
Report by the Chief Constable

David JR Strang QPM BSc MSc Chief Constable

Lothian and Borders Police
Headquarters
Fettes Avenue
Edinburgh EH4 1RB
LP/4 Edinburgh

Tel: +44 (0)131 311 3131
Fax: +44 (0)131 311 3315
Textphone: +44 (0)131 311 3944
Email: enquiries@lbp.pnn.police.uk
Web: www.lbp.police.uk



POLICING PERFORMANCE: 1 APRIL 2010 – 31 DECEMBER 2010**1 Introduction**

- 1.1 This report provides an update regarding police performance during the first three quarters 2010/11.

2 Background

- 2.1 Members may recall the recommendation agreed by the Police Board that detailed police performance information should be presented to the Audit and Scrutiny Committee for consideration with key issues provided to the full Board. In pursuance of this approach a dashboard is appended for the information of all Board members whilst the comprehensive "Measure of Our Performance" report was submitted to the Audit and Scrutiny Committee. (The dashboard summarises key performance issues using shading to highlight issues of concern.)
- 2.2 The performance areas that are included in the dashboard are drawn from the suite of indicators defined in the Scottish Policing Performance Framework. The issues selected for inclusion in reports to the Board (and for internal performance management) reflect force and national priorities from operational and organisational perspectives.
- 2.3 In order to provide context, data drawn from the ACPOS Quarterly Report, is included in this report to allow benchmarking between the Lothian and Borders and other police areas. The timing associated with the compilation of the national statistics results in a three to six month lag in publication, whereas force figures are compiled within ten days of the conclusion of the quarterly reporting periods. For these reasons data comparing areas reflects a different reporting period than the first nine months of this year, which is the focus of this report.

3 Key performance issues

- 3.1 Citizen Focus and Public Reassurance – telephony performance information demonstrates that the force continues to exceed targets in relation to responding to callers – whether on 999 or non-emergency networks. Results on telephone answering in Lothian and Borders in the first 6 months of 2009/10 exceeded the Scottish average and were amongst the best in the country. In relation to attendance times, data demonstrates that overall the force is not quite meeting the target of attending 90% of identified

emergencies within the target time of 10 minutes in the City of Edinburgh or 20 minutes in the non-urban areas. The target was only met in East and Mid Lothian, with the weather and road conditions during December doubtless having an impact. It is appropriate to recognise however that the average response time is notably better than the target time. As with telephone answering, performance in Lothian and Borders compared favourably with the position elsewhere in Scotland during the first 6 months of this year as no force showed a higher percentage of emergencies attended within target times.

- 3.2 Customer Satisfaction - survey results are provided for the second quarter of 2010/11 and have a high response rate of 49%. Satisfaction rates are very strong with 86% of people satisfied or very satisfied with the quality of initial contact – consistent with the results in the first quarter. Overall satisfaction rates are also very positive at 75% - an increase of 5 percentage points as compared with the first three months of the year. The manner of treatment service users experience continues to be assessed highly by respondents at 92% satisfied. Satisfaction with the level of feedback levels continues to show room for improvement at 59%.
- 3.3 Violence – the level of violent crime offers a complex picture with welcome and significant reductions in minor assaults as compared with last year and the three-year average – notably these reductions are seen across all divisions. Apparently less positive is a rise in the overall violent crime category numbers, particularly when compared with last year and, albeit less markedly, when contrasted with the three year average. It is however important to note that some factors in this increase are not actually a source of concern, for example additional reporting of ‘cruelty to children’ incidents as part of the pursuit of protection for children and the redefinition of breach of the peace leading to more cases being reported as the crime of ‘threats’. On the other hand, of note is an increase, as compared with last year, in the number of robbery and attempted robbery crimes across the force (with the exception of Midlothian). This year’s statistic is in fact below the three-year average suggesting that last year was unusually low. This crime type is however one that causes particular concern and focus – as demonstrated in the improving detection rates. A very similar picture is seen with regard to Serious Assault and Attempt Murder where numbers exceed last year but are more consistent – or indeed improved - when the three-year average is the comparator. Comparing the levels of violence during the first half of this year in Lothian and Borders with other areas shows that victimisation rates were lower in this region than the Scottish average. It is also of interest that five of the other seven forces also experienced a rise in violent crime during the first half of 20010/11.
- 3.4 Public Protection – despite targeted public information campaigns to reduce reports of rape there has been an increase in this crime type in the force overall - albeit this rise has not been replicated in the City of Edinburgh. As members would expect there is significant effort applied to detect offenders with dedicated squads to investigate reports across the force. Other forms of sexual offending have generally reduced when compared with last year although rates were high in 2009/10 meaning that crime levels are still above the three-year average. From the start of December a new classification of

sexual offences has been introduced and this expands the definition of rape to include acts which would previously have been defined as other crimes such as indecent assault and sodomy – this will result in an increased rape statistics. During the first six months of 2010/11 the rate of sexual offending in Lothian and Borders was below the Scottish Average and the rate in five of the other seven force areas.

