



**SCOTTISH  
POLICING  
PERFORMANCE FRAMEWORK  
2010/11**

SCOTTISH POLICING PERFORMANCE FRAMEWORK

SERVICE RESPONSE

PUBLIC REASSURANCE & COMMUNITY SAFETY

CRIMINAL JUSTICE & TACKLING CRIME

SOUND GOVERNANCE & EFFICIENCY

TECHNICAL NOTES 2010/11



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## SCOTTISH POLICING PERFORMANCE FRAMEWORK

The Scottish Policing Performance Framework (SPPF) was first launched across Scotland in April 2007. The SPPF is the product of significant collaborative working between Association of Chief Police Officers in Scotland (ACPOS), the eight Scottish Police Forces, the Scottish Government, Her Majesty's Inspectorate of Constabulary for Scotland (HMICS), Audit Scotland, the Scottish Police Authorities Conveners' Forum and the Scottish Police Services Authority.

The key aims of the SPPF are:

- to develop a single suite of performance measures which reflects the breadth and variety of policing activity across Scotland;
- to create a framework which supports managers throughout the police service in understanding, reflecting on and improving performance so that forces can provide more effective policing within Scottish communities;
- to provide a mechanism for improved accountability at local and national levels through the publication of consistent and transparent performance information, which will support the Scottish Government, Police Authorities and the general public in their understanding of policing performance; and
- to provide a basis for robust performance management and, in turn, performance improvement.

The SPPF continues to take account of the Scottish Government's Purpose and Strategic Objectives and the associated national indicators that relate to criminal justice. The Accounts Commission's former Statutory Performance Indicators are also incorporated within the SPPF.

## AREAS OF POLICING

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

- **SERVICE RESPONSE**

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

- **PUBLIC REASSURANCE & COMMUNITY SAFETY**

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

- **CRIMINAL JUSTICE & TACKLING CRIME**

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

- **SOUND GOVERNANCE & EFFICIENCY**

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

## SINGLE OUTCOME AGREEMENTS & SPPF

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

## HIGH LEVEL OBJECTIVES

In each of the four areas of policing, High Level Objectives have been identified which reflect the fundamental aims of that area.

The High Level Objectives are:

- **SERVICE RESPONSE**
  - Improve public satisfaction with service delivery
  - Increase public confidence in policing
- **PUBLIC REASSURANCE & COMMUNITY SAFETY**
  - Support the delivery of safer communities
  - Preserve and restore public order
  - Investigate crime effectively
  - Contribute to the reduction of crime
  - Contribute to increased public reassurance
- **CRIMINAL JUSTICE & TACKLING CRIME**
  - Contribute to an effective, efficient and accessible criminal justice system
  - Assist in safeguarding national security
  - Tackle serious organised crime
- **SOUND GOVERNANCE & EFFICIENCY**
  - Manage resources effectively and efficiently
  - Operate in a manner that is ethical, accountable and transparent

The performance indicators contained within the four areas of policing are divided into 'Inputs' (the resource committed), 'Activities' (the activity or process used) and 'Outcomes' (what is achieved). Additionally, there are 'Context measures', which are not measures of performance, but are designed to provide contextual information on the demands on a police force and the environment they operate within.

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

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

## DEFINITION OF 'DETECTED'

A crime or offence is regarded as 'detected' where there exists a sufficiency of evidence under Scots law to justify consideration of criminal proceedings, notwithstanding that a report is not submitted to the Procurator Fiscal because either:

- i) by standing agreement with the Procurator Fiscal or Children's Reporter, the police formally warn the accused; or
- ii) reporting is inappropriate due to the non-age of the accused, death of the accused or other similar circumstances.

'Detected' does not therefore necessarily mean that in every case someone was physically arrested.

Standing agreements with the Procurator Fiscal will include fixed penalty notices issued for antisocial behaviour and certain road traffic offences as these are still detected offences where an alternative method of disposal has been used.

## SCOTTISH CRIME RECORDING STANDARD

The Scottish Crime Recording Standard (SCRS) was introduced throughout all the eight forces across Scotland on 1 April 2004, the main aim of which was to provide an ethical, victim orientated approach that serves the needs of communities and ensures uniformity in crime recording standards throughout Scotland.

The principles of the SCRS are that if there is supporting evidence that on the "balance of probability" a crime has occurred, then it will be recorded as such.

In practice, if a victim perceives that a crime has been committed it will be recorded unless there is evidence to the contrary. A Crime Report will be recorded in all instances where the circumstances reported amount to a crime as defined by Scots Law or an offence under statute and there is no credible evidence to the contrary. If a recorded crime is later found to involve no criminality it is the duty of the Force Crime Registrar to mark it accordingly as 'no crime'.

It should be noted that the SCRS is an organic document and may, from time to time, be subject to amendment. Any material amendments to the SCRS should be reported alongside data or information relating to recorded crime.

Also, depending on existing procedures within forces, any material amendments to the SCRS may have differing impacts on the level of crimes and offences recorded by individual forces.

## POPULATION ESTIMATES

The size of the population is estimated on an annual basis, using 30th June (midyear) as a reference point. The latest annual mid-year population estimates for Scotland can be obtained from the General Register Office for Scotland (GROS) website:

[Mid 2009 population estimates](#)

The population figure used for the year should be that used on 1 April of that year. Due to the time-lag in publication of mid-year population estimates, it will be necessary at times to use "old" population data. It is, however, preferable to use the most relevant population data to the reporting period under consideration. This may require forces to refresh data against more relevant mid-year population data as it becomes available.

## CHANGES FROM 2009/10 ITERATION OF SPPF

This is the fourth iteration of the SPPF. The following format changes have been made to this version:

- The 'Service complaints' indicator title has been changed to 'Quality of service complaints' to take it in line with the terminology used by the ACPOS Professional Standards Business Area and Police Complaints Commissioner for Scotland. The definition and calculation of the indicator remains the same.
- The 'Time taken to respond to emergency calls' indicator title has been changed to 'Time taken to respond to emergency incidents' to emphasise that the timeframe captured through this indicator commences when an incident is recorded on a force Command and Control systems and not when a call is received to report an incident.
- The 'Experience of antisocial behaviour' indicator has been removed from the SPPF due to issues experienced when trying to interpret the data and publish it in a form that makes it meaningful to users. As this indicator is taken from the Scottish Household Survey, some force areas also require two years worth of data in order to make the sample size sufficient for reporting purposes. This makes it impossible to report this indicator on an annual basis.
- The 'Value of criminal assets confiscated as a result of SCDEA activity' has been removed from the SPPF as the data for this indicator is not currently available. Further details relating to this can be found in the HMICS Joint Thematic Report on The Proceeds of Crime Act 2002 which can be found at [Joint Thematic Report on The Proceeds of Crime Act 2002](#) . The 'Value of net criminal assets identified for restraint through criminal proceedings by the SCDEA' replaces this indicator whilst work will continue to develop a

performance indicator to reflect the performance of all eight forces and the SCDEA in relation to the confiscation of criminal assets.

The following changes have been made to the calculation of indicators:

- Complaints about Police Officers and Police Staff – Calculation of indicator changed to improve consistency between SPPF indicator and what is contained within the Police Complaints Commissioner for Scotland (PCCS) Annual Statistical Report. Consultation and agreement reached with ACPOS Professional Standards Business Area regarding refreshing 2008/09 data to meet new calculation requirements for comparison purposes.
- Level of service user satisfaction – The two aspects of question 4 (satisfaction with initial contact and officers who attended) have been split into two questions to reflect how this is contained within force surveys and resulting reports. The number of surveys issued and the return rate have also been added to the indicator.
- Level of detected youth crime – Clarification provided regarding the use of the 'detected' date and not the 'occurred date' for the calculation of part 1 of the indicator.
- Number of persons killed or injured in road accidents – Million vehicle kilometres updated to reflect most recent publication. Note added regarding the Scottish Government's road casualty reduction targets.
- Staffing profile by declared disability, ethnicity and gender – Calculation changed to reflect the information captured by forces through equality and diversity monitoring arrangements.
- Expenditure on salaries, operating costs and capital – The pensions aspect of the indicator has been removed as from 1 April 2010 the Scottish Government will meet the exact costs of pensions through Police direct grant to Police Authorities.

## TECHNICAL NOTE DESCRIPTION

Each performance indicator is accompanied by a technical note. The technical note explains how the indicator is defined, states how and by whom it is measured and notes factors, both internal and external, that could influence the indicator and subsequent outputs.

<b>TITLE</b>	A clear and unambiguous title of what the indicator is intended to measure.
<b>AREA OF POLICING</b>	The Area of Policing the indicator is aligned to, taking cognisance of its relevance to the High Level Objectives of that area.
<b>STATUS</b>	An indication of whether the performance indicator/contextual measure is an existing one, new for 2008/09 or revised for 2008/09. Any changes to the definition, calculation etc. of the indicator will also be recorded here.
<b>PURPOSE</b>	A clear indication of the contribution the measure makes to the High Level Objectives.
<b>DEFINITION</b>	A concise specification of the relevant measure.
<b>CALCULATION OF INDICATOR</b>	A clear and unambiguous statement of exactly how the indicator is calculated.
<b>DATA SOURCE</b>	Specific details of where the data for the relevant measure of the indicator is derived and who is responsible for collecting the data.
<b>FREQUENCY OF REPORTING</b>	The frequency and to whom the indicator will be reported.
<b>KNOWN QUALITY ISSUES</b>	Any factors affecting the calculation or use of the indicator.
<b>OTHER FACTORS</b>	Any other factors that are relevant to the indicator and may include the main drivers for change in the indicator and other factors that need to be taken into account when putting the indicator into context.

<b>COMPLAINTS ABOUT POLICE OFFICERS &amp; POLICE STAFF</b>	
<b>AREA OF POLICING</b>	Service Response – Outcomes.
<b>STATUS</b>	<p>Introduced in 2008/09.</p> <p>April 2010 – Calculation of indicator changed to improve consistency between SPPF indicator and what is contained within the Police Complaints Commissioner for Scotland (PCCS) Annual Statistical Report. Consultation and agreement reached with ACPOS Professional Standards Business Area regarding refreshing 2009/10 data to meet new calculation requirements for comparison purposes.</p>
<b>PURPOSE</b>	To provide a measure of the level of dissatisfaction that users experience in relation to their contact with Police Officers and Police Staff. In addition, to demonstrate any action taken in dealing with closed allegations.
<b>DEFINITION</b>	<p>The Police, Public Order and Criminal Justice (Scotland) Act 2006 defines a complaint as "...a written statement expressing dissatisfaction about an act or omission.... by a person who, at the time of the act or omission, was a person serving with the Police."</p> <p>Most complaints about the Police are made at a Police station, in writing or by e-mail to the Police service concerned. A Police Officer unconnected with the matter will contact the person making the complaint, and the outcome of that discussion will inform a report that will then be considered by a senior officer.</p> <p>A complaint case is a single investigation undertaken by an investigating/enquiry officer into one incident or a group of incidents following a complaint by one or more persons. Where a person complained that he was assaulted by an officer during arrest and that he was later threatened at the Police station, this would be recorded and investigated as one complaint case comprising two complaint allegations. Had a second person complained about the assault, this would still be investigated as one case but there would then be two complainers.</p> <p>This indicator will consider the total number of complaints cases received by a force. A single complaint case can contain one or more on duty, off duty and/or quality of service allegations.</p> <p>As detailed above, each complaint case can contain a</p>

	<p>number of allegations. For the purpose of this indicator, we will refer to 'closed allegations'.</p> <p>The number of closed allegations refers to the total number of allegations contained within a complaint once investigation into it has been completed.</p> <p>It is recognised that a single complaint may typically contain a number of allegations, which may be a combination of criminal conduct and professional misconduct (non-criminal conduct).</p>
<p><b>CALCULATION OF INDICATOR</b></p>	<p>It should be noted that although the title of this indicator only refers to Police Officers and Police Staff, the calculation will include Police Officers, Police Staff, Special Constables and Cadets (where appropriate).</p> <p><b>COMPLAINT CASES</b></p> <p>This part of the indicator will measure the:</p> <ol style="list-style-type: none"> <li>1. Total number of complaint cases</li> <li>2. Total number of complaint cases per 10,000 members of the resident population</li> </ol> <p>Parts 1 and 2 of the indicator should include complaints cases involving on duty, off duty and quality of service allegations about Police Officers, Police Staff, Special Constables and Cadets as a combined figure.</p> <p>Part 3 of the indicator is detailed in the population estimates section of this guidance document (page 7).</p> <p><b>CLOSED ALLEGATIONS</b></p> <p>This part of the indicator will measure the:</p> <ol style="list-style-type: none"> <li>3. Number of 'on duty' closed allegations</li> <li>4. Number of 'off duty' closed allegations</li> <li>5. Total number and proportion of closed allegations (on duty and off duty combined) where action has been taken</li> </ol> <p>Part 6 of the indicator reports on any action taken in dealing with the closed allegations and includes:</p> <ul style="list-style-type: none"> <li>▪ action by Crown Office Procurator Fiscal Service such as criminal proceedings, warning letter, fixed penalty etc;</li> <li>▪ action in terms of the Police conduct regulations/staff discipline procedures; or</li> <li>▪ action outwith Police conduct regulations/disciplinary procedures. e.g. diversion to training or redeployment</li> </ul>

	<p>etc.</p> <p>It should be noted that part 6 of this indicator measures the number of allegations where action is taken and not the number of actions taken per allegation. Therefore, if a number of actions were taken in relation to a single allegation, then this would only be regarded as one allegation where action is taken.</p> <p>Allegations recorded by a force in one year may not have action taken until the next year. It is anticipated that this will only affect a small number of allegations and as such will not significantly distort the figures.</p>
<b>DATA SOURCE</b>	Individual force complaints recording systems and General Register Office for Scotland (GROS) website.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	<p>Part 6 of the indicator reports on any action taken in dealing with the allegations. It should be noted that a number of 'actions' can be taken in response to a 'substantiated' allegation. Conversely, action may be taken, i.e. diversion to training, where an allegation is not considered to have been 'substantiated'.</p> <p>Further, more detailed, statistics in relation to Police complaints can be obtained from the Police Complaints Commissioner for Scotland (PCCS) and their website at: <a href="http://www.pcc-scotland.org/">http://www.pcc-scotland.org/</a></p>

<b>QUALITY OF SERVICE COMPLAINTS</b>	
<b>AREA OF POLICING</b>	Service Response – Outcomes.
<b>STATUS</b>	<p>Introduced in 2008/09.</p> <p>April 2010 – Indicator title changed from ‘Service Complaints’ to take it in line with the terminology used by the ACPOS Professional Standards Business Area and Police Complaints Commissioner for Scotland.</p>
<b>PURPOSE</b>	To provide a measure of the level of dissatisfaction with the service provided by the force.
<b>DEFINITION</b>	<p>Quality of service (QoS) complaints are those expressing concern about the service/policies of the force rather than about the conduct of individual (or groups of) staff. Due to the nature of such complaints, it is not possible to record them as having been substantiated or otherwise.</p> <p>It should be noted that although this indicator is entitled, ‘Quality of service <i>complaints</i>’, the actual calculation considers the number of QoS allegations contained within complaints cases (see Complaints about police officers and police staff).</p> <p>A single complaint case can contain one or more on duty, off duty and/or quality of service allegations.</p> <p>As detailed above, each complaint case can contain a number of allegations. For the purpose of this indicator, we will refer to ‘closed allegations’.</p> <p>The number of closed allegations refers to the total number of allegations contained within a complaint once investigation into it has been completed.</p> <p>It is recognised that a single complaint may typically contain a number of allegations, which may be a combination of criminal conduct and professional misconduct (non-criminal conduct).</p>
<b>CALCULATION OF INDICATOR</b>	<p><b>QUALITY OF SERVICE CLOSED ALLEGATIONS</b></p> <ol style="list-style-type: none"> <li>1. Number of quality of service closed allegations</li> <li>2. Number of quality of service closed allegations per 10,000 members of the resident population</li> </ol> <p>Members of the public expressing dissatisfaction with the force as a result of a survey conducted by the force should</p>

	<p><u>not</u> be included in the calculation unless the person concerned has made an actual formal complaint to the force.</p> <p>Part 2 of the indicator is detailed in the population estimates section of this guidance document (page 9).</p>
<b>DATA SOURCE</b>	Individual force complaints recording systems and General Register Office for Scotland (GROS) website.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	Given this is only the second year that this type of information has been gathered, it is expected that the level of service complaints it may not reflect actual levels of dissatisfaction with the service provided. As the process within forces develops, this measure will become a more accurate indication of the level of service complaints received by a force.
<b>OTHER FACTORS</b>	Further, more detailed, statistics in relation to Police complaints can be obtained from the Police Complaints Commissioner for Scotland (PCCS) and their website at: <a href="http://www.pcc-scotland.org/">http://www.pcc-scotland.org/</a>

<b>USER SATISFACTION WITH SERVICE PROVIDED</b>	
<b>AREA OF POLICING</b>	Service Response – Outcomes.
<b>STATUS</b>	<p>Revised for 2008/09 – Additional questions and revised methodology.</p> <p>April 2010 – The two aspects of question 4 (satisfaction with initial contact and officers who attended) have been split into two questions to reflect how this is contained within force surveys and resulting reports.</p> <p>The number of surveys issued and the return rate have also been added to the indicator.</p>
<b>PURPOSE</b>	To provide a general measure of the level of satisfaction that the public experience in relation to their contact with the Police and the subsequent service provided by the Force.
<b>DEFINITION</b>	<p>The public’s level of satisfaction in relation to:</p> <ul style="list-style-type: none"> <li>▪ their initial contact with the police;</li> <li>▪ the action taken by police to resolve the enquiry;</li> <li>▪ being kept adequately informed about the progress made regarding the enquiry;</li> <li>▪ their treatment by staff – at initial contact and by the officers who attended; and</li> <li>▪ the overall way the Police dealt with the incident.</li> </ul> <p>Recognition is given to the need for qualitative comments to be collected to support the statistical figures however these are for local use and exception reporting only.</p>
<b>CALCULATION OF INDICATOR</b>	<p>Stratified random sample of geographical area to be used when undertaking the survey to ensure a realistic and reliable picture of the quality of the police service in Scotland is obtained.</p> <p>Forces should use a probability sampling method based on the random selection of the sample. This can be easily achieved using a sampling frame and random number generator (e.g. <a href="http://www.randomizer.org/">http://www.randomizer.org/</a> )</p> <p>Sampling should be in accordance with accepted sampling sizes representative at the force level every 12 months, at 50:50 variability with 95% confidence of +/- 4% (for guidance - <a href="http://www.surveysystem.com/sscalc.htm">http://www.surveysystem.com/sscalc.htm</a> )</p> <p>The confidence interval is the plus or minus figure usually</p>

