

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 the 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 (SPSA).

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

- **SERVICE RESPONSE;**
- **PUBLIC REASSURANCE & COMMUNITY SAFETY;**
- **CRIMINAL JUSTICE & TACKLING CRIME;**
- **SOUND GOVERNANCE & EFFICIENCY.**

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

CONTEXT MEASURES

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

CONTEXT

- Number of telephone calls and incidents
- Number of sudden deaths reported to the Procurator Fiscal
- Number of missing person incidents
- Number of registered sex offenders in the community
- Number of domestic abuse incidents
- Number of problem drug users
- Number of individuals brought into custody
- Number of freedom of information requests and questions

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

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

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

CONTACTS FOR FURTHER INFORMATION

Further information on the SPPF and the performance indicators contained within it can be found at the following website:

<http://www.scotland.gov.uk/policingperformance>

The findings of the 2008/09 SPPF can be found in the SPPF Annual Report at: <http://www.scotland.gov.uk/Publications/2010/01/14104924/0>. The findings of this iteration of the SPPF will be reported in Autumn 2011.

Should you have any additional questions or comments, or require further copies of the SPPF, please do not hesitate to contact:

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GLOSSARY

ACPOS Association of Chief Police Officers in Scotland
ASB Antisocial Behaviour
HMICS Her Majesty's Inspectorate of Constabulary for Scotland
MAPPA Multi Agency Public Protection Arrangements
SCDEA Scottish Crime and Drug Enforcement Agency
SPSA Scottish Police Services Authority

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SERVICE RESPONSE

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CRIMINAL JUSTICE & TACKLING CRIME

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SERVICE RESPONSE

HIGH LEVEL OBJECTIVES

- Improve public satisfaction with service delivery
- Increase public confidence in policing

OUTCOMES	<ul style="list-style-type: none"> ■ Complaints about police officers and police staff ■ Quality of service complaints ■ User satisfaction with service provided ■ Public confidence in the police*
ACTIVITIES	<ul style="list-style-type: none"> ■ Proportion of 999 calls answered within 10 seconds ■ Time taken to respond to emergency incidents ■ Handling of non-emergency calls
INPUTS	

*Due to the publication timescales for this indicator, it may not feature in the SPPF Annual Report. However, the performance information arising from the indicator will be reflected upon in the appropriate manner when the data becomes available.

PUBLIC REASSURANCE & COMMUNITY SAFETY

HIGH LEVEL OBJECTIVES

- 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

OUTCOMES	<ul style="list-style-type: none"> ■ Number of recorded crimes & offences and detection rates ■ Number of racist incidents, racially motivated crimes & offences and detection rates ■ Number of recorded ASB community crimes & offences and detection rates ■ Level of detected youth crime ■ Number of persons killed and injured in road accidents ■ Offenders managed under MAPPA who are re-convicted or breach conditions ■ Perception of general crime rate in local area* ■ Victimization rates for personal and household crime* ■ Level of personal and household crime and the proportion reported to the police*
ACTIVITIES	<ul style="list-style-type: none"> ■ Volume of forensic services provided
INPUTS	<ul style="list-style-type: none"> ■ Number of Special Constables and the hours they are on duty

*Due to the publication timescales for this indicator, it may not feature in the SPPF Annual Report. However, the performance information arising from the indicator will be reflected upon in the appropriate manner when the data becomes available.

CRIMINAL JUSTICE & TACKLING CRIME

HIGH LEVEL OBJECTIVES

- Contribute to an effective, efficient and accessible criminal justice system
- Assist in safeguarding national security
- Tackle serious organised crime

OUTCOMES	<ul style="list-style-type: none"> ■ Percentage of criminal cases dealt with in 26 weeks ■ Overall re-conviction rate
ACTIVITIES	<ul style="list-style-type: none"> ■ Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days ■ Number and percentage of reports submitted to the Children's Reporter within 14 calendar days ■ Number of individuals reported to the Procurator Fiscal where proceedings were not taken ■ Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded ■ Use of police direct measures ■ Value of net criminal assets identified for restraint through criminal proceedings by the SCDEA
INPUTS	

SOUND GOVERNANCE & EFFICIENCY

HIGH LEVEL OBJECTIVES

- Manage resources effectively and efficiently
- Operate in a manner that is ethical, accountable and transparent

OUTCOMES	<ul style="list-style-type: none"> ■ Value of efficiency savings generated by forces ■ Value of efficiency savings generated by the SPSA
ACTIVITIES	<ul style="list-style-type: none"> ■ Proportion of working time lost to sickness absence ■ Turnover rates for police officers and police staff ■ Proportion of salary costs accounted for by overtime ■ Scottish Police College course utilisation rate
INPUTS	<ul style="list-style-type: none"> ■ Number of police officers and police staff ■ Staffing profile by declared disability, ethnicity and gender ■ Expenditure on salaries, operating costs and capital ■ Expenditure per resident ■ SPSA expenditure