths	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Drug Related Deaths (LI)	7	15	8	11	9	8	8	12

Annual Statistics	2009/10	2010/11
Drug Related Deaths	41	37

The number of drug-related deaths in the region fell again during 2010/11, with the national total for the 2010 calendar year also reducing. All the deaths came as a result of the misuse of more than one substance (including alcohol), with benzodiazepines and methadone featuring more commonly and heroin to a lesser degree than seen in previous years. The number of people awaiting treatment for drug problems in Aberdeen has reduced dramatically, as service redesign continues.

Across the Force, opportunities for people to engage with partner services is actively promoted. The Force will continue to encourage individuals to engage with treatment and support services and monitor the prevalence of drug types involved in drug-related deaths, with consideration given to focused enforcement activity if necessary.

**Number of Problem Drug Users (NI)**

Annual Statistics	2009/10	2010/11
Problem Drug Users	4340	4153

*Figures are based on the report, commissioned by the then Scottish Executive, entitled 'Estimating the National and Local Prevalence of Problem Drug Misuse in Scotland'. This statistic will therefore remain constant until a new national source of data is identified.*

**Number of individuals brought into custody (NI)**

Custodies	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Individuals Brought into Custody	4876	4871	4738	4842	5144	4915	4566	4841

Annual Statistics	2009/10	2010/11
Individuals Brought into Custody	19327	19466

**Number of Freedom of Information requests and questions (NI)**

Freedom of Information (FOI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Number of requests	146	179	173	213	159	152	146	215
Number of questions within requests	624	814	618	692	518	568	473	771

Annual Statistics	2009/10	2010/11
Freedom of Information (FOI) Requests	711	672
Freedom of Information (FOI) Questions within requests	2748	2330

**Disclosure (LI)**

Disclosure (LI)	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	Q1 10/11	Q2 10/11	Q3 10/11	Q4 10/11
Data Protection requests received	655	624	599	841	690	638	505	609
% completed within 40 calendar days (target: 100%)*	100%	99%	99%	99%	100%	99%	99%	98%
Part V enquiries from Disclosure Scotland	749	762	789	666	643	759	625	473
% completed within 14 calendar days (target: 90%)*	97%	96%	92%	94%	7%	3%	45%	87%

Annual Statistics	2009/10	2010/11
Data Protection requests received	2719	2442
% completed within 40 calendar days (target: 100%)*	99%	99%
Part V enquiries from Disclosure Scotland	2966	2500
% completed within 14 calendar days (target: 90%)*	95%	31%

The reduction in performance for Part V enquiries in 2010/11 compared to the previous year was a direct result of the loss of staff in March 2010. Additional members of staff commenced work in August 2010, with the backlog of work cleared in the third quarter. Performance returned to the level required by the Service Level Agreement with Disclosure Scotland (90% of enquiries returned within 14 days) prior to the end of the year.

## 7. APPENDIX

### 7.1 INTERPRETATION OF INFORMATION

#### 7.1.1 FORCE PRIORITIES

The purpose of this report is to provide a picture of Grampian Police Force Priorities and how the Force is addressing them. This report identifies work and progress during 2010/11. The Force Priorities for 2010/11 are:

- Antisocial Behaviour
- Community Focus
- Efficiency & Productivity
- Force Reputation & Standards
- National Security
- Public Protection
- Road Casualty Reduction
- Serious Organised Crime & Drugs
- Violence

#### 7.1.2 NATIONAL INDICATORS (NI)

The SPPF was launched across Scotland in April 2007 and identified a set of National Indicators to be reported by all Forces. Additional indicators have been introduced each year. The information contained in this report reflects the structure of the information provided within the SPPF, which is still evolving.

In this report, National Indicators have been integrated with Force Priorities, where relevant to that priority, and are now identified by the acronym **(NI)** after the title. Any calculations in this report which record statistics in proportion to population use the General Register's Office for Scotland 2009 mid year estimates of population, which record the Grampian population as 544,980 for 2010/11.

Audit Scotland provide annual direction on Statutory Performance Indicators (SPIs). Previously 9 were set for Police Forces, however, in 2009/10, all indicators within the SPPF became auditable, therefore all NI's are now auditable.

#### ***Crime Trend Information***

Where historical data is available, this is reported on a quarterly basis to provide comparison and an indication of longer term trends. Where graphs are used, the bars display the number of crimes/offences using the left axis, and the lines relate to the percentage detection rate in the right axis.

### ***Quarter on Quarter Comparison***

Where possible, statistics for the same quarter in the last financial year have been provided, and where not available, have been marked '-' (No Data Available). As sources of information build, particularly for new indicators, greater comparison and interpretation of the data will become possible.

### **7.1.3 LOCAL INDICATORS (LI)**

Where local indicators provide an additional level of information deemed useful in providing further context to the reader, they are included in tables in the document, either within sections on Force Priorities or alongside National Indicators. Local Indicators are identified by the acronym **(LI)** after their title. These Local Indicators are reflective of Force Priorities and local needs.

### **7.1.4 SINGLE OUTCOME AGREEMENTS (SOAs)**

Single Outcome Agreements (SOAs) were introduced in Scotland as a result of the concordat between the Scottish Government and COSLA. An important element of the SOA approach is the annual reporting process. This reporting has a dual purpose to provide an outward focus reporting to the public on the delivery of outcomes in the local area, and second, to report to the Scottish Government a Local Authority or Community Planning Partnership's (CPP's) contribution towards the governance, management and delivery of local services and outcomes. This includes Grampian Police as a statutory partner in the CPP.