	<p>reported in newspaper or television opinion poll results. If you use a confidence interval of 4% and 47% of your sample picks an answer you can be “sure” that if you had asked the question of the entire population between 43% (47% - 4%) and 51% (47% + 4% points) would have picked that answer.</p> <p>The confidence level tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who could pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain.</p> <p>The reason for contact should be classified as that perceived by the person reporting. It may be that someone contacts the force believing that a crime has been committed when, following investigation, it is found that this is not the case.</p> <p>The first part of this indicator will include:</p> <ol style="list-style-type: none"> <li>1. the number of surveys issued; and</li> <li>2. the percentage return rate.</li> </ol> <p>The following questions should be included (there would not be a column for 'No Response' on the survey but forces should include these in their overall return):</p> <ol style="list-style-type: none"> <li>1. What was your level of satisfaction with the initial police contact? <ul style="list-style-type: none"> <li>▪ Very Satisfied</li> <li>▪ Fairly Satisfied</li> <li>▪ Neither Satisfied nor Dissatisfied</li> <li>▪ Fairly Dissatisfied</li> <li>▪ Very Dissatisfied</li> <li>▪ No Response</li> </ul> </li> <li>2. What was your level of satisfaction with the actions taken by the police to resolve your enquiry? <ul style="list-style-type: none"> <li>▪ Very Satisfied</li> <li>▪ Fairly Satisfied</li> <li>▪ Neither Satisfied nor Dissatisfied</li> <li>▪ Fairly Dissatisfied</li> <li>▪ Very Dissatisfied</li> <li>▪ No Response</li> </ul> </li> <li>3. Were you kept adequately informed about the progress made with your incident? <ul style="list-style-type: none"> <li>▪ Yes</li> <li>▪ No</li> <li>▪ No Response</li> <li>▪ Not Applicable</li> </ul> </li> </ol>
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	<p>4. What was your overall level of satisfaction with the way you were treated by Police Officers and staff who dealt with you at initial contact?</p> <ul style="list-style-type: none"> <li>▪ Very Satisfied</li> <li>▪ Fairly Satisfied</li> <li>▪ Neither Satisfied nor Dissatisfied</li> <li>▪ Fairly Dissatisfied</li> <li>▪ Very Dissatisfied</li> <li>▪ No Response</li> </ul> <p>5. What was your overall level of satisfaction with the way you were treated by Police Officers who attended?</p> <ul style="list-style-type: none"> <li>▪ Very Satisfied</li> <li>▪ Fairly Satisfied</li> <li>▪ Neither Satisfied nor Dissatisfied</li> <li>▪ Fairly Dissatisfied</li> <li>▪ Very Dissatisfied</li> <li>▪ No Response</li> <li>▪ Not Applicable</li> </ul> <p>6. What was your level of satisfaction with the overall way the police dealt with the matter?</p> <ul style="list-style-type: none"> <li>▪ Very Satisfied</li> <li>▪ Fairly Satisfied</li> <li>▪ Neither Satisfied nor Dissatisfied</li> <li>▪ Fairly Dissatisfied</li> <li>▪ Very Dissatisfied</li> <li>▪ No Response</li> </ul> <p>Results should be collated numerically and also presented as a percentage of all valid responses received.</p> <p>For example If out of 800 surveys, 431 (53.9%) were returned and the results for 'initial satisfaction' were:</p> <table border="1" data-bbox="523 1487 1195 1711"> <tr> <td>Very Satisfied</td> <td>257</td> </tr> <tr> <td>Fairly Satisfied</td> <td>117</td> </tr> <tr> <td>Neither Satisfied nor Dissatisfied</td> <td>31</td> </tr> <tr> <td>Fairly Dissatisfied</td> <td>13</td> </tr> <tr> <td>Very Dissatisfied</td> <td>8</td> </tr> <tr> <td>No Response</td> <td>5</td> </tr> </table> <p>We would base our percentages on the total of valid responses (for that question) as 431 minus the 5 no responses, which equals 426. Our percentages for 'very satisfied' would therefore be 257/426 as a % = 60.3%.</p>	Very Satisfied	257	Fairly Satisfied	117	Neither Satisfied nor Dissatisfied	31	Fairly Dissatisfied	13	Very Dissatisfied	8	No Response	5
Very Satisfied	257												
Fairly Satisfied	117												
Neither Satisfied nor Dissatisfied	31												
Fairly Dissatisfied	13												
Very Dissatisfied	8												
No Response	5												
<p><b>DATA SOURCE</b></p>	<p>Force survey methodologies and analysis through specific applications such as SPSS / Excel.</p>												

<p><b>FREQUENCY OF REPORTING</b></p>	<p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<p><b>KNOWN QUALITY ISSUES</b></p>	<p>There is no standard user satisfaction survey currently used by all forces due to different Force requirements and level of resources. There is a level of standardisation in data collection through agreed sampling methodologies and order of presentation of core questions.</p>
<p><b>OTHER FACTORS</b></p>	<p>Direction from ACPOS indicates that those surveyed should be those who have been in contact with the police in respect of reporting a crime; a disturbance/nuisance; a road accident; a missing person or other (excluding those whose reason for contact was to report a sudden death, a fatal road accident or a serious sexual assault).</p> <p>Timeframe – Members of the public who have been in touch with the force within three months immediately preceding the questionnaire date.</p> <p>Using a random sampling methodology the sample drawn should accurately reflect the nature of contacts received by Forces particularly with disturbance/nuisance becoming a greater concern.</p>

<b>PUBLIC CONFIDENCE IN THE POLICE</b>	
<b>AREA OF POLICING</b>	Service Response – Outcomes.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To provide a measure of the level of public confidence in a police force.
<b>DEFINITION</b>	The public’s level of confidence in relation to various key activities carried out by police forces.
<b>CALCULATION OF INDICATOR</b>	<p>From the Scottish Crime and Justice Survey question:</p> <p>How confident are you in your local police force’s ability to:</p> <ul style="list-style-type: none"> <li>▪ prevent crime;</li> <li>▪ respond quickly to appropriate calls and information from the public;</li> <li>▪ deal with incidents as they occur;</li> <li>▪ investigate incidents after they occur;</li> <li>▪ solve crime; or</li> <li>▪ catch criminals.</li> </ul> <p>Responses are recorded as:</p> <ul style="list-style-type: none"> <li>▪ very confident;</li> <li>▪ fairly confident;</li> <li>▪ not very confident;</li> <li>▪ not at all confident;</li> <li>▪ don’t know; or</li> <li>▪ refused to answer.</li> </ul> <p>Results should be collated numerically and also presented as a percentage of all valid responses received. The results for each of the categories should be presented as a percentage of all valid responses received.</p> <p>The Scottish Crime &amp; Justice Survey (SCJS) is a survey of households in Scotland, conducted in home using face-to-face computer aided interviewing, with an annual achieved sample size of 16,000 interviews. Fieldwork will be continuous, with analysis of victimisation by financial year.</p> <p>The survey will cover experiences of crime and victimisation, public contact with the police and parts the criminal justice system, as well as public perceptions and attitudes relating to justice in general. The survey is designed to provide a representative sample and analysis at Police Force Area level, and be possible to analyse at Local Authority level for some analysis.</p>

<b>DATA SOURCE</b>	Scottish Government Scottish Crime and Justice Survey.
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	This data is only available on an annual basis approximately 4 to 5 months after the end of the financial year. The information cannot be broken down to a level lower than local authority area.
<b>OTHER FACTORS</b>	This measure can be influenced by factors other than police activity, e.g. the media.

<b>PROPORTION OF 999 CALLS ANSWERED WITHIN 10 SECONDS</b>	
<b>AREA OF POLICING</b>	Service Response – Activities.
<b>STATUS</b>	Existing performance indicator.
<b>PURPOSE</b>	To provide a measure of the quality of service in relation to the speed of which 999 calls are answered. Data will also contribute to the evaluation of the demand placed upon the service.
<b>DEFINITION</b>	This indicator measures the: <ul style="list-style-type: none"> <li>▪ number of 999 calls in the sample; and</li> <li>▪ proportion of 999 calls answered within 10 seconds.</li> </ul>
<b>CALCULATION OF INDICATOR</b>	<p>The time to answer the call is the period from the call being received (first ring) at the Call Handling Centre/Control Room until a police employee answers it.</p> <p>A call is considered as 'answered within 10 seconds' when it is responded to by the call handler within 10 seconds (equal to or less than 10.00 seconds) of being presented to that call handler.</p> <p>All forces have electronic recording equipment in use in their main Contact Centre/Control Room. The 'sample size' should include <u>all 999 calls</u> recorded by electronic equipment.</p>
<b>DATA SOURCE</b>	Data will be extracted from Call Management systems of individual police forces.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	None.

**TIME TAKEN TO RESPOND TO EMERGENCY INCIDENTS**

<b>AREA OF POLICING</b>	Service Response – Activities.																										
<b>STATUS</b>	<p>Introduced in 2008/09.</p> <p>April 2010 – Indicator title changed from ‘Time taken to respond to emergency calls’ to emphasise that the timeframe captured through this indicator commences when an incident is recorded on a force Command and Control systems and not when a call is received to report an incident.</p>																										
<b>PURPOSE</b>	To provide a measure of quality of service in relation to the speed of which emergency calls are responded to.																										
<b>DEFINITION</b>	<p>The number of emergency incidents recorded by the Police, the proportion of those incidents responded to within the force target response time and the overall average response time.</p> <p>The target response times are as follows:</p> <table border="1"> <thead> <tr> <th rowspan="2">FORCE</th> <th colspan="2">TARGET RESPONSE TIME *</th> </tr> <tr> <th>URBAN</th> <th>RURAL</th> </tr> </thead> <tbody> <tr> <td>Central Scotland</td> <td>10</td> <td>20</td> </tr> <tr> <td>Dumfries &amp; Galloway</td> <td>10</td> <td>20</td> </tr> <tr> <td>Fife</td> <td>10</td> <td>20</td> </tr> <tr> <td>Grampian</td> <td>10</td> <td>25</td> </tr> <tr> <td>Lothian &amp; Borders</td> <td>10</td> <td>20</td> </tr> <tr> <td>Northern</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Strathclyde</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table> <p>*All target response times are in minutes.</p>	FORCE	TARGET RESPONSE TIME *		URBAN	RURAL	Central Scotland	10	20	Dumfries & Galloway	10	20	Fife	10	20	Grampian	10	25	Lothian & Borders	10	20	Northern	N/A	N/A	Strathclyde	N/A	N/A
FORCE	TARGET RESPONSE TIME *																										
	URBAN	RURAL																									
Central Scotland	10	20																									
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Grampian	10	25																									
Lothian & Borders	10	20																									
Northern	N/A	N/A																									
Strathclyde	N/A	N/A																									
<b>CALCULATION OF INDICATOR</b>	<p>The time taken to respond to the incident is the period from the incident being logged on the command and control system until the attendance of an officer at the incident location.</p> <p>The calculation of the indicator will be as follows:</p> <ol style="list-style-type: none"> <li>1. The total number of emergency response incidents and the number and percentage responded to within the overall force target response time; and</li> <li>2. the overall average force response time for emergency response incidents.</li> </ol> <p>It is acknowledged that Strathclyde Police only gather overall average response times for emergency calls and do not set a</p>																										

	<p>target response time in relation to this. They will therefore only report on the overall average force response time. Northern Constabulary do not currently gather information relative either part of this indicator.</p>
<b>DATA SOURCE</b>	<p>Data will be extracted from force call management systems and the command and control systems.</p>
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	<p>A call grading standard has been developed by ACPOS. This standard defines the types of incidents that should be recorded under a particular call grading. The standard will be implemented in line with the roll out of STORM MA, the command and control system to be used by all Police Forces in Scotland. The roll out is expected to conclude during 2013 and will significantly improve the consistency of calculation of this indicator.</p> <p>The proportion of emergency incidents where no attendance time has been recorded is an issue for each force in terms of data quality and although not reported on within this indicator, should be minimised.</p> <p>Factors such as officer and public safety should be considered by individual forces when considering their target response times and approach to improving performance in this area and that of road casualty reduction.</p>
<b>OTHER FACTORS</b>	<p>None.</p>

HANDLING OF NON-EMERGENCY CALLS	
<b>AREA OF POLICING</b>	Service Response – Activities.
<b>STATUS</b>	New for 2009/10. Updated in October 2009 with note being added to item 4 of the calculation of indicator section.
<b>PURPOSE</b>	To provide a measure of the quality of service in relation to the speed of which non emergency telephone calls are answered. The data will also inform in terms of the demand being placed on the service.
<b>DEFINITION</b>	<p>This indicator measures the:</p> <ol style="list-style-type: none"> <li>1. number of non-emergency telephone calls;</li> <li>2. number of non-emergency telephone calls answered;</li> <li>3. proportion of non-emergency telephone calls abandoned/lost; and the;</li> <li>4. proportion of non-emergency telephone calls answered within 40 seconds.</li> </ol> <p>The definition of non-emergency calls received in the Call Handling Centre/Control Room will include all non emergency calls from the public (e.g. reporting crimes, asking to speak to a specific officer etc).</p>
<b>CALCULATION OF INDICATOR</b>	<p><b>NUMBER OF NON-EMERGENCY TELEPHONE CALLS</b></p> <p>This will capture all telephone calls received at the Call Handling Centre/Control Room to a 'one stop shop' and/or switchboard. A 'one stop shop' is defined as calls answered by a call handler who attempts to resolve the call without transferring the caller. A switchboard is defined as calls answered by a call handler who will transfer the call to the relevant destination.</p> <p><b>NUMBER OF NON-EMERGENCY TELEPHONE CALLS ANSWERED</b></p> <p>A call is defined as answered when it is responded to by the call handler irrespective of the time taken to answer.</p> <p><b>PROPORTION OF NON-EMERGENCY TELEPHONE CALLS ABANDONED/LOST</b></p> <p>A call is defined as lost/abandoned when the call is unable to be answered by a call handler or the caller hangs up prior to the call handler answering the call (irrespective of time).</p>

	<p>The calculation for this aspect of the indicator will be:</p> $\frac{\text{number of non-emergency calls abandoned/lost}}{\text{number of non emergency calls}} \times \frac{100}{1}$ <p><b>PROPORTION OF NON-EMERGENCY TELEPHONE CALLS ANSWERED WITHIN 40 SECONDS</b></p> <p>A call is considered as ‘answered within 40 seconds’ when it is responded to by the call handler within 40 seconds (equal to or less than 40.00 seconds) of being presented to that call handler.</p> <p>If the force uses an Interactive Voice Response (IVR) system, the call is presented to answer once the IVR has finished. If the force does not use an IVR system, the call is presented to answer on the first ring.</p> <p>The calculation for this aspect of the indicator will be:</p> $\frac{\text{no of non-emergency calls answered within 40 secs}}{\text{no of non-emergency calls presented for answer}} \times \frac{100}{1}$ <p>Note: The ‘no. of non-emergency calls presented for answer’ aspect of the above calculation includes <i>all</i> calls presented whether or not they are answered, abandoned or lost.</p>
<b>DATA SOURCE</b>	Individual force call management systems.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	Due to system limitations, some forces are unable to distinguish between calls generated internally and calls generated externally. Therefore, the number of non-emergency calls received will represent more than just those received from the public.
<b>OTHER FACTORS</b>	Aspirationally the indicator will be developed to include a qualitative measure of performance in addition to the current quantitative measure. Consideration will also be given to developing a measure relating to non-emergency response management once command and control systems have fully converged.

NUMBER OF RECORDED CRIMES & OFFENCES AND DETECTION RATES	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Outcomes.
<b>STATUS</b>	Revised for 2009/10 – ‘Number of recorded crimes and offences’ and ‘Detection rate for recorded crimes and offences’ performance indicators amalgamated.
<b>PURPOSE</b>	<p>To establish the volume of crimes and offences recorded by the Scottish Police Service in each crime and offence group and to establish the proportion of these crimes and offences that are detected.</p> <p>To demonstrate and monitor changes in the number and rate of crimes and offences recorded and the detection rate for each.</p> <p>To assist with public reassurance and management of expectations and to provide a context in which wider police and policing issues can be considered. When considered with other relevant data, to provide evidence of the effectiveness of the police service in detecting crime.</p>
<b>DEFINITION</b>	<p>This indicator measures the:</p> <ul style="list-style-type: none"> <li>▪ number of recorded crimes &amp; offences;</li> <li>▪ number of recorded crimes &amp; offences per 10,000 members of the resident population; and the</li> <li>▪ detection rate for recorded crimes &amp; offences</li> </ul> <p>all by individual group classification.</p> <p>The crime and offence group classifications are as follows:</p> <p><b>GROUP 1 – CRIMES OF VIOLENCE</b></p> <p>Some of the crimes contained within this group are: murder, attempted murder, serious assault, robbery and assault with intent to rob, threats and extortion and cruelty to children.</p> <p>Violent crime occurs throughout society in both public and private locations. Research and experience shows that alcohol and/or drugs are often contributory factors to violent behaviour. The police can influence behaviour to a limited extent by various means, including:</p> <ul style="list-style-type: none"> <li>▪ Increased patrols in identified problem areas;</li> <li>▪ ensuring compliance with licensing legislation;</li> </ul>

- initiatives targeting specific individuals or groups; and
- initiatives targeting the carrying of knives and other offensive weapons.

## **GROUP 2 – CRIMES OF INDECENCY**

Some of the crimes contained within this group are: rape, indecent assault and lewd and libidinous practices.

Crimes of indecency remain relatively low in number compared to some other categories, however, the affect on victims of crimes in this category is often very serious.

Many crime types in this category tend to have been committed prior to this reporting period, and there are often fluctuations in the figures as investigations uncover evidence to allow multiple crime reports to be submitted. As described above, crimes committed many years ago are recorded at the time they are reported. If they are reported more than two years from the date committed, these are classified as historical crimes.

It is widely acknowledged that sexual crimes, particularly rape, are for a variety of reasons, never reported to the police and this is referred to as under-reporting. There needs to be caution in interpreting the increased reporting of such crimes as an indication that sexual attacks are on the increase. Equally, a decrease in reporting is not necessarily an indication that sexual crimes have decreased.

## **GROUP 3 – CRIMES OF DISHONESTY**

Some of the crimes contained within this group are: thefts including housebreaking or opening lockfast places (OLP), thefts of and from motor vehicles and fraud.

Historically, crimes of dishonesty have accounted for almost half of all recorded crime and are often difficult to detect due to a lack of evidence. Most are recorded at the time of the crime or shortly thereafter but other categories, such as fraud and embezzlement, are often historically recorded. Many forces have priorities within this group, which tend to be in areas where the most vulnerable are victims of crimes such as domestic housebreakings. Forces often undertake initiatives into crime types not covered by national priorities where particular spates of crimes become prevalent, for instance, motor vehicle crime. These tend to be short-term initiatives and targeted at local level but can influence figures.

## **GROUP 4 – VANDALISM, FIRE-RAISING AND**

**MALICIOUS CONDUCT ETC.**

Some of the crimes contained within this group are: vandalism, malicious mischief, fireraising and reckless conduct.

Group 4 crime contributes significantly to the overall crime figure in terms of numbers recorded, but more significantly in terms of the difficulty in detecting crime in this group, which traditionally has a very low detection rate.

**GROUP 5 – OTHER CRIMES**

Group 5 crimes are often regarded as a measure of the amount of 'pro-active' work a police force undertakes. The crime types included within this group are often crimes against society rather than individuals. The nature of these crimes means that a very high detection rate is normal for this group.

The anomaly of the figures from this group is that an increase in group 5 crimes usually reflects the success of police activity. When the crimes in this group decrease, it is usually a sign of officers being deployed in a way that negates against them being able to undertake these pro-active duties (e.g. such as during a large operation or during periods where several protracted enquires might be underway).

**GROUP 6 – OFFENCES (MISCELLANEOUS)**

Many of the offences in this group may be described as antisocial behaviour (e.g. breach of the peace, petty assault, and alcohol related offences). This group contains a mixture of proactive (e.g. consuming alcohol in public places) and reactive offences (e.g. petty assault).

The group now includes some offences for which antisocial behaviour fixed penalty notices may be issued. All fixed penalty notices issued for crimes or offences usually recorded in groups 1 to 6 needs to be counted as such in the appropriate group.

**GROUP 7 – OFFENCES (ROAD TRAFFIC)**

Some of the offences contained within this group are: speeding, seat belt offences, motor vehicle defects, conditional offers (endorsable and non-endorsable), tickets issued by Camera Safety Partnerships (or force equivalent) and Vehicle Defect Rectification Scheme (VDRS) notices. Forces should record all offences recorded under the Vehicle

	Defect Rectification Scheme irrespective of whether they have been complied with or not.
<b>CALCULATION OF INDICATOR</b>	<p>The recorded crimes and offences aspect of this performance indicator will be recorded in line with the Scottish Crime Recording System (SCRS) as detailed in page 8 this guidance document.</p> <p>For the number of crimes and offences, forces will use the date that the crime or offence was 'recorded', i.e. the date an entry was created on the force crime recording system.</p> <p>The population figure for this indicator is detailed in the population estimates section of this guidance document at page 9.</p> <p>For the definition of 'detected' is detailed in page 8 of this guidance document.</p> <p>The detection rate is calculated as follows:</p> $\frac{\text{no of recorded crimes \& offences detected}}{\text{no of recorded crimes \& offences}} \times \frac{100}{1}$ <p>Crimes recorded by Police forces as detected in one year may have been committed in a previous year. This means that the number of crimes detected is being expressed as a percentage of a different set of crimes. However, this does not significantly distort the reported figures.</p>
<b>DATA SOURCE</b>	<p>Data will be extracted mostly from the recorded crime systems of individual police forces. However, not all crimes and offences will be recorded on force crime systems but will be available via an auditable source. Where this occurs forces must make arrangements to ensure all offences are as complete and accurate as possible by including data from other appropriate sources.</p> <p>Forces should ensure that recorded crimes reported reflect, as far as possible, those submitted to the Scottish Government in the 'Made Known Quarterly' (MKQ).</p>
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>

<p><b>KNOWN QUALITY ISSUES</b></p>	<p>None.</p>
<p><b>OTHER FACTORS</b></p>	<p>The level of crime recorded by the Police is less than the actual level of crime committed because of under-reporting. Underreporting arises where someone who is aware of a crime does not report it to the Police. Government research has found evidence of a significant level of under-reporting of certain crimes when compared to the number of crimes recorded by the Police. E.g. vandalism is often under-reported, in contrast to car crime where reporting may be necessary for insurance purposes. Group 5 and offence groups 6 and 7 are largely the result of proactive Police activity.</p> <p>There is a degree of variation between the detection rates for different crime and offence groups. Those which consist of predominately Police pro-activity are much more likely to result in detections (e.g. group 5 crimes). The ability of the Police to detect crime may be impeded by non-cooperative, vulnerable or unwilling, witnesses, complainers or victims.</p>

NUMBER OF RACIST INCIDENTS, RACIALLY MOTIVATED CRIMES & OFFENCES AND DETECTION RATES	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Outcomes.
<b>STATUS</b>	Revised for 2009/10 – ‘Number of racist incidents and racially motivated crimes’ and ‘Number and percentage of racially motivated crimes detected’ performance indicators amalgamated.
<b>PURPOSE</b>	<p>To provide a measure of the amount of racist incidents and racially motivated crimes reported within police force areas with a view to protecting vulnerable people and reducing racist crime.</p> <p>To provide a measure of both racially motivated crimes detected and the percentage of reported crimes that are detected.</p>
<b>DEFINITION</b>	<p>This indicator stems from the findings of The Macpherson Report (Stephen Lawrence Inquiry Report) and is based on its definition of a ‘racist incident’, “Any incident which is perceived to be racist by the victim or any other person”.</p> <p>The performance indicator measures the:</p> <ul style="list-style-type: none"> <li>▪ number of recorded racist incidents;</li> <li>▪ number of racially motivated crimes &amp; offences recorded; and the</li> <li>▪ detection rate for recorded racially motivated crimes &amp; offences.</li> </ul>
<b>CALCULATION OF INDICATOR</b>	<p><b>RACIST INCIDENTS</b></p> <p>All incidents that are recorded on the force command and control system, whether or not a crime has been committed.</p> <p><b>RACIALLY MOTIVATED CRIMES &amp; OFFENCES</b></p> <p>The number of crimes and offences recorded on the force crime recording system that are identified as being, at least in part, racially motivated and includes all crimes and offences and <u>not</u> just those offences of racially aggravated harassment and racially aggravated conduct.</p> <p>The recorded crimes and offences aspect of this performance indicator will be recorded in line with the Scottish Crime Recording System (SCRS) as detailed in page 8 this guidance document.</p>

	<p>Forces may require to manually search their system to ensure that only crimes that are racially motivated are counted and not all crimes contained within an individual file which has a racist marker.</p> <p>For the definition of 'detected' please refer to page 8 of this guidance document.</p> <p>The detection rate is calculated as follows:</p> $\frac{\text{no. of recorded racially motivated crimes detected}}{\text{no. of recorded racially motivated crimes \& offences}} \times 100$ <p>Crimes recorded by Police forces as detected in one year may have been committed in a previous year. This means that the number of crimes detected is being expressed as a percentage of a different set of crimes. However, this does not significantly distort the reported figures.</p>
<b>DATA SOURCE</b>	The data will be derived from individual police forces' command and control systems and crime recording systems.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	<p>By definition, every racist crime/offence will be linked in some way to a racist incident. However, the figures should rightly be different and this should be borne in mind when making any analysis. There will be instances where a racist incident might involve none, one or several crimes/offences. There will also be instances where a crime/offence might involve one, several or many racist incidents.</p> <p>The Scottish Police Service aims to encourage the reporting level of racist crime. This reflects a desire to ensure widespread confidence in the Police to manage and investigate racism. The service should co-operate closely with local agencies and communities to enable people to report crime.</p> <p>Recommendations within the Lawrence Inquiry Report are aimed at increasing reporting levels of racist incidents in order</p>

	<p>that the full scale of racist activity can be assessed. In order to achieve this the report recommends among other things that: 'Incidents should be reported, recorded and investigated, whether or not a crime has been committed'. A key factor for the Police in addressing the needs of victims of racist crime is the level and nature of Police communication with them.</p>
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NUMBER OF RECORDED ASB COMMUNITY CRIMES & OFFENCES AND DETECTION RATES	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Outcomes.
<b>STATUS</b>	<p style="color: red;">**This indicator is currently under review. The counting conventions may change as a result of this during the 2010/11 reporting period**</p> <p>New for 2009/10. SGJD codes updated in October 2009.</p>
<b>PURPOSE</b>	To provide a measure of the number of crimes and offences which can be considered as antisocial behaviour and impact on local communities. To establish the proportion of these crimes and offences that are detected.
<b>DEFINITION</b>	<p>This indicator measures the:</p> <ol style="list-style-type: none"> <li>1. number of antisocial behaviour community crimes &amp; offences recorded; and the</li> <li>2. detection rate for antisocial behaviour community crimes &amp; offences.</li> </ol> <p>Antisocial behaviour is a term covering a broad range of crimes and offences, which cause concern in local communities.</p> <p>This is defined in the Antisocial Behaviour Etc (Scotland) Act 2004 as follows:</p> <p>"...a person engages in antisocial behaviour if they:</p> <ul style="list-style-type: none"> <li>▪ Act in a manner that causes or is likely to cause alarm or distress; or</li> <li>▪ Pursue a course of conduct that causes or is likely to cause alarm or distress." <p>In practice, this definition can mean different things to different people, public bodies and other organisations. It is not restrictive in nature and allows for the provisions of the Act to be utilised in order to address different types of behaviours which, were not traditionally tackled or grouped together from a policing perspective.</p> <p>However, with a definition as wide and all encompassing, it creates difficulties when considering whether or not forces have been successful in addressing antisocial behaviour. It is fair to assume that all victims of crime are likely to have been alarmed or distressed by their experience and for non-crime incidents, the person reporting the incident is also</p> </li></ul>

	<p>likely to have experienced some degree of alarm or distress prompting them to contact the police. In order to monitor antisocial behaviour to this extent would be a truly mammoth task.</p> <p>Due to this, the ACPOS Antisocial Behaviour Joint Co-ordinating Group sought to identify those crimes and offences that impact on local communities particularly. In doing so, consideration was given to grouping identified crimes and offences into the following four key areas:</p> <p><b>DISREGARD FOR COMMUNITY/PERSONAL WELLBEING</b> Breach of the Peace; Persisting to play music, singing, radio etc to annoyance of others having been required to stop; Mobbing &amp; Rioting; Drunk and incapable in a public place; Being drunk in a public place in charge of a child; Riotous behaviour whilst drunk in licensed premises; Refusing to leave licensed premises; Urinating or defecating in a public place in circumstances causing annoyance; Obstruction by pedestrians; Breach of an Antisocial Behaviour Order; Failing to disperse or returning (Dispersal Zone); and Refusing to leave premises, attempt to enter (Closure of Premises).</p> <p><b>ACTS DIRECTED AT PEOPLE</b> Improper use of public telecommunications network; and Racially aggravated offences.</p> <p><b>ENVIRONMENTAL DAMAGE</b> Malicious Mischief; Vandalism; Littering; Fly-tipping; Fly-posting; Wilful Fire-Raising; and Culpable &amp; Reckless Fire-Raising.</p> <p><b>MISUSE OF PUBLIC SPACE</b> Street Drinking; Soliciting or importuning; and Kerb Crawling.</p> <p>While crimes and offences related to drugs and violence could also be considered to be antisocial, they are not included in this indicator as they are measured elsewhere within the SPPF.</p>				
<p><b>CALCULATION OF INDICATOR</b></p>	<p>To allow all Forces to fulfil this indicator, data retrieval will be structured by the following lists of Scottish Government Justice Department (SGJD) Codes, under each of the four key headings.</p> <table border="1" data-bbox="523 1823 1425 1957"> <tr> <th colspan="2" data-bbox="523 1823 1425 1912"><b>DISREGARD FOR COMMUNITY/PERSONAL WELLBEING</b></th> </tr> <tr> <th data-bbox="523 1912 1179 1957"><i>Crime/Offence</i></th> <th data-bbox="1179 1912 1425 1957"><i>SGJD Code</i></th> </tr> </table>	<b>DISREGARD FOR COMMUNITY/PERSONAL WELLBEING</b>		<i>Crime/Offence</i>	<i>SGJD Code</i>
<b>DISREGARD FOR COMMUNITY/PERSONAL WELLBEING</b>					
<i>Crime/Offence</i>	<i>SGJD Code</i>				

Mobbing and Rioting	035/001
Breach of antisocial behaviour order	039/014
Breach of the Peace	047/002
Failure to disperse or returning (dispersal zone), Refusing to leave premises/attempt to enter (closure)	047/007
Urinating or defecating in a public place	047/003
Drunk and Incapable	060/001
Drunk in charge of a child	060/003
Riotous behaviour whilst drunk or refusing to leave licensed premises	060/006
Persisting to play music etc.	073/004
Obstruction by pedestrian	079/002
<b>ACTS DIRECTED AT PEOPLE</b>	
<b><i>Crime/Offence</i></b>	<b><i>SGJD Code</i></b>
Racially aggravated harassment	047/004
Racially aggravated conduct	047/005
Improper use of public telecommunications network	084/002
<b>ENVIRONMENTAL DAMAGE</b>	
<b><i>Crime/Offence</i></b>	<b><i>SGJD Code</i></b>
Fire-raising	032/001
Vandalism	033/012
Reckless damage	033/013
Malicious mischief	033/014
Litter offences	073/001
Fly-tipping	073/002
Fly-posting	073/012
<b>MISUSE OF PUBLIC SPACE</b>	
<b><i>Crime/Offence</i></b>	<b><i>SGJD Code</i></b>
Offences related to prostitution	018/010
Soliciting services of a person engaged in prostitution	018/017
Consumption of alcohol in designated	072/008

	<p>places, byelaws prohibiting</p> <p>The recorded crimes and offences aspect of this performance indicator will be recorded in line with the Scottish Crime Recording System (SCRS) as detailed in page 6 this guidance document.</p> <p>For the number of crimes and offences forces will use the date that the crime or offence was 'recorded', i.e. the date an entry was created on the force crime recording system.</p> <p>For the definition of 'detected' please refer to page 6 of this guidance document. The detection rate is calculated as follows:</p> $\frac{\text{number of ASB community crimes \& offences detected}}{\text{number of recorded ASB community crimes \& offences}} \times \frac{100}{1}$ <p>Crimes recorded by police forces as detected in one year may have been committed in a previous year. This means that the number of crimes detected is being expressed as a percentage of a different set of crimes. However, this does not significantly distort the reported figures.</p> <p>It should be noted that a number of the crimes and offences detailed in this indicator may be dealt with by forces by means of an Antisocial Behaviour Fixed Penalty Notice. However, regardless of the provisions used by a force to deal with these crimes and offences, the number of crimes and offences recorded will be included in this indicator.</p>
<p><b>DATA SOURCE</b></p>	<p>Data will be extracted mostly from Forces' crime recording systems. However, not all crimes and offences will be recorded on a force crime recording system, but will be available from an auditable source. Where this occurs, forces must make arrangements to ensure all offences are as complete and accurate as possible, by including data from other appropriate sources.</p> <p>Forces should ensure that the numbers of recorded and detected crimes and offences, as far as possible, reflect those submitted to the Scottish Government in the 'Made Known Quarterly' (MKQ) returns.</p>
<p><b>FREQUENCY OF REPORTING</b></p>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>

<p><b>KNOWN QUALITY ISSUES</b></p>	<p>Data quality issues should be in line with the SCRS. It is important to note that SCRS will impact on some offences, having the effect of subsuming them as in this example:</p> <ul style="list-style-type: none"> <li>▪ If an Antisocial Behaviour Order is breached by means of committing another offence, then the recorded charge will be the more serious offence, i.e. where an offender commits an assault, thereby breaching their order, the only recorded offence will be the assault, with breach of the order noted as an aggravating factor. That is, not all such breaches of orders will actually be recorded as offences, and as such, reporting of crimes and offences under this indicator may not fully reflect actual crime levels.</li> </ul> <p>Returns should correspond with the MKQ returns to the Scottish Government.</p> <p>It is essential that data is retrieved using the outlined SGJD Codes, to allow forces to report on this indicator, and to ensure consistency of data across Scotland.</p> <p>However, it should be noted that some SGJD Codes used are an amalgam and include individual crimes or offences which may not be considered as antisocial behaviour. For example:</p> <ul style="list-style-type: none"> <li>▪ 043/001 - Landmines Act 1998</li> <li>▪ 047/002 - Cemeteries Clauses Act 1847</li> <li>▪ 073/004 - Includes offences pertaining to the Food and Environment Protection Act 1985, Merchant Shipping Act 1995, Offshore Chemicals Regulations 2002, Radioactive Substances Act 1960, Radioactive Substances Act 1993, Sewerage (Scotland) Act 1968, Special Waste Regulations 1996 and the Transfrontier Shipment of Waste Regulations 2007</li> <li>▪ 084/002 - Postal Services Act 2000 and Mobile Telephones Act 2002</li> </ul> <p>Despite these crimes and offences being included, it is assessed that their numbers will be small and cause only negligible distortion, if any, to recorded and detected statistics.</p>
<p><b>OTHER FACTORS</b></p>	<p>The Antisocial Behaviour Etc (Scotland) Act further defines antisocial behaviour as being committed against "any person not of the same household as them." Distinguishing crimes and offences from those that involve persons of the same household from those that do not is currently extremely difficult across Scotland. Retrieval of this information at the current time would cause a significant burden on forces,</p>

	<p>however, it is recognised that this is an aspirational development of this indicator through time.</p> <p>The level of crime recorded by the police is less than the actual level of crime committed because of under-reporting. Under-reporting arises where someone who is aware of a crime does not report it to the police. Government research (the Scottish Crime Survey, the British Crime Survey) has found evidence of a significant level of under-reporting of certain crimes when compared to the number of crimes recorded by the police. For example, vandalism is often under-reported, in contrast to car crime where reporting may be necessary for insurance purposes.</p>
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<b>LEVEL OF DETECTED YOUTH CRIME</b>	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Outcomes.
<b>STATUS</b>	<p>New for 2009/10.</p> <p>April 2010 – Clarification provided regarding the use of the 'detected' date and not the 'occurred date' for the calculation of part 1 of the indicator.</p>
<b>PURPOSE</b>	<p>To establish the volume of crimes and offences involving children and young people recorded by the Police Service in Scotland.</p> <p>To demonstrate and monitor changes in the number of crimes/offences and offenders.</p> <p>To assist with public reassurance and management of expectations and to provide a context in which wider police and policing issues can be considered.</p>
<b>DEFINITION</b>	<p>This indicator measures the:</p> <ol style="list-style-type: none"> <li>1. number of recorded crimes and offences (groups 1 to 6) by individual group classification committed by children and young people (aged 8 to 17 inclusive) within the period; and the</li> <li>2. number of children and young people (aged 8 to 17 years inclusive) who have committed crimes and offences (groups 1 to 6) within the period.</li> </ol> <p>The recorded crimes and offences will be recorded in line with the Scottish Crime Recording System (SCRS) and will include all crimes and offences within groups 1 to 6. When reporting on the first part of this indicator it will be by individual group classification.</p> <p>This indicator will only included crimes and offences where the crime has been detected and at least one of the accused is a child or young person aged 8 to 17 years inclusive. Therefore, children and young people who are only suspected of having committed a crime or offence are not included in the calculation.</p> <p>The age the child or young person should be calculated as the age at the time the crime or offence was committed, e.g. if a crime occurred on 01/09/2006 and is not recorded until 30/12/2008, the age of the accused will be that on 01/09/2006 and not the age he/she is when the crime is</p>

	<p>recorded.</p> <p>The age range for this indicator includes children who have reached 8 years of age and young people who are under 18 years of age, and all age groups in between.</p>
<p><b>CALCULATION OF INDICATOR</b></p>	<p><b>THE NUMBER OF RECORDED CRIMES AND OFFENCES (GROUPS 1 TO 6) COMMITTED BY CHILDREN AND YOUNG PEOPLE (AGED 8 TO 17 INCLUSIVE) WITHIN THE PERIOD</b></p> <p>The number of recorded crimes and offences should reflect those counted using the SCRS (page 8) and will include all crimes and offences within crime and offence group classifications 1 to 6. When reporting the figures from the indicator, they will be disaggregated by group classification.</p> <p>The period between when a crime or offence occurs and a child or young person is identified as being responsible may occur over a period of two or more reporting periods. As a result of this, forces would be required to review historic crimes and offences in order to establish if a child or young person was subsequently found to be responsible. Some forces IT systems do not have the technical capability to refresh this data by the date the crime or offence occurred and can only provide data in relation to when the crime or offences was 'detected'. In order to report on the date the crime or offence occurred, forces would require to manually manipulate a substantial amount of data in order to produce the information. Due to these factors, the date the crime or offence was detected will be considered the relevant aspect that is captured and not the date the crime or offence occurred.</p> <p>The following principles will also be adhered to:</p> <ul style="list-style-type: none"> <li>▪ If a crime of vandalism has three accused all aged 9 years of age, this will be one recorded crime.</li> <li>▪ If a crime of vandalism has three accused aged 14, 15 and 18 years respectively, this will be included as one recorded crime.</li> <li>▪ If an incident has resulted in a breach of the peace with three accused, two of whom also commit a vandalism (all within aged 8 to 17 years inclusive) then this will be two recorded crimes, one of breach of the peace and one of vandalism.</li> </ul> <p>Therefore, the number of crimes and offences will be calculated and not the number of accused.</p>