The SOA Guidance confirmed that the SOA will be subject to annual reviews and that the annual reports to the Scottish Government will be integral parts of the reports to local communities which Councils prepare under their duty of Public Performance Reporting (PPR). Reporting should also inform PPR reports to local communities.

To ensure the Force's statistical reporting processes remain as consistent and efficient as possible, where there is commonality in the region's 3 SOAs, these have been incorporated into our quarterly reporting processes. As such, these are highlighted in this report and within the associated PPR reports compiled by each of the 3 divisions every quarter.

### 7.1.5 BASELINES AND 'TRAFFIC LIGHTS'

Where appropriate, an aspirational target has been set by the Force for certain indicators. These targets are based on:

1. The baseline set from the average of the past 3 years annual performance data.
2. An aspirational value based on the best annual figure during the past three years.

Where these are applied the following traffic light system is used:

Excellent (Aspirational)	Green
Good (Baseline)	Amber
Below Average	Red

- Performance highlighted in green is classified as excellent, representing an improvement in our best quarterly performance over the last 3 years,
- Performance highlighted in amber is classified as good performance, indicating that the results achieved exceed the average overall performance over the last three years,
- Performance falling below average is highlighted in red.

Due to continuous improvement within the Force and ongoing excellent levels of performance during the past three years, targets for 2010/11 are increasingly challenging. This is due to the previous excellent performance driving up both the average (baseline) and the best ever (aspirational) targets. It is anticipated that this challenging regime will result increasingly in more targets being categorised as amber, providing evidence of good performance.

## 7.2 ACRONYMS

ACPOS	Association of Chief Police Officers Scotland
ACT	All Communities Together
ADP	Alcohol and Drug Partnership
ANPR	Automatic Number Plate Recognition
AP	Adult Protection
APC	Adult Protection Committee
ASB	Antisocial Behaviour
ASBFPN	Antisocial Behaviour Fixed Penalty Notice
ASBO	Antisocial Behaviour Order
ASP	Adult Support and Protection
BOP	Breach of the Peace
CCTV	Closed Circuit Television
CJSW	Criminal Justice Social Work
CMBA	Crime Management Business Area
CNI	Critical National Infrastructure
COPFS	Crown Office Procurator Fiscal Service
CT	Counter Terrorism
CTSA	Counter Terrorism Security Advisor
DALO	Domestic Abuse Liaison Officer
FAWS	Formal Adult Warning Scheme
FCR	Force Control Room
FEB	Force Executive Board
FOI	Freedom Of Information
FRU	Force Referral Unit
FSC	Force Service Centre
FTE	Full Time Equivalent

FTTCG	Force Tactical Tasking Coordinating Group
GIRFEC	Getting it Right for Every Child
GJPB	Grampian Joint Police Board
GROS	General Register Office for Scotland
HEE	Higher Education Establishment
HMICS	Her Majesty's Inspectorate of Constabulary for Scotland
IRD	Initial Referral Discussion
JII	Joint Investigative Interview
KSI	Killed or Seriously Injured
LI	Local Indicator
LPT	Local Policing Team
MARAC	Multi Agency Risk Assessment Conference
NHS	National Health Service
NI	National Indicator
NIRT	Northern Ireland Related Terrorism
PDR	Performance and Development Review
PF	Procurator Fiscal
POCA	Proceeds of Crime Act
PPR	Public Performance Reporting
PPU	Public Protection Unit
PRS	Pre Referral Screening
QOS	Quality of Service
RJ	Restorative Justice
RJW	Restorative Justice Warning
RSHO	Risk of Sexual Harm Order
RSO	Registered Sex Offender
RTC	Road Traffic Collision
SLWG	Short Life Working Group
SOA	Single Outcome Agreement
SOLO	Sexual Offences Liaison Officer
SOPO	Sexual Offences Prevention Order
SPI	Statutory Performance Indicator
SPPF	Scottish Policing Performance Framework
SPSA	Scottish Police Services Authority
TTCG	Tactical Tasking and Coordinating Group
UK	United Kingdom
VOSA	Vehicle and Operator Services Agency
VPFPO	Vehicle Penalty and Fixed Penalty Offences
WRAP	Workshop to Raise Awareness of Prevent
YJMU	Youth Justice Management Unit

## 7.3 FURTHER SOURCES OF INFORMATION

Census data is provided by the General Register Office for Scotland, and currently uses the most up to date statistics available: the 'Mid 2009 Population Estimates Scotland'.

Data for the Grampian Police area can be found at:

<http://www.gro-scotland.gov.uk/statistics/publications-and-data/population-estimates/mid-year/mid-2009-pop-est/index.html>

Statistics on drug misuse are contained with the Executive Report commissioned by the Scottish Executive entitled, 'Estimating the National and Local Prevalence of Problem Drug Misuse in Scotland'. Figures based on 2006 estimate. The numbers can be found in section 5.1.6 of the Executive Report, which can be found at:

[http://www.drugmisuse.isdscotland.org/publications/local/Prevalence\\_2009.pdf](http://www.drugmisuse.isdscotland.org/publications/local/Prevalence_2009.pdf)

Sustaining and Developing our Platform for Success, 2010 can be accessed at:

<http://www.grampian.police.uk/Publications.aspx?id=59&pid=30;31;5;59>

This report will be published at:

<http://www.grampian.police.uk/Publications.aspx?id=133&pid=30;31;5;133>

Further information on the SPPF can be found at:

<http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/Performance>

The 2009/10 SPPF Annual Report and the ACPOS Annual Performance Report 2009/10 can be accessed at:

[Association of Chief Police Officers in Scotland \(ACPOS\) Performance and Development Review \(PDR\)](#)