	<p><b>THE NUMBER OF CHILDREN AND YOUNG PEOPLE (AGED 8 TO 17 YEARS INCLUSIVE) WHO HAVE COMMITTED CRIMES AND OFFENCES (GROUPS 1 TO 6) WITHIN THE PERIOD</b></p> <p>The following principles will be adhered to:</p> <ul style="list-style-type: none"> <li>▪ If a crime of vandalism has three accused all aged 9 years of age, this will be recorded as three offenders.</li> <li>▪ If a crime of vandalism has three accused aged 14, 15 and 18 years respectively then this will be recorded as two offenders.</li> <li>▪ If an incident has resulted in a breach of peace with three accused, two of whom also commit a vandalism (all within aged 8 to 17) then this will be recorded as three offenders.</li> </ul> <p>Therefore, the number of accused persons will be calculated and not the number of crimes or offences.</p>
<p><b>DATA SOURCE</b></p>	<p>Data will be extracted mostly from Forces' crime recording systems. However, not all crimes and offences will be recorded on a force crime recording system, but will be available from an auditable source. Where this occurs, forces must make arrangements to ensure all offences are as complete and accurate as possible, by including data from other appropriate sources.</p>
<p><b>FREQUENCY OF REPORTING</b></p>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<p><b>KNOWN QUALITY ISSUES</b></p>	<p>There are a number of issues which will affect the quality of this indicator at this current time. These are as follows:</p> <ul style="list-style-type: none"> <li>▪ If a nominal is added to a detected crime report some time later, force IT systems may not have the capability of identifying this as a new nominal. It may be a requirement of forces to re-run nominal data to address these potential anomalies.</li> <li>▪ Forces IT systems may currently not be able to produce the data readily and in many instances, forces will download data and carry out manual manipulation.</li> <li>▪ If a person commits one crime one day and then the same person commits another crime the following week, then this may be counted as two separate offenders and</li> </ul>

	<p>two separate crimes. You could therefore have 50 child and young people offenders with 10 of those offenders actually being the same person.</p> <ul style="list-style-type: none"> <li>▪ Where a crime or offence involves multiple detections, e.g. 10 people detected for vandalising a school and only 1 is aged 8 to 17 years inclusive, the crime will be counted as a “youth crime”.</li> <li>▪ The number of crimes and offences committed by children and young people (age 8 to 17 years inclusive) recorded within the period will be reported according to SCRS specifications. However, this means that although the crime or offence is reported according to when it is recorded on a crime recording system the crime or offence (and therefore the age of the detected person) may relate to a different reporting period.</li> </ul>
<p><b>OTHER FACTORS</b></p>	<p>If a crime or offence has more than one offender and one is aged 18 and the remaining offenders are under 18, the crime or offence will be included in ‘The number of children and young people (aged 8 to 17 years inclusive) who have committed crimes and offences (groups 1 to 6) within the period’. It should be recognised that whilst the crime is included it may be the case that the principle perpetrator is the 18 year old.</p> <p>Due to the factors detailed within this technical note, no correlation can be made between the overall detections rates for recorded crimes and offences and the number of recorded crimes and offences committed by children and young people.</p>

NUMBER OF PERSONS KILLED OR INJURED IN ROAD ACCIDENTS	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Outcomes.
<b>STATUS</b>	April 2010 – Million vehicle kilometres updated to reflect most recent publication.
<b>PURPOSE</b>	To establish the number of people, killed, seriously injured and slightly injured in road accidents and the result of partnership efforts in reducing road casualties.
<b>DEFINITION</b>	<p>This performance indicator measures the:</p> <ul style="list-style-type: none"> <li>▪ number of road accidents/collisions resulting in slight, serious and/or fatal injury;</li> <li>▪ number of persons (including children) killed or injured in road accidents/collisions;</li> <li>▪ average number of persons (including children) killed or injured in road accidents/collisions;</li> <li>▪ number of persons (including children) killed or seriously injured in road accidents/collisions per million vehicle kilometres;</li> <li>▪ number of children killed or seriously injured in road accidents/collisions per million vehicle kilometres; and</li> <li>▪ number of persons slightly injured in road accidents/collisions per million vehicle kilometres.</li> </ul>
<b>CALCULATION OF INDICATOR</b>	<p>The number of casualties will be counted in terms of those recorded on the stats 19 forms and submitted to the Scottish Government in terms of the stats 20 guidance document. Whilst an interpretation for 'casualty' is provided within section four of the above guide, the following is indicative of the severity of casualties.</p> <p><b>FATAL</b></p> <p>Includes only those cases where death occurs in less than 30 days as a result of the accident. It does not include death from natural causes or suicide.</p> <p><b>SERIOUS</b></p> <p>Injuries include fractures; internal injuries; severe cuts; crushing; burns (excluding friction burns); concussion; severe general shock requiring hospital treatment; detention in hospital as an in-patient, either immediately or later; and injuries to casualties who die 30 or more days after the accident from injuries sustained in the accident.</p>

	<p><b>SLIGHT</b></p> <p>Injuries include sprains, including neck whiplash injury, not necessarily requiring medical treatment; bruises; slight cuts; and slight shock requiring roadside attention.</p> <p>Whilst the Stats 20 guidance document identifies a 'School Pupil' as up to and including 16 years of age, for the purposes of this indicator a child will be defined as all persons below 16 years of age. i.e. a school pupil will be an adult if 16 years or over.</p> <p>The number of million vehicle kilometres can be obtained by local authority from the Scottish Government website:</p> <p><a href="#">STS No. 28 December 2009 - Chapter 6 Road Traffic</a></p> <p>The following is an example of the data contained in table 6.4 of chapter 06 – Road Traffic:</p> <table border="1" data-bbox="518 936 1420 1339"> <thead> <tr> <th>FORCE</th> <th>MILLION VEHICLE KILOMETRES</th> </tr> </thead> <tbody> <tr> <td>Central Scotland Police</td> <td>3,082</td> </tr> <tr> <td>Dumfries &amp; Galloway Constabulary</td> <td>2,021</td> </tr> <tr> <td>Fife Constabulary</td> <td>2,891</td> </tr> <tr> <td>Grampian Police</td> <td>4,932</td> </tr> <tr> <td>Lothian &amp; Borders Police</td> <td>7,443</td> </tr> <tr> <td>Northern Constabulary</td> <td>3,145</td> </tr> <tr> <td>Strathclyde Police</td> <td>16,655</td> </tr> <tr> <td>Tayside Police</td> <td>4,302</td> </tr> </tbody> </table>	FORCE	MILLION VEHICLE KILOMETRES	Central Scotland Police	3,082	Dumfries & Galloway Constabulary	2,021	Fife Constabulary	2,891	Grampian Police	4,932	Lothian & Borders Police	7,443	Northern Constabulary	3,145	Strathclyde Police	16,655	Tayside Police	4,302
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<p><b>DATA SOURCE</b></p>	<p>Data will be extracted from road policing management systems and databases of individual police forces.</p> <p>The number of million vehicle kilometres can be obtained by local authority from the Scottish Government website as detailed above.</p>																		
<p><b>FREQUENCY OF REPORTING</b></p>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>																		
<p><b>KNOWN QUALITY ISSUES</b></p>	<p>None.</p>																		

**OTHER  
FACTORS**

Although this indicator does not include the National casualty reduction targets, it is important to note that these targets exist. The targets to 31 December 2010 are as follows:

- 40% reduction in the number of people killed or seriously injured in road accidents
- 50% reduction in the number of children killed or seriously injured
- 10% reduction in the slight casualty rate , expressed as the number of people slightly injured per 100 million vehicle kilometres.

The road casualty reduction targets for Scotland, which will cover the period from 1 January 2011 to 31 December 2020, are as follows:

- 40% reduction in people killed by year end 2020
- 55% reduction in people seriously injured by year end 2020
- 50% reduction in children aged under 16 killed by year end 2020
- 65% reduction in children aged under 16 seriously injured by year end 2020

In addition, we will continue the previous 10% reduction target in the slight casualty rate to 2020. This is against a baseline figure of the average for 2004 to 2008 (inclusive).

OFFENDERS MANAGED UNDER MAPPA WHO ARE RE-CONVICTED OR BREACH CONDITIONS	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Outcomes.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To provide a measure of the effectiveness of Multi Agency Public Protection Arrangements (MAPPA) in providing a high level of public protection from offenders.
<b>DEFINITION</b>	<p>The agencies involved in MAPPA are the Police, Scottish Prison Service, Criminal Justice Social Work and Health Authority.</p> <p>The fundamental purpose of MAPPA is public safety and the reduction of serious harm. The protection of children, vulnerable adults and other victims is paramount. Like other effective multi-agency processes, MAPPA offers the potential for a co-ordinated approach to the management of sexual and violent offenders in the community who pose a risk of serious harm to others.</p> <p>This indicator will currently only report on registered sex offenders and not violent offenders.</p> <p>The indicator is defined as follows:</p> <p>Of the number cases managed under MAPPA, the percentage whilst managed at this level who:</p> <ul style="list-style-type: none"> <li>▪ were convicted of a further sexual or violent offence;</li> <li>▪ were returned to custody for a breach of licence (including those returned to custody because a conviction of a serious sexual or violent offence);</li> <li>▪ were returned to custody for a breach of a Sexual Offences Prevention Order or Risk of Sexual Harm Order;</li> <li>▪ breached their licence but were not returned to custody;</li> <li>▪ breached their conditions of hospital discharge and were recalled to hospital;</li> <li>▪ breached their conditions of hospital discharge but were not returned to hospital; and</li> <li>▪ were subject to formal disclosure.</li> </ul> <p>Offenders managed under MAPPA are subject to risk assessment which determines what level they are managed at.</p> <p>These levels are:</p>

	<ul style="list-style-type: none"> <li>▪ Level 1: Ordinary risk management;</li> <li>▪ Level 2: Local inter-agency risk management; and</li> <li>▪ Level 3: MAPPP – Multi-Agency Public Protection Panels.</li> </ul> <p>Level 1 risk management is the level used in cases where the risks posed by the offender can be managed by one agency without actively or significantly involving other agencies. Level 1 can only be used for Category 1 offenders (registered sex offenders) or Category 2 offenders (violent offenders) because, by definition, Category 3 offenders present a risk of serious harm, which requires active, inter-agency management.</p> <p>Level 2 risk management is used where the active involvement of more than one agency is required but where either the level of risk or the complexity of managing the risk is not so great as to require referral to the Level 3. The arrangements for level 2 will encompass the police and local authority areas within the Community Justice Authority.</p> <p>The MAPPP is responsible for the management of offenders falling into the level 3 category.</p> <p>The criteria for referring a case to the MAPPP are defined as those in which the offender:</p> <ul style="list-style-type: none"> <li>▪ is assessed as being a high or very high risk of serious harm; and</li> <li>▪ presents risks that can only be managed by a plan, which requires close cooperation at a senior level. This would be due to the complexity of the case and/or because of the unusual resource commitments required; or</li> <li>▪ although not assessed as a high or very high risk, the case is exceptional because the likelihood of media scrutiny and/or public interest in the management of the case is very high and there is a need to ensure that public confidence in the criminal justice system is sustained.</li> </ul> <p>Key to the effectiveness of Level 2 and Level 3 (MAPPP) arrangements is the multi-agency representation and involvement.</p>
<p><b>CALCULATION OF INDICATOR</b></p>	<p>The figure recorded should indicate the level the offender was being managed at when the offence was committed.</p> <p><b>SEXUAL/VIOLENT OFFENCE</b></p> <p>As per the Scottish Government Crime and Statistics Bulletin: Crime and Justice Series, this includes non-sexual crimes of</p>

	<p>violence or crimes of sexual harm.</p> <p><a href="#">Recorded Crime in Scotland 2008-09 Statistical Bulletin</a></p> <p><b>NON-SEXUAL CRIMES OF VIOLENCE</b></p> <p>Includes murder and culpable homicide (including the statutory crime of causing death by dangerous driving or causing death by careless driving while under the influence of drink or drugs). An assault is classified as serious if the victim sustained an injury resulting in detention in hospital as an in-patient or any of the following injuries whether or not he was detained in hospital: fractures, internal injuries, severe concussion, loss of consciousness, lacerations requiring sutures which may lead to impairment or disfigurement or any other injury which may lead to impairment or disfigurement. Robbery - includes offences involving intent to rob. Also includes threats and extortion and cruel and unnatural treatment of children.</p> <p><b>CRIMES OF SEXUAL HARM</b></p> <p>Crimes of Indecency: - Rape &amp; Attempted Rape (comprises rape and assault with intent to rape), Indecent Assault, Lewd and indecent behaviour (Previously titled "Lewd and libidinous practices") and comprises lewd and libidinous practices against children and indecent exposure.</p> <p>Other - includes offences connected with prostitution and for the purpose of this indicator will also include any Scottish Offence listed within Schedule 3 of the Sexual Offences Act 2003 Part 2:</p> <p><a href="http://www.opsi.gov.uk/Acts/acts2003/ukpga_20030042_en_12">http://www.opsi.gov.uk/Acts/acts2003/ukpga_20030042_en_12</a></p>
<b>DATA SOURCE</b>	ViSOR (Violent Offender and Sex Offender Register)
<b>FREQUENCY OF REPORTING</b>	<p>Annually through force public performance reporting arrangements and the Scottish Policing Performance Framework Annual Report.</p> <p>Further, more detailed, annual reporting will also be done via the <a href="#">MAPPA Annual Report</a>.</p>
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	Sections 10 and 11 of the Management of Offenders (Scotland) Act 2005. The provisions fulfil recommendation

49 of the report of the Expert Panel on Sex Offending, “to place a statutory duty on Chief Constables and Chief Social Work Officers to jointly establish arrangements for assessing, monitoring and managing risk”. This was further endorsed by the multi agency membership of the Information Sharing Steering Group, chaired by the Solicitor General, and extended to include the Scottish Prison Service and the Health Service in respect of mentally disordered offenders as well as the police and local authorities as responsible authorities.

The need for the introduction of statutory provision and a partnership approach to the management of the risk posed by sex and violent offenders has been further highlighted by recent high profile sex offender cases in which it was apparent that the capacity of individual agencies to assess, plan and manage the needs of offenders who pose a risk to the community is diminished because of the natural limit imposed by each agency’s statutory function and professional boundaries.

The legislation provides the framework within which the measures taken by the Government and its partner agencies to improve public protection can be delivered in a cohesive and consistent way.

Rooted in the Human Rights Act principles of necessity and proportionality, MAPPa acknowledges the complex nature of much serious re-offending behaviour, which often prevents any single agency from being able to deliver an effective risk management plan alone. Rather MAPPa recognises that a coordinated risk management plan combining representatives of the Responsible Authorities and the duty to co-operate agencies offers the best chance of achieving public safety.

ViSOR (Violent Offender and Sex Offender Register) is an IT database to facilitate multi-agency information sharing in relation to Registered Sex Offenders, Non Registered Sex Offenders, Violent Offenders, Dangerous Offenders and Potentially Dangerous Persons.

For further information on MAPPa, go to:

<http://www.scotland.gov.uk/Topics/Justice/public-safety/offender-management/protection>

<b>PERCEPTION OF THE GENERAL CRIME RATE IN THE LOCAL AREA</b>	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Outcome.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To measure public perception of how crime levels are changing in their local neighbourhood.
<b>DEFINITION</b>	<p>The proportion of people who have a positive perception of the general crime rate in their local area as measured by the Scottish Crime &amp; Justice Survey (SCJS).</p> <p>The SCJS is a survey of households in Scotland, conducted in the home using face-to-face computer aided interviewing, with an annual achieved sample size of 16,000 interviews. Fieldwork will be continuous, with analysis of victimisation by financial year. The survey will cover experiences of crime and victimisation, public contact with the police and parts the criminal justice system, as well as public perceptions and attitudes relating to justice in general. The survey is designed to provide a representative sample and analysis at Police Force Area level, and be possible to analyse at Local Authority level for some analysis.</p>
<b>CALCULATION OF INDICATOR</b>	<p>The SCJS asks respondents who have stayed in their local area for 2 years or more about their perception of the crime level in the area over that period. The survey is conducted using a representative sample of the Scottish population.</p> <p>Estimates of the prevalence of victimisation are produced using weighted analysis of survey data, along with 95% confidence intervals to give indications of the accuracy of the estimates.</p> <p>The term 'public' for the purpose of this indicator includes respondents to the SCJS, a representative sample of the adult Scottish population.</p> <p>The 'local area' is described as within 15 minutes walk of the respondent's house.</p> <p>A 'positive perception' is where people believe that crime has stayed the same or reduced in the past 2 years.</p> <p>As regards the term 'general crime', the SCJS question used for measurement asks about "crime in general".</p>

<b>DATA SOURCE</b>	The Scottish Government's Scottish Crime and Justice Survey.
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	A person's perceptions about crime levels can be shaped by their own experiences, the experiences of people they know, local newspapers and television programmes etc. and are often out of line with actual incident rates.

<b>VICTIMISATION RATES FOR PERSONAL AND HOUSEHOLD CRIME</b>	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Outcomes.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To measure the prevalence of crime against individuals and households in Scotland.
<b>DEFINITION</b>	<p>The proportion of people who have been a victim of one or more crimes counted by the Scottish Crime and Justice Survey (SCJS) during the previous year.</p> <p>The Scottish Crime &amp; Justice Survey (SCJS) is a survey of households in Scotland, conducted in the home using face-to-face computer aided interviewing, with an annual achieved sample size of 16,000 interviews. Fieldwork will be continuous, with analysis of victimisation by financial year. The survey will cover experiences of crime and victimisation, public contact with the police and parts the criminal justice system, as well as public perceptions and attitudes relating to justice in general. The survey is designed to provide a representative sample and analysis at Police Force Area level, and be possible to analyse at Local Authority level for some analysis.</p>
<b>CALCULATION OF INDICATOR</b>	<p><b>VICTIMISATION</b></p> <p>Where an individual or household has been the victim of a crime.</p> <p><b>PERSONAL CRIME</b></p> <p>Where the person is victimised, covering personal theft, robbery, attempted assault, minor assault (assault involving no or negligible injury) and serious assault (assault involving more serious injury).</p> <p><b>HOUSEHOLD CRIME</b></p> <p>Where the household is victimised, covering housebreaking, theft of and from motor vehicles, other household theft, theft from a dwelling/theft from outside a dwelling, bicycle theft, and vandalism of property (including motor vehicles).</p> <p>As regards overall personal and household victimisation rates, for the purposes of this indicator, this refers to the proportion of people who have been a victim of one or more</p>

	crimes counted by the survey during the previous year (the prevalence of victimisation).
<b>DATA SOURCE</b>	The Scottish Government's Scottish Crime and Justice Survey.
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	Not all crimes are measured by the SCJS e.g. crimes against businesses, crimes against children.
<b>OTHER FACTORS</b>	The focus on all personal or household crime could result in the indicator being dominated by the high-volume less serious crime.

LEVEL OF PERSONAL AND HOUSEHOLD CRIME AND THE PROPORTION REPORTED TO THE POLICE	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Outcomes.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To measure the level of personal and household crime occurring using Scottish Crime and Justice Survey data and to measure the proportion of personal and household crime which is being reported to the police.
<b>DEFINITION</b>	<p>The number of crimes experienced by those aged 16 years and over disaggregated into violent, personal non-violent, household and other crimes. It also records the number of those crimes which were reported to the police according to those surveyed.</p> <p>The Scottish Crime &amp; Justice Survey (SCJS) is a survey of households in Scotland, conducted in home using face-to-face computer aided interviewing, with an annual achieved sample size of 16,000 interviews. Fieldwork will be continuous, with analysis of victimisation by financial year. The survey will cover experiences of crime and victimisation, public contact with the police and parts the criminal justice system, as well as public perceptions and attitudes relating to justice in general. The survey is designed to provide a representative sample and analysis at Police Force Area level, and be possible to analyse at Local Authority level for some analysis.</p>
<b>CALCULATION OF INDICATOR</b>	<p><b>VIOLENT CRIME</b></p> <p>Assault (minor and serious) and robbery.</p> <p><b>PERSONAL CRIME</b></p> <p>Crimes committed against the respondent, and includes: assault, robbery, theft from the person and other personal theft.</p> <p><b>HOUSEHOLD CRIME</b></p> <p>Crimes that have been committed against a respondents household, and includes: vandalism, theft from a motor vehicle, housebreaking, theft (attempted theft) of a motor vehicle, bicycle theft, and other household theft.</p> <p>Whether the crime was reported or not is captured through a</p>

	<p>question which asks:</p> <p>“Going back to the incident itself, did the police come to know about the matter?”</p> <p>Estimates of the prevalence of personal and household crime and reporting of those crimes are produced using analysis of survey data, along with 95% confidence intervals to give indications of the accuracy of the estimates.</p> <p>Full details are available in the SCVS Technical Report 2006, available upon request.</p>
<b>DATA SOURCE</b>	The Scottish Government’s Scottish Crime and Justice Survey.
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	<p>Not all crimes are measured by the SCJS e.g. crimes against businesses, crimes against Under 16s, crimes against those not living in private addresses.</p> <p>In some cases, a crime may have been reported to the police without the SCJS respondent being aware that this had happened.</p>
<b>OTHER FACTORS</b>	<p>The focus on all personal or household crime could result in the indicator being dominated by the high-volume less serious crime.</p> <p>Reporting rates vary significantly according to the type of crime. However, sample sizes within police force areas mean that disaggregation by type of crime would be unlikely to provide reasonably robust analysis.</p>

VOLUME OF FORENSIC SERVICES PROVIDED	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Activities.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To measure the volume of forensic services provided by the Scottish Police Services Authority (SPAS) in relation to scenes of crime, fingerprints, chemistry, biology and DNA.
<b>DEFINITION</b>	<p>Scenes of crime – where a crime scene is attended and a scene exam conducted.</p> <p>Biology – includes blood traces and extraction of DNA from evidence found at the scene.</p> <p>Chemistry – includes analysis of paint and glass, fire debris, accelerants, footmarks and toolmarks, etc.</p> <p>Drugs – includes analysis of substances to establish if they are controlled etc.</p> <p>Fingerprints – examination and identification of fingerprints recovered from the scenes of crime.</p> <p>Not all the data are available by force because of the case management systems currently in place in each. In these instances the figures will be merged to reflect the service centre that serves those particular forces, namely:</p> <ul style="list-style-type: none"> <li>▪ Aberdeen service centre – Northern and Grampian</li> <li>▪ Dundee service centre – Tayside, Fife, Central and Dundee Other</li> <li>▪ Edinburgh service centre – Lothian &amp; Borders</li> <li>▪ Glasgow service centre – Dumfries &amp; Galloway, Strathclyde and Glasgow Other</li> </ul>
<b>CALCULATION OF INDICATOR</b>	<p>This indicator will report on the following:</p> <p><b>SCENES OF CRIME</b></p> <ul style="list-style-type: none"> <li>▪ The number of scenes attended; and</li> <li>▪ The percentage where evidence is recovered.</li> </ul> <p><b>BIOLOGY</b></p> <ul style="list-style-type: none"> <li>▪ The actual number of cases received by the laboratory from the force or forces in question (demand);</li> <li>▪ The actual number of cases worked on by the laboratory (output);</li> </ul>

	<ul style="list-style-type: none"> <li>▪ The number of cases either waiting to be worked on or being worked on at the start of the period (opening caseload); and</li> <li>▪ The number of cases either waiting to be worked on or being worked on at the end of the reporting period and carried over (closing caseload).</li> </ul> <p><b>CHEMISTRY</b></p> <ul style="list-style-type: none"> <li>▪ The actual number of cases received by the laboratory from the force or forces in question (demand);</li> <li>▪ The actual number of cases worked on by the laboratory (output);</li> <li>▪ The number of cases either waiting to be worked on or being worked on at the start of the period (opening caseload); and</li> <li>▪ The number of cases either waiting to be worked on or being worked on at the end of the reporting period and carried over (closing caseload).</li> </ul> <p><b>DRUGS</b></p> <ul style="list-style-type: none"> <li>▪ The actual number of cases received by the laboratory from the force or forces in question (demand);</li> <li>▪ The actual number of cases worked on by the laboratory (output);</li> <li>▪ The number of cases either waiting to be worked on or being worked on at the start of the period (opening caseload); and</li> <li>▪ The number of cases either waiting to be worked on or being worked on at the end of the reporting period and carried over (closing caseload).</li> </ul> <p><b>FINGERPRINTS</b></p> <ul style="list-style-type: none"> <li>▪ The actual number of cases received by the laboratory from the force or forces in question (demand);</li> <li>▪ The actual number of cases worked on by the laboratory (output);</li> <li>▪ The number of cases either waiting to be worked on or being worked on at the start of the period (opening caseload); and</li> <li>▪ The number of cases either waiting to be worked on or being worked on at the end of the reporting period and carried over (closing caseload).</li> </ul>
<b>DATA SOURCE</b>	Forensic recording systems used in the laboratories, fingerprint units and scenes of crime offices.
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	The 'scenes of crime' aspect of this indicator should not include scenes attended for photographs only, but recording methods are inconsistent at this time. For example, Tayside Scene Exam Branch includes photographic assignments as a scene attended, while Fife includes injury photographs. The

	<p>number of request for scenes of crime attendance is governed by each force and not the SPSA.</p> <p>Each forensic service centre uses a different recording system and recording practices, although steps are being taken to address these inconsistencies. The forensic process can be complicated, and it is difficult to track the movements of every case when these can be withdrawn or re-opened at the request of the Police and/or procurator fiscal. In the following tables, the demand aspect is the actual number of cases received by the laboratory from the force or forces in question. However, the output is generally larger than the demand figure because of the backlog of cases or working caseloads. The opening caseload refers to the number of cases either waiting to be worked on or being worked on at the start of the month. The closing caseload refers to the number of cases either waiting to be worked on or being worked on at the end of the reporting year and carried over.</p>
<p><b>OTHER FACTORS</b></p>	<p>The SPSA provides policing and support services to the eight Police forces and wider criminal justice community. These services include criminal records, forensic services, specialist ICT, training – including the Scottish Police College - Corporate Services, and specialist officers and staff for the Scottish Crime and Drug Enforcement Agency. Its website can be found at: <a href="http://www.spsa.Police.uk">http://www.spsa.Police.uk</a></p>

<b>NUMBER OF SPECIAL CONSTABLES AND THE HOURS THEY ARE ON DUTY</b>	
<b>AREA OF POLICING</b>	Public Reassurance & Community Safety – Input.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To provide a measure of a forces use of the support service provided by Special Constables.
<b>DEFINITION</b>	This performance indicator measures the: <ul style="list-style-type: none"> <li>▪ number of Special Constables within a force; and</li> <li>▪ total number of hours Special Constables are used.</li> </ul>
<b>CALCULATION OF INDICATOR</b>	This indicator will measure the total number of Special Constables within a force and the total number of hours they are used.
<b>DATA SOURCE</b>	Individual Force Resource Management Systems.
<b>FREQUENCY OF REPORTING</b>	Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.  Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	A nationally agreed 'Recognition Award Scheme' for all Special Constables has been introduced, Special Constables can either choose to opt into the scheme or not. The Scheme includes an annual payment of £1100 for those who parade regularly over a 12-month period and work at least 180 hours per annum completing both operational and training duties.

<b>PERCENTAGE OF CRIMINAL CASES DEALT WITH IN 26 WEEKS</b>	
<b>AREA OF POLICING</b>	Criminal Justice & Tackling Crime – Outcomes.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To provide a measure of the speed of the criminal justice system, given that police forces have a significant role to play at several stages in the process and can contribute to the efficiency of the system as a whole.
<b>DEFINITION</b>	<p>The percentage of Sheriff Summary and District Court cases disposed of within 26 weeks of date of earliest caution and charge for any accused in the case, by the month that the case is first closed.</p> <p><b>SHERIFF SUMMARY</b></p> <p>Cases, which are heard in the Sheriff Court by a Sheriff sitting without a jury.</p> <p><b>DISTRICT COURT</b></p> <p>Cases, which are heard in the District Court by either a Stipendiary Magistrate or a Justice.</p> <p><b>DISPOSAL</b></p> <p>The verdict date, i.e. the date when proceedings are concluded by acceptance of a plea from the accused, or when the verdict is reached by the court (Sheriff, Magistrate or Justice).</p> <p><b>DATE OF CAUTION &amp; CHARGE</b></p> <p>The date the accused is first cautioned and charged by the police.</p>
<b>CALCULATION OF INDICATOR</b>	<p>The percentage of Sheriff Summary and District Court cases disposed of within 26 weeks of date of earliest caution and charge for any accused in the case, by the month that the case is first closed.</p> <p>"Disposal" for this indicator is defined as the latest date of verdict for any accused in the case.</p>
<b>DATA SOURCE</b>	The Scottish Government, using data supplied from Crown Office and Procurators Fiscal Service (COPFS) case management system.

<p><b>FREQUENCY OF REPORTING</b></p>	<p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<p><b>KNOWN QUALITY ISSUES</b></p>	<p>Two main types of case are excluded from the analysis:</p> <ul style="list-style-type: none"> <li>▪ Breach of probation and other social work orders, because of a lack of consistency in the way breaches are recorded in the data; and</li> <li>▪ cases where the time from date of earliest caution and charge to the date of most recent verdict exceeds 1000 days, where there is likely to be some data recording anomaly for the dates involved (these are relatively few in number however this step is necessary to remove extreme and atypical cases).</li> </ul> <p>Other cases excluded are re-opened cases, shell records, and non-relevant categories of case.</p>
<p><b>OTHER FACTORS</b></p>	<p>None.</p>

<b>OVERALL RE-CONVICTION RATE</b>	
<b>AREA OF POLICING</b>	Criminal Justice & Tackling Crime – Outcomes.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To provide a measure of the effectiveness of the efforts made to prevent and deter re-offending behaviour amongst those individuals released from prison or given a community sentence.
<b>DEFINITION</b>	<p>This indicator is divided into two parts:</p> <ul style="list-style-type: none"> <li>▪ The percentage of offenders given a non-custodial sentence or discharged from custody in a given year who are thereafter reconvicted within two years of a custodial or non-custodial sentence; and</li> <li>▪ Of those reconvicted, the percentage receiving a custodial sentence.</li> </ul>
<b>CALCULATION OF INDICATOR</b>	<p>The percentage of those persons given a non-custodial sentence or discharged from custody who are reconvicted within two years is a simple count based on data in the Scottish Offenders Index (SOI).</p> <p>The SOI covers all convictions since the start of 1989 in Scottish courts for crimes included in groups 1 to 5 of the Scottish Government's classification of crimes and offences (crimes of violence, indecency, dishonesty, fire-raising and drugs offences) or the offences of minor assault, breach of the peace, racially aggravated harassment or conduct, miscellaneous firearms offences and social security offences.</p>
<b>DATA SOURCE</b>	The Scottish Government.
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	The need to monitor the rate of recidivism over a two-year period, coupled with the fact that there is three- to 12-month delay in the SOI data, means that the most up-to-date figures available refer to individuals released from custody or given non-custodial sentences in 2003/04.
<b>OTHER FACTORS</b>	<p>Further information is available at:</p> <p><a href="http://www.scotland.gov.uk/Publications/2007/10/09091559/0">http://www.scotland.gov.uk/Publications/2007/10/09091559/0</a></p>

<b>NUMBER AND PERCENTAGE OF REPORTS SUBMITTED TO THE PROCURATOR FISCAL WITHIN 28 CALENDAR DAYS</b>	
<b>AREA OF POLICING</b>	Criminal Justice & Tackling Crime – Activities.
<b>STATUS</b>	Existing performance indicator.
<b>PURPOSE</b>	To provide an indication of the contribution of police forces towards the efficiency and effectiveness of the Criminal Justice process.
<b>DEFINITION</b>	<p>This indicator measures the:</p> <ul style="list-style-type: none"> <li>▪ number of police reports submitted to the Procurator Fiscal; and</li> <li>▪ percentage of police reports submitted within 28 calendar days of caution and charge.</li> </ul>
<b>CALCULATION OF INDICATOR</b>	<p>A standard has been set by the Crown Office and Procurator Fiscal Service (COPFS) and the Association of Chief Police Officers Scotland (ACPOS) that forces should aim to report 80% of reports to the Procurator Fiscal with 28 calendar days.</p> <p>A police report to the Procurator Fiscal is counted as the time elapsed in calendar days from (and including) the day the report is sent from the force to the Procurator Fiscal. Where there is more than one offender on the report the time elapsed does not commence until the final person mentioned on the report has been cautioned and charged. Police reports for offenders held in custody, and undertaking reports should be included.</p> <p>Where a police report is submitted to the Procurator Fiscal after going through a fixed penalty process (for example, speeding cases where accused has failed to pay fixed penalty within the stipulated period) it will not be possible to meet the 28 calendar day target. Where this occurs the elapsed time is <u>not</u> the date of caution/charge, but the first day following the end of the fixed penalty process.</p>
<b>DATA SOURCE</b>	Data will be extracted from the recording systems of individual police forces.

<p><b>FREQUENCY OF REPORTING</b></p>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<p><b>KNOWN QUALITY ISSUES</b></p>	<p>None.</p>
<p><b>OTHER FACTORS</b></p>	<p>Information on the work of the Crown Office and Procurator Fiscal Service can be found on their website:  <a href="http://www.copfs.gov.uk/">http://www.copfs.gov.uk/</a></p>

<b>NUMBER AND PERCENTAGE OF REPORTS SUBMITTED TO THE CHILDREN'S REPORTER WITHIN 14 CALENDAR DAYS</b>	
<b>AREA OF POLICING</b>	Criminal Justice & Tackling Crime – Activities.
<b>STATUS</b>	Existing performance indicator.
<b>PURPOSE</b>	To provide an indication of the contribution of police forces towards the efficiency and effectiveness of the Scottish Children's Reporter Administration (SCRA) process.
<b>DEFINITION</b>	This indicator measures the: <ul style="list-style-type: none"> <li>▪ number of police reports submitted to the (SCRA); and</li> <li>▪ percentage of police reports submitted within 14 calendar days of caution and charge.</li> </ul>
<b>CALCULATION OF INDICATOR</b>	<p>A national standard of 10 working days (as set out in the National Standards for Scotland's Youth Justice Service report) has been set as a target that forces will be expected to achieve. The standard is not intended to reduce the existing police target of 14 calendar days.</p> <p>A police report to the Children's Reporter is counted as the time elapsed in calendar days from (and including) the day the report is sent from the force to the reporter. Where there is more than one offender on the report the time elapsed does not commence until the final person mentioned on the report has been cautioned and charged. Police reports for offenders held in custody should be included.</p>
<b>DATA SOURCE</b>	Data will be extracted from the recording systems of individual police forces.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	<p>In recent years, in line with 'Restorative Justice in Scotland ~ Guidelines for Police', forces have adopted formal restorative warnings in order to:</p> <ul style="list-style-type: none"> <li>▪ Reduce the number of juveniles entering the system</li> <li>▪ Reduce the number of referrals to the SCRA</li> <li>▪ Improve the quality of referrals to the SCRA; and;</li> <li>▪ Reduce crime.</li> </ul>

	<p>Additional assessments in the decision making process are now necessary for appropriate disposal which can be a warning by a Police Officer, a referral to a partner agency or a referral to SCRA. A number of reports are considered by multi-agency panels which meet weekly and this has introduced a further time delay where the decision by the group is then to make a referral to SCRA.</p> <p>These changes maximise available resources and ensure that juvenile offenders receive the most appropriate disposal. They have led to a significant reduction of referrals to SCRA but due to the length of time the remaining reports take to reach the SCRA have resulted in a lowering of the percentage of reports arriving within target time.</p>
<p><b>OTHER FACTORS</b></p>	<p>Information on the work of the Scottish Children’s Reporter Administration can be found on their website:  <a href="http://www.scra.gov.uk/home/index.cfm">http://www.scra.gov.uk/home/index.cfm</a></p>

NUMBER OF INDIVIDUALS REPORTED TO THE PROCURATOR FISCAL WHERE PROCEEDINGS WERE NOT TAKEN	
<b>AREA OF POLICING</b>	Criminal Justice & Tackling Crime – Activities.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To provide a measure of the level of quality of Standard Prosecution Reports (SPR) submitted to the Crown Office and Procurator Fiscal Service by forces.
<b>DEFINITION</b>	<p>The Crown Office and Procurator Fiscal Service applies a marking to each accused person and not per SPR. This indicator will therefore be calculated on a subject basis and not per SPR submitted to the Procurator Fiscal.</p> <p>This indicator will report on the:</p> <ul style="list-style-type: none"> <li>▪ total number of subjects included in SPRs that were reported to the Procurator Fiscal during the quarter;</li> <li>▪ total number of subjects marked 'No Proceedings' during the quarter;</li> <li>▪ sub-totals of the number of subjects marked 'No Proceedings' by specified marking options; and</li> <li>▪ sub-totals expressed as a percentage of the number of subjects included in SPRs.</li> </ul> <p>The figures will relate solely to subjects in cases reported by 8 geographical police forces. They will not include subjects in reports submitted by other police forces or by other reporting agencies.</p>
<b>CALCULATION OF INDICATOR</b>	<p>As the Crown Office and Procurator Fiscal Service database is subject (individual) based and not SPR based, the number of subjects reported to the Procurator Fiscal are included.</p> <p>The figures for number of subjects marked 'No Proceedings' will be broken down as follows:</p> <ul style="list-style-type: none"> <li>▪ not a crime;</li> <li>▪ insufficient Admissible Evidence;</li> <li>▪ delay by Police;</li> <li>▪ timebarred on receipt;</li> <li>▪ further action disproportionate;</li> <li>▪ other Specified reason; and</li> <li>▪ no pro (all other reasons).</li> </ul>

<p><b>DATA SOURCE</b></p>	<p>The Scottish Government, using data supplied by the Crown Office and Procurator Fiscal Service (COPFS) case management system.</p>
<p><b>FREQUENCY OF REPORTING</b></p>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<p><b>KNOWN QUALITY ISSUES</b></p>	<p>Not all subjects reported in the quarter will be marked in that quarter.</p> <p>There are some difficulties at present in calculating the number of subjects marked in the quarter. However, COPFS state that well over 80% of all subjects reported in a quarter are marked in a quarter.</p> <p>Significant distortions in the % figures will only arise if there is a significant change during the period in the rate at which cases are marked and/or there is a significant change in the number of reports received. As a general rule, the longer the period looked at, the lower the risk of distortions - as the vast majority of subjects reported during the period should be marked during the same period.</p> <p>Quarterly figures should be accurate enough to allow intra-force and inter-force trends to be monitored - but if there are any unusual trends identified, it would be appropriate to look at whether they can be explained by changes in the number of subjects reported - and also to look at the absolute numbers.</p> <p>In the longer term, it is hoped that it might be possible to establish the total number of subjects marked during the quarter and to express the number marked No Proceedings as a % of that.</p> <p>It should also be noted that if an individual is reported for more than one charge but only one charge is proceeded with, then this case will be considered as having been proceeded with, regardless if the majority of charges have not been proceeded with.</p>
<p><b>OTHER FACTORS</b></p>	<p>The breakdown of the 'No Proceedings' markings focuses on the specific markings that are considered to provide a degree of 'police learning'. The degree of 'police learning' varies from marking to marking. Reporting Officers should not, for example, be submitting cases that are already timebarred.</p>

	<p>There will, however, always be some cases where, for example, it is correct that the decision that 'Further Action is Disproportionate' is one that is made by the Procurator Fiscal following a careful consideration of the SPR and not one that is made by the reporting officer when deciding whether to submit a report.</p> <p>The definitions of the marking options are available but are not included in this document as they are restricted prosecution policy.</p>
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<b>WEIGHT OF CLASS A DRUG SEIZURES AND NUMBER OF SUPPLY AND POSSESSION WITH INTENT TO SUPPLY OFFENCES RECORDED</b>	
<b>AREA OF POLICING</b>	Criminal Justice & Tackling Crime – Activities.
<b>STATUS</b>	Existing performance indicator.
<b>PURPOSE</b>	To establish the total weight of Class 'A' controlled drugs seizures within police force areas along with the number of offences recorded for supply and possession with intent to supply Class 'A' controlled drugs with a view to reducing the harm caused by drugs.
<b>DEFINITION</b>	<p>This indicator measures the:</p> <ul style="list-style-type: none"> <li>▪ weight of Class 'A' drug seizures;</li> <li>▪ total number of recorded offences for supply and possession with intent to supply; and;</li> <li>▪ number of recorded offences for supply and possession with intent to supply Class 'A' drugs.</li> </ul>
<b>CALCULATION OF INDICATOR</b>	<p><b>WEIGHT OF CLASS 'A' DRUG SEIZURES</b></p> <p>Those reported within the CRIMSEC 38 statistical return for seizures of controlled drugs and drug offenders to the Scottish Government, in the financial year from 1 April to 31 March.</p> <p>This performance indicator has been identified as the weight of Class 'A' drug seizures together with the number of recorded offences for supply and possession with intent to supply Class 'A' drugs, recorded by the Scottish Police Service.</p> <p>Normally, the term 'seizure' reflects that reported within the CRIMSEC 38 statistical return for seizures of controlled drugs and drug offenders to the Home Office. i.e. 'Seizures involving more than one drug are counted as a single seizure in the total number of seizures, but are counted separately against each individual drug or class of drug involved.'</p> <p>The following exemplifies this. When searching a house ecstasy is found within two rooms with heroin found in the living room and cocaine in the kitchen. The whole event would be counted as one seizure when considering the total number of seizures but would include one consignment of ecstasy (although found in two rooms) one consignment of heroin and one of cocaine.</p>

	<p>'Weight' is the generic term used for this indicator and includes weight of drugs (powder), quantity of drugs (tablets/partial tablets) and millilitres of drugs (liquids). Forces will be asked to provide quantities of each when the data is reported.</p> <p>Class 'A' drugs can include: Cocaine (COC), Diamorphine (HER), Methadone (MET), Morphine (MOR/MST), Opium, Pethidine (PETA/PETH), Psilocin (PSI), Methylphenethylamine, Ecstasy (ECT/ECP) and LSD and all other substances predefined as Class 'A' under the Misuse of drugs act 1971.</p> <p><b>NUMBER OF RECORDED OFFENCES FOR SUPPLY AND POSSESSION WITH INTENT TO SUPPLY &amp; NUMBER OF RECORDED OFFENCES FOR SUPPLY AND POSSESSION WITH INTENT TO SUPPLY CLASS 'A' DRUGS</b></p> <p>The number of offences recorded by the police in the financial year from 1 April to 31 March.</p> <p>Offences for supply and possession with intent to supply and offences for supply and possession with intent to supply class 'A', in respect of this indicator are defined as those in the following SEJD categories (Group 5 - . Customs and Excise Management Act 1979 and Misuse of Drugs Act 1971):</p> <ul style="list-style-type: none"> <li>▪ 44/001 Illegal importation of drugs</li> <li>▪ 44/002 Production, manufacture or cultivation of drugs</li> <li>▪ 44/003 Supply, possession with intent to supply etc. of drugs</li> <li>▪ 44/099 Drugs, other offences</li> </ul> <p>It should be noted that the above SGJD codes relate to all categories of controlled drugs and not just those predefined as Class 'A'. The Class 'A' figure is extracted from these codes and is therefore only a percentage of the figure.</p>
<p><b>DATA SOURCE</b></p>	<p>Data will be extracted from the recorded crime systems and drugs databases of individual police forces.</p>
<p><b>FREQUENCY OF REPORTING</b></p>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>

<p><b>KNOWN QUALITY ISSUES</b></p>	<p>None.</p>
<p><b>OTHER FACTORS</b></p>	<p>This data is published by the Information and Statistics Division of the Scottish Government (ISD Scotland). This in turn is sourced from a range of bulletins published annually by the Home Office under the general title "Statistics of drugs seizures and offenders dealt with".</p> <p>The figures relating to Scotland are published in the "Scottish Tables" which may be obtained from the Home Office. Further data can be obtained from the following Web Site:</p> <p><a href="http://www.drugmisuse.isdscotland.org">www.drugmisuse.isdscotland.org</a></p> <p>The statistics for seizures cover seizures made during the year by police and officials of HM Customs and Excise and other bodies.</p>

<b>USE OF POLICE DIRECT MEASURES</b>	
<b>AREA OF POLICING</b>	Criminal Justice & Tackling Crime – Activities.
<b>STATUS</b>	Introduced in 2008/09.
<b>PURPOSE</b>	To provide a measure of the level of the alternatives to prosecution available to forces that are utilised when dealing with the relevant offences.
<b>DEFINITION</b>	<p>This indicator will report on the following:</p> <ul style="list-style-type: none"> <li>▪ The number of antisocial behaviour fixed penalty notices issued and the percentage complied with;</li> <li>▪ the number of formal police warnings issued and the percentage accepted; and</li> <li>▪ the number of restorative justice warnings issued and conferences held.</li> </ul>
<b>CALCULATION OF INDICATOR</b>	<p><b>ANTISOCIAL BEHAVIOUR FIXED PENALTY NOTICES</b></p> <p>The Antisocial Behaviour etc (Scotland) Act 2004 provided for the issue of fixed penalty notices to persons aged 16 years or over, in respect of a number of offences and crimes of a minor nature. The notices give offenders the opportunity to pay a fixed fine or to request a court hearing, which will result in the issuing officer submitting a Standard Prosecution Report (SPR).</p> <p>A Fixed Penalty Notice (FPN) means a notice offering an offender the opportunity to discharge any liability to be convicted of the offence to which the notice relates, by paying a fixed penalty. This is currently £40.00.</p> <p>The crimes and offences for which Antisocial Behaviour (ASB) FPNs should be considered are contained within the guidance documentation for the scheme.</p> <p>This indicator will report on the number of ASB FPNs issued and the percentage of those issued that are complied with.</p> <p>It should be noted that ASB FPNs issued in one quarter may not be complied with until the next quarter. This means that the number of ASB FPNs complied with is being expressed as a percentage of a different set of ASB FPNs. However, this does not significantly distort the reported figures and will be accurate by quarter four if reported cumulatively.</p> <p><b>FORMAL POLICE WARNING SCHEME</b></p>

It should be noted that the scheme only applies to accused persons aged 16 years or over who are not subject to a supervision order and is dependent on other specified criteria being met. In order for an incident to be suitable for the Formal Police Warning Scheme (FPWS) there must be sufficient evidence to submit a SPR and as such, the officer concerned must carry out the necessary enquires as normal.

Thereafter, the details will be recorded on force and national systems but there will be no requirement to complete a SPR. In doing so the relevant crime(s) will be recorded as 'detected' and details of them recorded on the national Criminal History System (CHS).

The crimes and offences for which the adult formal warning scheme should be considered are contained within the guidance documentation for the scheme.

This indicator will report on the number of adult formal warnings issued and the percentage of those issued that are accepted.

It should be noted that adult formal warnings issued in one quarter may not be accepted with until the next quarter. This means that the number of warnings accepted is being expressed as a percentage of a different set of warnings. However, this does not significantly distort the reported figures and will be accurate by quarter four if reported cumulatively.

### **RESTORATIVE JUSTICE WARNING AND CONFERENCE SCHEME**

Delivery of police restorative warnings and police restorative warning conferences in Scotland to young people from the age of 8 to 15 inclusive (and to 16 and 17 year olds under supervision) will be administered or facilitated by the police.

A police restorative warning is:

"A process, facilitated by trained personnel that involves the warning of an offender whilst addressing the impact on the victim and the community. The victim will have the opportunity to be informed of the outcome."

A police restorative conference is:

Similar to that of a warning but additionally, in a restorative conference, subject to the agreement of the offender, the victim (and a supporter) is invited to attend to discuss the

	<p>impact of the offence.</p> <p>The following are the criteria for the use of the restorative justice warning scheme:</p> <ul style="list-style-type: none"> <li>▪ Minor crime offence;</li> <li>▪ no previous offending or referral;</li> <li>▪ no welfare concerns;</li> <li>▪ child admits the offence;</li> <li>▪ parents accept admission; and</li> <li>▪ parents consent to warning.</li> </ul> <p>This indicator will report on the number of restorative justice warnings issued and conferences held as a combined figure. It should however be noted that a warning maybe issued and a conference held in relation to one incident. If this is the case, this will be recorded as a single use of the scheme and not two.</p>
<b>DATA SOURCE</b>	Individual force databases.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	<p>Please refer to Restorative Warnings In Scotland – Guidelines for Police which can be found at the following website:</p> <p><a href="http://www.scotland.gov.uk/Publications/2004/06/19497/38775">http://www.scotland.gov.uk/Publications/2004/06/19497/38775</a></p> <p>Force should also refer to local guidelines and protocols when using formal adult warning scheme and the ASB FPN scheme.</p>

<b>VALUE OF NET CRIMINAL ASSETS IDENTIFIED FOR RESTRAINT THROUGH CRIMINAL PROCEEDINGS BY THE SCDEA</b>	
<b>AREA OF POLICING</b>	Criminal Justice & Tackling Crime – Activities.
<b>STATUS</b>	Introduced in 2010/11.
<b>PURPOSE</b>	To provide a measure of the net value of criminal assets identified, through the work of the SCDEA, which has been reported for restraint and potential confiscation, to relevant authorities.
<b>DEFINITION</b>	<p>This indicator measures the:</p> <ul style="list-style-type: none"> <li>Value of net criminal assets identified for restraint through criminal proceedings by the Scottish Crime and Drug Enforcement Agency (SCDEA).</li> </ul> <p>The purpose of the Proceeds of Crime Act (PoCA) and the confiscation provisions are to undermine the concept that crime does pay. In confiscation, a person's benefit from criminality is calculated and on conviction an equal amount, which is recoverable, is returned to the state.</p> <p>Assets identified for potential confiscation can include houses, cars, boats, jewellery, cash, high value art work etc. It is important to note that the confiscation regime is value based and the onus is on the offender to realise any property to contribute towards any confiscation order.</p>
<b>CALCULATION OF INDICATOR</b>	<p>The SCDEA adheres to the recording of relevant statistics, from a Scottish perspective, as laid down by the Scottish Asset Recovery Group (SARG), this includes:</p> <ul style="list-style-type: none"> <li>Value of realisable criminal assets identified and reported to the National Casework Division for restraint.</li> <li>Value of additional realisable assets identified following the granting of a restraint order and subsequently restrained under that order.</li> <li>Cash seizures of amounts of £1000 or more under PoCA.</li> <li>Total cash or assets seized (not subject to PoCA).</li> <li>Value of recoverable property identified and reported to the Civil Recovery Unit.</li> </ul> <p>In addition the SCDEA will record statistics where their direct involvement has resulted in the restraining of assets in other jurisdictions.</p>

<b>DATA SOURCE</b>	The Scottish Crime and Drug Enforcement Agency.
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	None.

<b>VALUE OF EFFICIENCY SAVINGS GENERATED BY FORCES</b>	
<b>AREA OF POLICING</b>	Sound Governance & Efficiency – Outcomes.
<b>STATUS</b>	Updated in October 2009 to reflect change in definition (cash and time releasing values being expressed as a single figure and not separately).
<b>PURPOSE</b>	To provide a measure of the level of efficiencies generated by forces.
<b>DEFINITION</b>	The value of cash-releasing and time-releasing efficiencies generated by forces expressed as a single figure.
<b>CALCULATION OF INDICATOR</b>	<p>Efficiencies are expressed in cash terms. To measure efficiencies generated, all efficiencies need to be measured or converted into a financial gain.</p> <p>It is important that all efficiencies claimed are efficiencies and not cuts. The Business Benefits Unit or forces may be asked to demonstrate that there has been no deterioration in the service provided. Evidence could take the form of performance information (e.g. other SPPF data), reviews, customer satisfaction surveys etc.</p> <p>There are two types of efficiency:</p> <ul style="list-style-type: none"> <li>▪ Cash-releasing efficiencies are achieved by delivering an actual resource efficiency because the organisation or function delivers the same service at a reduced cost i.e. same output(s) for a reduced input (e.g. costs, people, procurement, assets etc). Cash efficiencies release financial resources to be used for other public services.</li> <li>▪ Time-releasing efficiencies are defined as an efficiency measure which does not release cash but allows frontline services to deliver more or better services with the same money (for example, through workforce reform or better support).</li> </ul> <p>Certain types of activity do not count as efficiency gains:</p> <ul style="list-style-type: none"> <li>▪ Cuts that result in poorer or reduced public services.</li> <li>▪ Increased income from higher fees and charges to the public.</li> </ul>
<b>DATA SOURCE</b>	ACPOS Business Benefits Unit.
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.

<p><b>KNOWN QUALITY ISSUES</b></p>	<p>The timing of the process of forces submitting their efficiency claims to the Business Benefits Unit for checking and validation during May and June (of the next financial year) means that it may not be appropriate for forces to include efficiency totals within their own annual reports. Any figures published before BBU validation would have to be labelled as highly provisional.</p>
<p><b>OTHER FACTORS</b></p>	<p>It will be important that the level of cash and time-releasing efficiencies generated has been agreed between forces, ACPOS and other stakeholders before figures are published (see Frequency of Reporting above).</p> <p>At the service level, progress will be monitored by the FMBA.</p> <p>To ensure a comprehensive and joined-up approach from all forces the FMBA will determine (where appropriate) initiatives which have an impact across forces and for which the service, as a whole, would seek to return efficiency savings.</p>

<b>VALUE OF EFFICIENCY SAVINGS GENERATED BY THE SPSA</b>	
<b>AREA OF POLICING</b>	Sound Governance & Efficiency – Outcomes.
<b>STATUS</b>	Updated in October 2009 to reflect change in definition (cash and time releasing values being expressed as a single figure and not separately).
<b>PURPOSE</b>	To provide a measure of the level of efficiencies generate by the Scottish Police Services Authority (SPSA).
<b>DEFINITION</b>	The value of cash-releasing and time-releasing efficiencies generated by the SPSA expressed as a single figure.
<b>CALCULATION OF INDICATOR</b>	<p>Efficiencies are expressed in cash terms. To measure efficiencies generated, all efficiencies need to be measured or converted into a financial gain.</p> <p>It is important that all efficiencies claimed are efficiencies and not cuts. The Business Benefits Unit may be asked to demonstrate that there has been no deterioration in the service provided. Evidence could take the form of performance information (e.g. other SPPF data), reviews, customer satisfaction surveys etc.</p> <p>There are two types of efficiency:</p> <ul style="list-style-type: none"> <li>▪ Cash-releasing efficiencies are achieved by delivering an actual resource efficiency because the organisation or function delivers the same service at a reduced cost i.e. same output(s) for a reduced input (e.g. costs, people, procurement, assets etc). Cash efficiencies release financial resources to be used for other public services.</li> <li>▪ Time-releasing efficiencies are defined as an efficiency measure which does not release cash but allows frontline services to deliver more or better services with the same money (for example, through workforce reform or better support).</li> </ul> <p>Certain types of activity do not count as efficiency gains:</p> <ul style="list-style-type: none"> <li>▪ Cuts that result in poorer or reduced public services.</li> <li>▪ Increased income from higher fees and charges to the public.</li> </ul>
<b>DATA SOURCE</b>	Scottish Police Services Authority.

<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	It will be important that the level of cash and time-releasing efficiencies generated has been agreed between SPSA and the Scottish Government before figures are published.

<b>PROPORTION OF WORKING TIME LOST TO SICKNESS ABSENCE</b>	
<b>AREA OF POLICING</b>	Sound Governance & Efficiency – Activities.
<b>STATUS</b>	Existing performance indicator.
<b>PURPOSE</b>	The indicator reports the amount of police time lost through sickness and injury absence for serving police officers and police staff.
<b>DEFINITION</b>	<p>Absence will include:</p> <ul style="list-style-type: none"> <li>▪ Total absences on working days;</li> <li>▪ absence prior to medical retirement (excluding rest days);</li> <li>▪ all sick leave in a year, even if a period of absence has not concluded by that date (excluding rest days);</li> <li>▪ absence during maternity leave, which is not pregnancy-related;</li> <li>▪ absence of supernumerary personnel (as distinct from seconded staff);</li> <li>▪ absence associated with officers who resign, retire or otherwise leave the force during the year;</li> <li>▪ absence (excluding rest days) due to assaults on police; and</li> <li>▪ absence as a result of an accident on duty.</li> </ul> <p>The calculation will exclude:</p> <ul style="list-style-type: none"> <li>▪ Absence on rest days;</li> <li>▪ police officers and police staff on temporary service to the SPSA or SCDEA, on secondment to central service or on other secondment to avoid any element of double counting;</li> <li>▪ maternity leave and pregnancy related illness; and</li> <li>▪ absence of officers transferring into the force, which occurred prior to the appointment to the force.</li> </ul> <p>Any other compensatory factor, which assesses time off in lieu of absence.</p>
<b>CALCULATION OF INDICATOR</b>	<p><b>POLICE OFFICERS</b></p> <p>Days lost:</p> <ul style="list-style-type: none"> <li>▪ Expressed as the percentage of the total working days available for the officers within the Police force. Working patterns often vary both between and within forces;</li> </ul>

however for all full-time officers each period of work should be measured as one unit (i.e. 1 day). Part-time officers should be treated in the same way.

The calculation should exclude:

- Periods of sickness should be recorded in whole days (sickness leave for part-day/work period should be disregarded). Only days which form part of an officer's normal working week should be counted as sick leave.

Sickness Absence:

- An absence from the place of employment because of the officer's illness or injury for which the sick leave entitlement is used. This may include self-certification, absence supported by a doctor's certificate, long-term sickness absence, absence due to assaults on police, and industrial injury. Care needs to be taken not to include authorised absence, which is not sickness absence, for example, compassionate leave, career leave and special leave/unpaid leave, maternity and paternity leave, and maternity support. Officers on secondment from the force should be excluded from both the numerator and the denominator.

Working days:

- Number of working days available should exclude rest days, public holidays, local holidays, and annual leave.

Sickness absence should be reported for all force officers from 1 April to 31 March in the following calendar year.

The numerator for the indicator will be the total 'sickness absence' in working days, and the denominator will be the working days available per year.

Officers who work for periods of less than a complete month during the year should be disregarded for the purposes of recording sickness absence. 'A complete month' means the period between a date in one month and the immediately preceding day of the month in the following month (for example, 15 February to 14 March inclusive).

A calculation for working days available is provided in the following example:

<b>FULL TIME &amp; PART TIME OFFICERS</b>	<b>WORKING A 40 HR, 5 DAY WEEK</b>	<b>WORKING A 40 HR, 4 DAY WEEK</b>
Base	365 days	365 days
Less: Rest Days	104 days	156 days
Annual Leave	25 days	25 days
Public Hols	8 days	8 days
<b>Total Working Days per Year</b>	<u>228 days</u>	<u>176 days</u>

For example, an officer working a 40 hour 5 day week who has 3 weeks sickness i.e. 15 days, would report a sickness absence figure of 15 days/228 days = 6.6%. An officer working a 40 hour 4 day week who has 3 weeks sickness i.e. 12 days would report a sickness absence figure of 12 days/176 days = 6.8%.

**POLICE STAFF**

Days lost:

- Expressed as the percentage of the total working days available for the employee groups within a force. Working patterns often vary between and within forces; however, each period of work (working day, day shift or night shift) should be measured as one unit (i.e. counted as a day). Part-time employees should be treated in the same way; for example, where an employee works four hours per day that should be counted as a unit of work (i.e. 1 day). For example, if a force has 400 full-time staff and 50 part-time staff, the number of working days is (224 x 400) + (224 x 50). The 224 working days appears in the example below.

Periods of sickness should be recorded in whole days or units of work; sickness leave for part-day/work period should be disregarded. Only days which form part of an employee’s normal working week should be counted for sick leave.

Sickness absence:

- An absence from the place of employment because of the employee’s illness or injury for which sick leave entitlement is used. This may include self-certification, absence supported by a doctor’s certificate, long-term sickness absence, and industrial injury. Care needs to be taken not to include authorised absence, which is not sickness absence, for example, compassionate leave, career leave and special leave/unpaid leave, maternity

and paternity leave, and maternity support.

Employees who work for periods of less than a complete month during the year should be disregarded for the purposes of recording sickness absence. 'A complete month' means the period between a date in one month and the immediately preceding day of the month in the following month (for example, 15 February to 14 March inclusive).

Working days:

- Depending on local circumstances, working days may vary between forces, because of, for example, the number of locally determined public holidays that employees receive. The number of working days available should exclude weekends (except for employees who work these periods as part of their normal working week), public holidays and local holidays, rest days and annual leave.

A calculation for working days available per year is provided in the following example:

EMPLOYEES	FULL & PART TIME	TEMPORARY
Base	365 days	92 days
Less: Rest Days	104 days	26 days
Annual Leave	25 days	5 days
Public Hols	12 days	1 days
<b>Total Working Days per Year</b>	<u>224 days</u>	<u>60 days</u>

Forces manage their part-time and temporary employees in different ways. In the worked example above, provision has been made for annual leave entitlement. However, some forces may not permit annual leave during the period a temporary employee has been contracted to work and instead pay the employee for the number of days annual leave entitlement that would have been accrued during the period of the contract. For example, an employee contracted to work three months would normally be entitled to five days annual leave (i.e. pro rata to full time staff entitlement of 20 days per year).

Sickness absence should be reported for all groups from 1 April to 31 March in the following year.

The numerator for the indicator will be the total 'sickness absence' in working days, and the denominator will be the working days available per year.

<b>DATA SOURCE</b>	The source of data should be the force personnel records and reflect the information provided within the annual statistical return submitted to Her Majesty's Inspectorate of Constabulary.
<b>FREQUENCY OF REPORTING</b>	Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.  Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	None.

TURNOVER RATES FOR POLICE OFFICERS AND POLICE STAFF	
<b>AREA OF POLICING</b>	Sound Governance & Efficiency – Activities.
<b>STATUS</b>	Revised for 2008/09 – Changes in methodology of calculation.
<b>PURPOSE</b>	To provide a measure of the proportion of police officers and police staff leaving a force.
<b>DEFINITION</b>	The number of police officers and police staff leaving the force, for whatever reason, expressed as a percentage of the total numbers of police officer and police staff permanently employed by the force.
<b>CALCULATION OF INDICATOR</b>	<p>The number of police officers and police staff having left the force in the relevant period expressed as a percentage of the average number of police officers and police staff in post during the period under consideration. All staffing figures will be expressed in terms of headcount and <u>not</u> full time equivalent (FTE).</p> <p>The following simple formula is to be followed for police officers and police staff:</p> <p>Average number of police officers or police staff working in time period = (Number of police officers or police staff at beginning of time period + Number of police officers or police staff at end of time period) / 2.</p> <p>Percentage rate of police officers or police staff having left the force = (Number of police officers or police staff who left during time period / Average number of police officers or police staff working in time period) x 100.</p> <p>The resultant percentage figure from the above formula is the figure, which will be reported.</p> <p><b>POLICE OFFICERS</b></p> <p>The calculation will include all police officers permanently employed by the force and will also include those:</p> <ul style="list-style-type: none"> <li>▪ on temporary service to SPSA;</li> <li>▪ on temporary service to SCDEA;</li> <li>▪ on secondment to central service (internally funded);</li> <li>▪ on secondment to central service (externally funded);</li> <li>▪ on other secondment (internally funded);</li> </ul>

- on other secondment (externally funded);
- on career breaks;
- on maternity/adoption leave; and
- additional regular police officers.

The calculation in relation to police officers will exclude:

- Special Constables; and
- Police cadets.

### **POLICE STAFF**

The calculation will include all police staff permanently employed by the force and will also include those:

- on temporary service to SPSA;
- on temporary service to SCDEA;
- on secondment to central service (internally funded);
- on secondment to central service (externally funded);
- on other secondment (internally funded);
- on other secondment (externally funded);
- on career breaks; and
- on maternity/adoption leave.

The calculation in relation to police staff will exclude:

- agency / temporary staff.

### **DEFINITIONS OF TEMPORARY SERVICE TO SPSA ETC.**

On temporary service to the SPSA:

- Officers on temporary service to the SPSA including members of staff at the Scottish Police College, Information Services – Criminal Justice, Information Services – ICT, Forensic Services and Central Services within the SPSA.

On temporary service to SCDEA:

- Officers on temporary service to the SCDEA only.

On secondment to central service:

- Staff Officers to HM Inspector of Constabulary, secondment to ACPOS, Scottish Government or similar posts.

On other secondment:

- Officers on any other secondment which is not captured

	<p>within secondment to central service and temporary service to SPSA or SCDEA.</p> <p>Additional regular police officers:</p> <ul style="list-style-type: none"> <li>Officers at ports and airports paid either wholly or partially by the port/airport authority and additional officers either wholly or partially funded by the locally authority or an external body.</li> </ul>
<b>DATA SOURCE</b>	Data will be extracted from individual police Force Human Resource databases.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	None.

PROPORTION OF SALARY COSTS ACCOUNTED FOR BY OVERTIME	
AREA OF POLICING	Sound Governance & Efficiency – Activities.
STATUS	<p><b>**Due to differing interpretations of this Technical Note by Forces, this indicator is currently under review. The counting conventions may change as a result of this during the 2010/11 reporting period**</b></p> <p>Existing performance indicator.</p>
PURPOSE	A measure of the cost of overtime to each force. Data will illustrate the demands placed on the service.
DEFINITION	The amount spent on overtime expressed as a percentage of total salary costs disaggregated by police officers and police staff.
CALCULATION OF INDICATOR	<p>The amount spent on overtime in the relevant period (reporting will be quarterly) expressed as a percentage of the overall staff payroll costs. The following simple formula is to be followed:</p> $\frac{\text{The amount of overtime in pounds (£)}}{\text{Total payroll costs}} \times \frac{100}{1}$ <p>Total payroll costs will include items such as National Insurance, superannuation etc. but will <b>not</b> include pension costs.</p> <p>The resultant percentage figure from the above formula is the figure, which will be reported.</p>
DATA SOURCE	Data will be extracted from individual police force payroll systems.
FREQUENCY OF REPORTING	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
KNOWN QUALITY ISSUES	None.
OTHER FACTORS	The data will be based on the current fiscal year to date figures. Whilst all forces seek to manage levels of overtime,

	<p>increased police officer and police staff resources can become a necessity due to operational circumstances beyond a force's control e.g. reacting to a major incident or resourcing large-scale events.</p>
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<b>SCOTTISH POLICE COLLEGE COURSE UTILISATION RATE</b>	
<b>AREA OF POLICING</b>	Sound Governance & Efficiency – Activities
<b>STATUS</b>	New for 2008/09
<b>PURPOSE</b>	To provide a measure of availability of courses at the Scottish Police College and forces utilisation of these courses. To illustrate the effective use of the college as a development resource for Scottish policing.
<b>DEFINITION</b>	The number of places utilised as a percentage of the number of places allocated. There will also be reference to the initial demand indicated by the force where relevant. This information will be provided by force and by Division of the College.
<b>CALCULATION OF INDICATOR</b>	This performance indicator is calculated as follows: $\frac{\text{Number of places utilised by the force}}{\text{Number of SPC places allocated}} \times \frac{100}{1}$
<b>DATA SOURCE</b>	Scottish Police College Information Systems.
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	Although not contained within this indicator, it is important to note that the Scottish Police College have set this indicator against an internal target of 90%.

<b>NUMBER OF POLICE OFFICERS AND POLICE STAFF</b>	
<b>AREA OF POLICING</b>	Sound Governance & Efficiency – Activities.
<b>STATUS</b>	Revised for 2008/09 – Changes in methodology of calculation.
<b>PURPOSE</b>	To measure of the number of full time equivalent (FTE) police officers and police staff employed by a force whether on a permanent or temporary basis.
<b>DEFINITION</b>	<p>Policing is a resource intensive service relying on both police officers and police staff members to satisfy demands for service. The capacity to effectively react to service demand is directly related to the number of staff available within the police service in Scotland.</p> <p>As flexible working practices are increasingly adopted within the service, a simple 'headcount' of employees is an inaccurate measure of resources. The use of Full Time Equivalent (FTE) takes account of employees working full time hours, reduced hours and part-time/flexible working and allows a more accurate assessment of resources.</p>
<b>CALCULATION OF INDICATOR</b>	<p><b>POLICE OFFICER FTE CALCULATION</b></p> <p>Numerator = Contracted hours per week. Denominator = Number of hours in full time contract (40 hours).</p> <p><b>POLICE OFFICERS</b></p> <p>The FTE calculation will include all police officers employed by the force, whether permanently or temporarily, and includes those:</p> <ul style="list-style-type: none"> <li>▪ on temporary service to SPSA;</li> <li>▪ on temporary service to SCDEA;</li> <li>▪ on secondment to central service (internally funded);</li> <li>▪ on secondment to central service (externally funded);</li> <li>▪ on other secondment (internally funded);</li> <li>▪ on other secondment (externally funded);</li> <li>▪ on career breaks;</li> <li>▪ on maternity/adoption leave; and</li> <li>▪ additional regular police officers.</li> </ul> <p>The calculation in relation to police officers will exclude:</p> <ul style="list-style-type: none"> <li>▪ Special Constables; and</li> </ul>

- police cadets.

### **POLICE STAFF FTE CALCULATION**

Numerator = Contracted hours per week.

Denominator = Number of hours in full time contract (35-40 hours).

### **POLICE STAFF**

The FTE calculation will include all police staff employed by the force and includes those:

- on temporary service to SPSA;
- on temporary service to SCDEA;
- on secondment to central service (internally funded);
- on secondment to central service (externally funded);
- on other secondment (internally funded);
- on other secondment (externally funded);
- on career breaks;
- on maternity/adoption leave; and
- agency / temporary staff.

### **DEFINITIONS OF TEMPORARY SERVICE TO SPSA ETC.**

On temporary service to the SPSA:

- Officers on temporary service to the SPSA including members of staff at the Scottish Police College, Information Services – Criminal Justice, Information Services – ICT, Forensic Services and Central Services within the SPSA.

On temporary service to SCDEA:

- Officers on temporary service to the SCDEA only

On secondment to central service:

- Staff Officers to HM Inspector of Constabulary, secondment to ACPOS, Scottish Government or similar posts.

On other secondment:

- Officers on any other secondment which is not captured within secondment to central service and temporary service to SPSA or SCDEA.

Additional regular police officers:

	<ul style="list-style-type: none"> <li>Officers at ports and airports paid either wholly or partially by the port/airport authority and additional officers either wholly or partially funded by the locally authority or an external body.</li> </ul>
<b>DATA SOURCE</b>	Data will be extracted from the recording systems and databases of individual police forces.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	The variation in full time police staff contract lengths between 35-40 hrs per week introduces a slight discrepancy when comparing FTEs across Scotland.
<b>OTHER FACTORS</b>	This will produce a 'snapshot' of available resources as resource levels within organisations are constantly changing.

<b>STAFFING PROFILE BY DECLARED DISABILITY, ETHNICITY AND GENDER</b>	
<b>AREA OF POLICING</b>	Sound Governance & Efficiency – Inputs.
<b>STATUS</b>	April 2010 – Calculation changed to reflect the information captured by forces through equality and diversity employment monitoring arrangements. Consultation and agreement reached with ACPOS Personnel and Training Business Area regarding refreshing 2009/10 data to meet new calculation requirements for comparison purposes.
<b>PURPOSE</b>	To provide a measure of the level of diversity in relation to disability, ethnicity and gender within a force.
<b>DEFINITION</b>	<p>The number of Police Officers and Police Staff with a declared disability and ethnicity expressed as a percentage of the total numbers of Police Officer and Police Staff employed (both permanently and temporarily) by the force.</p> <p>The number of Special Constables with a declared disability and ethnicity expressed as a percentage of the total number of Special Constables within the force.</p> <p>The gender of Police Officers and Police Staff expressed as a percentage of the total numbers of Police Officer and Police Staff employed (both permanently and temporarily) by the force.</p> <p>The gender of Special Constables within the force expressed as a percentage of the total number of Special Constables within that force.</p>
<b>CALCULATION OF INDICATOR</b>	<p>All figures will be expressed in terms of headcount and not full time equivalent (FTE).</p> <p>For each aspect of this indicator the declared disability, ethnicity and gender will be expressed as a percentage of the total numbers of Police Officers or Police Staff employed (both permanently and temporarily) by the force.</p> <p>E.g. (Number of Police Staff who disclosed 'yes' for a declared disability / Number of Police Staff employed (both permanently and temporarily) by the force) x 100 = Percentage of Police Staff who disclosed 'yes' for a declared disability.</p>

**DECLARED DISABILITY**

DECLARED DISABILITY	POLICE OFFICERS		POLICE STAFF		SPECIAL CONSTABLE	
	TOTAL	%	TOTAL	%	TOTAL	%
Yes						
No						
Choose not to disclose						
Unknown						

The Disability Discrimination Act (DDA) defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

Disability figures include those who have self disclosed a disability or where a disability has been identified through another source such as the Occupational Health Provider, Recruitment Process etc.

Note: A person will be considered 'unknown' when the relevant information has yet to be collected from them. An example of this is a Police Officer who has joined a force, is on probationer training at the Scottish Police College and has not yet completed the appropriate monitoring documentation.

**DECLARED ETHNICITY**

DECLARED ETHNICITY	POLICE OFFICERS		POLICE STAFF		SPECIAL CONSTABLE	
	TOTAL	%	TOTAL	%	TOTAL	%
White						
Minority Ethnic						
Choose not to disclose						
Unknown						

Figures for Total Minority Ethnic includes those who self classify themselves as African, Bangladeshi, Caribbean, Chinese, Pakistani, Indian, Mixed, Other Asian Background, Other Black Background or Other Ethnic Background. White figures include those who self classify themselves as White English, White Irish, White Scottish, White Welsh, Other White British or Other White Background.

**GENDER**

GENDER	POLICE OFFICERS		POLICE STAFF		SPECIAL CONSTABLE	
	TOTAL	%	TOTAL	%	TOTAL	%
Male						
Female						

**POLICE OFFICERS**

The calculation will include all Police Officers permanently employed by the force and will also include those:

- on temporary service to SPSA;
- on temporary service to SCDEA;
- on secondment to central service (internally funded);
- on secondment to central service (externally funded);
- on other secondment (internally funded);
- on other secondment (externally funded);
- on career breaks;
- on maternity/adoption leave;
- additional regular Police Officers; and
- Special Constables.

The calculation in relation to Police Officers will exclude:

- Police cadets.

It should be noted that an individual who is a staff member of a Police force continues to be a member of that force regardless of secondment, temporary service, leave or career break status.

**POLICE STAFF**

The calculation will include all Police Staff permanently employed by the force and will also include those:

- on temporary service to SPSA;
- on temporary service to SCDEA;
- on secondment to central service (internally funded);
- on secondment to central service (externally funded);
- on other secondment (internally funded);
- on other secondment (externally funded);
- on career breaks;
- on maternity/adoption leave; and
- temporary staff.

The calculation in relation to Police Staff will exclude:

	<ul style="list-style-type: none"> <li>▪ agency staff.</li> </ul> <p>It should be noted that some forces are unable to distinguish between Police Staff permanently employed by the force and those employed temporarily when considering them in relation to their declared disability or ethnicity. This is due to confidentiality restrictions in place within these systems. As a result, the figures relating to Police Staff will include those employed both permanently and temporarily and will not be distinguished separately.</p> <p><b>DECLARED DISABILITY</b></p> <p>Disability is legally defined as a physical or mental impairment, which has a substantial and long-term adverse effect upon a person’s ability to carry out normal day-to-day activities.</p> <p><b>DEFINITIONS OF TEMPORARY SERVICE TO SPSA ETC.</b></p> <p>On temporary service to the SPSA :- Officers on temporary service to the SPSA including members of staff at the Scottish Police College, Information Services – Criminal Justice, Information Services – ICT, Forensic Services and Central Services within the SPSA.</p> <p>On temporary service to SCDEA :- Officers on temporary service to the SCDEA only.</p> <p>On secondment to central service :- Staff Officers to HM Inspector of Constabulary, secondment to ACPOS, Scottish Government or similar posts.</p> <p>On other secondment :- Officers on any other secondment which is not captured within secondment to central service and temporary service to SPSA or SCDEA.</p> <p>Additional regular Police Officers :- Officers at ports and airports paid either wholly or partially by the port/airport authority and additional officers either wholly or partially funded by the locally authority or an external body.</p>
<p><b>DATA SOURCE</b></p>	<p>Police force personnel databases.</p>
<p><b>FREQUENCY OF REPORTING</b></p>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>

<p><b>KNOWN QUALITY ISSUES</b></p>	<p>None.</p>
<p><b>OTHER FACTORS</b></p>	<p><b>LEGISLATION ON DISCRIMINATION</b></p> <ul style="list-style-type: none"> <li>▪ Equal Pay Act, 1970 (as amended);</li> <li>▪ Article 14 – European Convention of Human Rights;</li> <li>▪ Race Relations Act, 1976;</li> <li>▪ Sex Discrimination Act, 1975;</li> <li>▪ Trade Union and Labour Relations (Consolidation) Act, 1992;</li> <li>▪ Employment Rights Act, 1996;</li> <li>▪ Human Rights Act, 1998;</li> <li>▪ Sex Discrimination (Gender Reassignment) Regulations, 1999;</li> <li>▪ Equal Treatment Directive, 2000;</li> <li>▪ Part-time Workers Regulations, 2000;</li> <li>▪ Employment Act, 2002;</li> <li>▪ Flexible Working Regulations, 2002;</li> <li>▪ Fixed-term Workers Regulations, 2002;</li> <li>▪ Race Relations Amendment Act 2000;</li> <li>▪ Employment Equality (Sexual Orientation) Regulations 2003;</li> <li>▪ Employment Equality (Religion/Belief) Regulations 2003;</li> <li>▪ Race Relations (Amendment) Regulations 2003;</li> <li>▪ Gender Recognition Act, 2004;</li> <li>▪ Civil Partnership Act 2004;</li> <li>▪ Disability Discrimination Act 2005;</li> <li>▪ Age Discrimination Act 2006; and</li> <li>▪ Work and Families Act 2006.</li> </ul>

EXPENDITURE ON SALARIES, OPERATING COSTS AND CAPITAL	
<b>AREA OF POLICING</b>	Sound Governance & Efficiency – Inputs.
<b>STATUS</b>	<p><b>**Due to differing interpretations of this Technical Note by Forces, this indicator is currently under review. The counting conventions may change as a result of this during the 2010/11 reporting period**</b></p> <p>Introduced in 2007/08.</p> <p>April 2010 – The pensions aspect of the indicator has been removed as from 1 April 2010 the Scottish Government will meet the exact costs of pensions through Police direct grant to Police Authorities.</p>
<b>PURPOSE</b>	<p>To provide details of expenditure on salaries, operating costs (overheads), capital and pensions to demonstrate efficiency and effectiveness of the police service (<b>actual</b> rather than budget). To demonstrate:</p> <ul style="list-style-type: none"> <li>▪ Value for Money to the public;</li> <li>▪ Improved openness and accountability to the public and scrutinising agencies; and</li> <li>▪ Improved use of resources.</li> </ul>
<b>DEFINITION</b>	<p>The actual amount forces spend on employee salaries should comprise:</p> <ul style="list-style-type: none"> <li>▪ Police Officer salaries;</li> <li>▪ Police Staff salaries and;</li> <li>▪ Allowances.</li> </ul> <p>The salaries calculation will include employer on-costs but will <b>not</b> include pension costs.</p> <p>The actual amount forces spend on operating costs (overheads) should include all non-employee expenditure related to the day to day running of the organisation. For example:</p> <ul style="list-style-type: none"> <li>▪ Supplies;</li> <li>▪ Services and;</li> <li>▪ Transport.</li> </ul>
<b>CALCULATION OF INDICATOR</b>	<p>Figures should be provided for the following:</p> <ul style="list-style-type: none"> <li>▪ Expenditure on salaries;</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Expenditure on operating overheads;</li> <li>▪ Expenditure on capital.</li> </ul>
<b>DATA SOURCE</b>	Police forces own internal Financial Management systems.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	Whilst the information supplied on a quarterly basis should solely be represented in terms of costs; for the year-end comparison should be given to presenting the costs in terms of either population or per staff.

EXPENDITURE PER RESIDENT	
AREA OF POLICING	Sound Governance & Efficiency – Inputs.
STATUS	<p>**Due to differing interpretations of this Technical Note by Forces, this indicator is currently under review. The counting conventions may change as a result of this during the 2010/11 reporting period**</p> <p>Introduced in 2008/09.</p>
PURPOSE	To provide a measure of the expenditure on police activity per citizen within that force area for the purposes of comparison over time.
DEFINITION	<p>The total net revenue expenditure per member of the population who reside within the force area.</p> <p>Net revenue expenditure = gross expenditure (operating costs + salaries but <b>not</b> including capital) minus income.</p>
CALCULATION OF INDICATOR	<p>This performance indicator is calculated as follows:</p> $\frac{\text{Total net revenue expenditure}}{\text{Total resident population}}$ <p>The population figure for this indicator is detailed in the population estimates section of this guidance document at page 9.</p>
DATA SOURCE	Individual force finance management systems.
FREQUENCY OF REPORTING	Annually through the Scottish Policing Performance Framework Annual Report.
KNOWN QUALITY ISSUES	Due to the time-lag in publication of mid-year population estimates, it will be necessary at times to use “old” population data. At force level this is unlikely to have a material effect on the outcome of this indicator.
OTHER FACTORS	Capital expenditure is not included in this indicator.

<b>SPSA EXPENDITURE</b>	
<b>AREA OF POLICING</b>	Sound Governance & Efficiency – Inputs.
<b>STATUS</b>	New for 2008/09.
<b>PURPOSE</b>	<p>To provide details of Scottish Police Services Authority (SPSA) expenditure to demonstrate the efficiency and effectiveness of the support services provided to Scottish police forces by SPSA (actual rather than budget). To demonstrate:</p> <ul style="list-style-type: none"> <li>▪ value for money;</li> <li>▪ improved openness and accountability; and</li> <li>▪ improved use of resources.</li> </ul>
<b>DEFINITION</b>	<p>The total costs relating to:</p> <ul style="list-style-type: none"> <li>▪ Board and Secretariat</li> <li>▪ Corporate Services</li> <li>▪ Forensic Services</li> <li>▪ Information Services - ICT</li> <li>▪ Information Services - Criminal Justice</li> <li>▪ Scottish Police College</li> <li>▪ Scottish Crime and Drug Enforcement Agency</li> <li>▪ Depreciation and cost of capital</li> </ul> <p>This will also include the 'FRS 17 adjustment' which is a notional expenditure adjustment which relates to the accounting treatment for retirement benefits as required under Financial Reporting Standard 17 (FRS17), for which no additional budget is provided.</p>
<b>CALCULATION OF INDICATOR</b>	<p>Expenditure per Business Area expressed as a percentage of total revenue costs as follows:</p> $\frac{\text{Expenditure per BA}}{\text{Total revenue costs}} \times \frac{100}{1}$
<b>DATA SOURCE</b>	SPSA internal financial accounting system.
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Annual Report.
<b>KNOWN QUALITY ISSUES</b>	None.

**OTHER  
FACTORS**

A detailed explanation of 2008-09 FRS17 transactions is provided in the 2008-09 SPSA Annual Report and Accounts. For further information, go to the Scottish Police Services Authority website: <http://www.spsa.police.uk>

## NUMBER OF TELEPHONE CALLS AND INCIDENTS

<b>STATUS</b>	Existing context measure.
<b>PURPOSE</b>	The number of telephone calls and number of incidents indicate the level of demand from the public. They are also key factors in resource deployment and productivity.
<b>DEFINITION</b>	This context measure reports on the: <ul style="list-style-type: none"> <li>total number of 999 telephone calls;</li> <li>total number of non-emergency telephone calls; and</li> <li>total number of incidents.</li> </ul>
<b>CALCULATION OF MEASURE</b>	<p>The following should be calculated:</p> <ul style="list-style-type: none"> <li>The number of 999 calls recorded by electronic recording equipment;</li> <li>the number of calls recorded as received (including not answered) by the relevant Call Handling Centre; and</li> <li>the number of incidents recorded during the period in the command and control system.</li> </ul> <p>Any error incidents raised should be discounted in relation to the number of incidents recorded figure. Duplicate incidents cannot consistently be discounted and therefore should be included in the overall count.</p> <p>The total number of calls or incidents detailed above will be represented as a figure against each 10,000 of the population in the relevant force area.</p> <p>The population figure for this indicator is detailed in the population estimates section of this guidance document at page 9.</p>
<b>DATA SOURCE</b>	Data will be extracted from the: <ul style="list-style-type: none"> <li>Emergency Call Handling System;</li> <li>CRM System; and</li> <li>Command &amp; Control System</li> </ul> of individual police forces.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>

<p><b>KNOWN QUALITY ISSUES</b></p>	<p>Most Forces are in a position to capture the number of telephone calls that are for example, handled centrally by a service centre. Forces without this capability will not report on this indicator.</p> <p>Calls received directly at stations, etc, will not be included in the figure at this time.</p> <p>There is no standard definition of "incident " in use across all forces.</p> <p>There are variations across forces in the nature of incidents recorded and the grading applied. Migration towards a common command and control application presents an opportunity to achieve commonality of recording and grading. In the meantime, this context indicator presents a starting point for comparison of demand levels, especially as these change over time.</p>
<p><b>OTHER FACTORS</b></p>	<p>As the use of this measure develops, additional detail such as the type of calls received will be added.</p>

## NUMBER OF SUDDEN DEATHS REPORTED TO THE PROCURATOR FISCAL

<b>STATUS</b>	Existing context measure.
<b>PURPOSE</b>	To establish the volume of sudden deaths dealt with by individual forces for which a report was submitted to the Procurator Fiscal by the police.
<b>DEFINITION</b>	The Procurator Fiscal is obliged, by statute, to investigate sudden, suspicious, accidental, unexpected, unexplained deaths or any death occurring in circumstances such as to give rise to serious public concern. All deaths of this nature must be investigated by the police and a detailed report of the circumstances submitted to the Procurator Fiscal.
<b>CALCULATION OF MEASURE</b>	<p>The number of incidents where the police become involved in investigating sudden, unexpected or suspicious deaths where a report is submitted to the Procurator Fiscal by the police.</p> <p>This should include:</p> <ul style="list-style-type: none"> <li>▪ where death occurs outdoors;</li> <li>▪ where there is no one available to take responsibility for the deceased;</li> <li>▪ fatal Accidents e.g. car accidents, works accidents, drowning etc.;</li> <li>▪ suicides;</li> <li>▪ sudden Deaths when a General Practitioner cannot certify cause of death;</li> <li>▪ where death is suspicious or as a result of an assault;</li> <li>▪ where there is any valid reason for suspecting death was not normal; or</li> <li>▪ when instructed by Procurator Fiscal to do so, e.g. a hospital patient who dies in an operation where negligence is alleged or suspected.</li> </ul>
<b>DATA SOURCE</b>	Data will be extracted from the recording systems and/or databases of individual police forces.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	None.

**OTHER  
FACTORS**

A considerable amount of police resources may be involved in the investigation of sudden deaths with no two incidents requiring the same amount of police resources. The number of sudden deaths occurring is a starting point but further detail would be required to make an informed judgement to illustrate the demand placed on forces by these incidents.

<b>NUMBER OF MISSING PERSON INCIDENTS</b>	
<b>STATUS</b>	Existing context measure.
<b>PURPOSE</b>	<p>The police deal with a variety of missing person incidents ranging from juveniles reported by parents/guardians, abscondee from residential care establishments/ institutions to persons classed as 'long-term' missing. The police service has a duty to investigate each of these incidents to establish the well-being of the missing person and the extent of any criminal behaviour.</p> <p>To establish the volume of missing person incidents dealt with by individual forces a considerable amount of police resources may be involved in the investigation of persons classified as missing. While police resources dedicated to these types of enquires vary considerably, this indicator illustrates the demand placed on forces by missing person incidents.</p>
<b>DEFINITION</b>	The number of incidents where the police become involved in investigating missing persons / abscondee. An incident may involve one or more missing persons / abscondee.
<b>CALCULATION OF MEASURE</b>	<p>The measure is a count of the number of incidents created in the relevant recording systems or databases over the given period.</p> <p>As this indicator measure the number of missing person incidents and not the number of missing people, it will <u>not</u> be segmented into 'low', 'medium' or 'high' risk categories.</p>
<b>DATA SOURCE</b>	Data will be extracted from the recording systems and/or databases of individual police forces.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	A single missing person incident may relate to more than one missing person. The resources involved in missing person enquiries vary considerably from one case to another, a 'high risk' missing person enquiry may consume vastly more police resources than a 'low risk' enquiry. As such, this measure does not fully reflect the demand placed on a force by missing person enquiries.

<p><b>OTHER FACTORS</b></p>	<p>Several forces have implemented protocols with establishments such as private care homes and hospitals designed to maximise the efficiency of police response and these arrangements vary widely across Scotland, e.g. a persistent juvenile missing person from residential care may be categorised as 'high risk' but the time between absconding and the instigation of a police enquiry will vary.</p>
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<b>NUMBER OF REGISTERED SEX OFFENDERS IN THE COMMUNITY</b>	
<b>STATUS</b>	Revised for 2008/09 – Clarification given that this relates to offenders 'within the community' only.
<b>PURPOSE</b>	A measure of the total number of sex offenders registered and to assist in illustrating the volume of demand placed on police forces.
<b>DEFINITION</b>	Number of registered sex offenders on the Violent Offender and Sex Offender Register (ViSOR) within the community.
<b>CALCULATION OF MEASURE</b>	The straight count of the number of persons recorded on the ViSOR system as registered sex offenders, taken on the last day of each quarter within the community.
<b>DATA SOURCE</b>	Data will be extracted from individual police force ViSOR system.
<b>FREQUENCY OF REPORTING</b>	Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.  Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	<p>The management of violent and potentially violent offenders as well as registered sex offenders will be dealt with by Multi Agency Public Protection Arrangements (MAPPA) across forces.</p> <p>It should be noted that MAPPA is delivered by 11 Criminal Justice Authorities which are not all co-terminus with Police forces. The authorities are split as follows: Northern Highlands; Northern Grampian; Tayside; Fife; Forth Valley; Lothian and Borders; Glasgow; Lanarkshire; South West; Dumfries and Galloway; and North Strathclyde.</p> <p>The level of 'risk' each registered sex offender is assessed as presenting is not included in this measure and as such does not give a complete view of demand placed on individual Police forces to manage these individuals.</p> <p>The level of 'risk' presented is not included as this may lead to the identification of registered sex offenders within</p>

	<p>individual Police forces.</p> <p>ViSOR (Violent Offender and Sex Offender Register) is an IT database to facilitate multi-agency information sharing in relation to Registered Sex Offenders, Non Registered Sex Offenders, Violent Offenders, Dangerous Offenders and Potentially Dangerous Persons.</p>
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<b>NUMBER OF DOMESTIC ABUSE INCIDENTS</b>	
<b>STATUS</b>	Revised for 2008/09 – Change in link to population estimates published by the General Register Office for Scotland.
<b>PURPOSE</b>	To assist in illustrating the volume of domestic abuse incidents within police force areas.
<b>DEFINITION</b>	<p>This context measure reports on the:</p> <ul style="list-style-type: none"> <li>▪ total number of domestic abuse incidents reported to the police; and</li> <li>▪ number of domestic abuse incidents per 10,000 population.</li> </ul>
<b>CALCULATION OF MEASURE</b>	<p>The total number of domestic abuse incidents will consist of all incidents reported to the police, including self-referrals and referrals made from other agencies.</p> <p>The number of incidents per 10,000 population will be calculated as follows:</p> $\frac{\text{No. of domestic abuse incidents}}{\text{total population}} \times \frac{10,000}{1}$ <p>The population figure for this indicator is detailed in the population estimates section of this guidance document at page 9.</p>
<b>DATA SOURCE</b>	Data will be extracted from the recording systems and databases of individual police forces.
<b>FREQUENCY OF REPORTING</b>	<p>Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.</p> <p>Annually through the Scottish Policing Performance Framework Annual Report.</p>
<b>KNOWN QUALITY ISSUES</b>	It should be noted that this context measure records the number of domestic abuse 'incidents' and not the number of domestic abuse 'victims'.
<b>OTHER FACTORS</b>	It is acknowledged that not all incidents of domestic abuse come to the attention of the police. Data is currently regularly reported to the Scottish Government and should be available from April 1999.

<b>NUMBER OF PROBLEM DRUG USERS</b>	
<b>STATUS</b>	Updated in October 2009 to reflect publication of updated report and new website link.
<b>PURPOSE</b>	To provide contextual data on the size of the population of problem drug users, which is likely to have an impact on levels of criminality.
<b>DEFINITION</b>	The number of individuals who are classified as 'problem drug users'.
<b>CALCULATION OF MEASURE</b>	This will count prevalent drug users (PDUs) between the ages of 15 and 64.
<b>DATA SOURCE</b>	<p>Executive Report commissioned by the Scottish Government entitled, 'Estimating the National and Local Prevalence of Problem Drug Misuse in Scotland'.</p> <p>The numbers can be found in section 5.1.6 of the Executive Report which can be found at:</p> <p><a href="http://www.drugmisuse.isdscotland.org/publications/local/Prevalence_2009.pdf">http://www.drugmisuse.isdscotland.org/publications/local/Prevalence_2009.pdf</a></p>
<b>FREQUENCY OF REPORTING</b>	Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	It should be noted that this measure is an estimate of the number of problem drug users.
<b>OTHER FACTORS</b>	None.

<b>NUMBER OF INDIVIDUALS BROUGHT INTO CUSTODY</b>	
<b>STATUS</b>	Existing context measure.
<b>PURPOSE</b>	A breakdown of those brought into custody is a measure of demand on individual police forces, which in turn informs on resource deployment and productivity.
<b>DEFINITION</b>	The number of custodies (arrested or detained) that are processed at police stations within a police force.
<b>CALCULATION OF MEASURE</b>	Custodies are to be counted as one record. Any subsequent move internally within a force are not to be recorded as separate custody numbers as they relate to one individual. A change in status in respect of an individual such as from detention to arrest, should also not be recorded as a separate custody number.
<b>DATA SOURCE</b>	Custody management information collated by individual police forces.
<b>FREQUENCY OF REPORTING</b>	Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.  Annually through the Scottish Policing Performance Framework Annual Report.
<b>KNOWN QUALITY ISSUES</b>	None.
<b>OTHER FACTORS</b>	None.

<b>NUMBER OF FREEDOM OF INFORMATION REQUESTS AND QUESTIONS</b>	
<b>Status</b>	Revised for 2008/09 – Changed to include questions.
<b>Purpose</b>	To provide details of the number of freedom of information requests and questions received by Scottish forces in terms of the Freedom of Information (Scotland) Act 2002 (FOISA) to assist in illustrating the volume of demand placed on forces.
<b>Definition</b>	The number of freedom of information <u>requests</u> received and number of questions.
<b>Calculation of Measure</b>	The total number of requests received during each quarter of the financial year as well as the number of questions.
<b>Data Source</b>	Management Information recorded by individual forces and agencies in relation the number of request, reviews and appeals.
<b>Frequency of Reporting</b>	Cumulative quarterly for the reporting periods ending June, September, December and March via the ACPOS Police Service in Scotland Performance Report.  Annually through the Scottish Policing Performance Framework Annual Report.
<b>Known Quality Issues</b>	None.
<b>Other Factors</b>	<p>It is noted that a 'request' may contain a number of 'questions'.</p> <p><b>LEGISLATION</b></p> <p>The FOISA applies to all public authorities in Scotland. The cornerstone of the legislation is described in Section 1 (1) of FOISA:</p> <p>"A person who requests information from a Scottish Public Authority which holds it [is] entitled to be given it by the authority".</p> <p>The general right of access came into effect from 1 January 2005. The FOISA is enforced by the Scottish Information Commissioner. A Chief Constable in Scotland is deemed to be a public authority under the FOISA.</p> <p>During 2005, similar performance data was gathered from all</p>

	<p>forces in the UK by ACPO however, this data changed in early 2006 and would not be available for comparison purposes. Scottish forces have no control over the number of questions, reviews and appeals received by them, however, they are required by statute to respond to them within set timescales</p> <p>Some Forces include FOI requests from Safety Camera Partnerships in their statistical returns.</p>
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**GLOSSARY**

<b>ACPO</b>	Association of Chief Police Officers
<b>ACPOS</b>	Association of Chief Police Officers in Scotland
<b>BBU</b>	Business Benefits Unit
<b>COPFS</b>	Crown Office and Procurator Fiscal Service
<b>GAE</b>	Grant Aided Expenditure
<b>FMBA</b>	Finance Management Business Area
<b>FOI</b>	Freedom of Information
<b>FOISA</b>	Freedom of Information Scotland Act (2002)
<b>FTE</b>	Full Time Equivalent
<b>GROS</b>	General Register Office for Scotland
<b>HMIC</b>	Her Majesty's Chief Inspectorate of Constabulary
<b>NIM</b>	National Intelligence Model
<b>MAPPA</b>	Multi Agency Public Protection Arrangements
<b>PF</b>	Procurator Fiscal
<b>PIPG</b>	Performance Indicator Practitioners Group
<b>PIWG</b>	Performance Indicator Working Group
<b>PMBA</b>	Performance Management Business Area
<b>SCDEA</b>	Scottish Crime and Drug Enforcement Agency
<b>SCRA</b>	Scottish Children's Reporting Administration
<b>SCRS</b>	Scottish Crime Recording Standard
<b>SCS</b>	Scottish Court Service
<b>SPR</b>	Standard Prosecution Report
<b>SSSG</b>	Senior Strategic Steering Group
<b>VDR</b>	Vehicle Defect Report
<b>VISOR</b>	Violent Offender and Sex Offender Register
<b>ACPO</b>	Association of Chief Police Officers