- 3.5 Antisocial Behaviour – again in December, as was the case in each of the previous months this year, levels of crime involving criminal damage were significantly below the levels of the previous year and the three-year average. The partnership including local authority funded police officers, community wardens, noise team personnel, analysts, community workers and volunteers continues to deliver reductions in all the aspects of antisocial behaviour. The level of crime involving criminal damage in Lothian and Borders between 1 April and 30 September 2010 was around 5% below the national average.
- 3.6 Serious and Organised Crime – the force strategy to tackle serious and organised crime has been carried forward with activity to divert, deter, disrupt and detect this form of criminality. Also work to identify performance measures has been taken forward. A set of indicators will be available to the next cycle of Board meetings and already some information is provided in the full Measure of Performance Report
- 3.7 Counter Terrorism – following the national strategy to tackle terrorism, actions are ongoing to: prevent people becoming terrorists or supporting violent extremism, pursue possible protagonists to stop terrorist attacks, protect and strengthen against terrorist attack and prepare to mitigate the impact of attacks. Work is continuing to identify suitable performance indicators.
- 3.8 Drugs and Alcohol – the value of drugs seized in 2010/11 is notably above the levels in the previous year reflecting the many significant operations against major drug dealers. A product of this investment of resources to tackle larger scale dealing is a smaller number of charges relating to supplying drugs but bigger seizures. It is noteworthy that East Lothian has seen increased seizure values and drug supply cases this year as a result of the previously reported major drugs operation. A significant number of detected cases involving cannabis cultivation has already led to a 39% increase in this type of case and a prediction of an exceptionally high year end position.
- 3.9 Managing and Developing our People – welcome reductions in sickness absence continue to be recorded following focus on absence management across all divisions and departments. During the first half of 2010/11 Police Officer absence in Lothian and Borders was amongst the lowest in Scotland, however the relative position for Police Staff is less positive leaving scope for improvement. Through planning and careful management control, welcome reductions have been secured in the percentage of pay costs assigned to overtime.

- 3.10 Criminal Justice – In order to detect drug possession, increased numbers of searches continue to take place as do high levels of submission of reports (logs) to the Scottish Intelligence Database (SID). There has been a reduction in Antisocial Behavioural fixed penalty notices (ASB FPN). A range of factors are contributing to this position as detailed in a separate report to the Board's Audit and Scrutiny Committee. The primary contributor to the reduction in FPNs, and reports to the Procurator Fiscal, is the fall in the number of ASB offences driven by the preventative partnership activity described at paragraph 3.5 above. High performance levels continue against the target of 80% of reports to be submitted within 28 days to the Procurator Fiscal and 14 days to the Children's Reporter.
- 3.11 Dishonesty – the force is experiencing less crime involving dishonesty with falls in shoplifting and, particularly welcome, reductions in housebreaking at dwellings and business premises as compared with last year and the three-year average being of particular note. (There has been a rise in attempted housebreaking but this is more than offset by the reductions in cases where the break-ins have been completed.) National statistics showed that Lothian and Borders again experienced a higher rate of crimes of dishonesty in the first six months of 2010/11 than other police areas – although the percentage reduction in this area was stronger than the Scottish average and five of the other seven regions.
- 3.12 Road Casualties - a welcome reduction is seen in the number of people killed and seriously injured as compared with both last year and national indicator, which is based on a longer-term average. It is assessed that reduced traffic volumes have offset the road risks one might anticipate associated with the ice and snow during the month of December.

4. Conclusion

- 4.1 Overall crime in Lothian and Borders continues to fall with the reduction of 10% in groups 1 to 4 being particularly welcome as we continue to focus on prevention as a key theme for the force.

5. Recommendation

- 5.1 That the Board note the report.



David Strang
Chief Constable

20 January 2011

FORCE PERFORMANCE & ACTIVITY DASHBOARD

CITIZEN FOCUS AND PUBLIC REASSURANCE			
Overall Satisfaction	10/11	Qtr2	
Satisfied			75%
	10/11	Qtr2	
Incident Ref Given			85%
Given Officer Contact Details			72%
Treatment by Officers			92%
Adequately Updated			59%
Satisfied with Action Taken			65%
INCIDENT ATTENDANCE			
National Target: 90%	YTD	Variance	
Grade 1	86%		-4%

VIOLENCE			
Crimes of Violence	YTD	vs LYTD	
Recorded	1,484		16%
Detection Rate	67%		7%
Serious Assault	YTD	vs LYTD	
Volume	475		7%
Detection Rate	65%		5%
Weapon Searches	YTD	vs LYTD	
Volume	7,070		-7%
Positive	288		-11%
Minor Assaults	YTD	vs LYTD	
Recorded	7,911		-14%
Detection Rate	62%		0%
Robbery & Assault WI	YTD	vs LYTD	
Recorded	381		9%
Detection Rate	43%		10%

PUBLIC PROTECTION			
Crimes of Indecency	YTD	vs LYTD	
Recorded	797		-11%
Detection Rate	67%		3%
Rape	YTD	vs LYTD	
Recorded	142		10%
Detection Rate	58%		3%
Indecent Assault	YTD	vs LYTD	
Recorded	190		-30%
Detection Rate	51%		-8%
Public Indecency	YTD	vs LYTD	
Recorded	111		0%
Detection Rate	66%		9%

ANTISOCIAL BEHAVIOUR			
Crimes of Fireraising/Malmis	YTD	vs LYTD	
Recorded	10,852		-23%
Detection Rate	22%		-3%
Vandalism	YTD	vs LYTD	
Recorded	9,865		-23%
Detection Rate	21%		-3%
Fireraising	YTD	vs LYTD	
Recorded	534		-24%
Detection Rate	19%		-6%
Racial Crime	YTD	vs LYTD	
Recorded	1,146		0%
Detection Rate	54%		-8%

SERIOUS AND ORGANISED CRIME	
	Dec-10
Total Arrests	22
	£000s Dec-10
Drugs Seizures (Class A)	£2,000
Drugs Seizures (Class B)	£158
Drugs Seizures (Non Controlled)	£20

COUNTER TERRORISM
Currently under development

DRUGS & ALCOHOL			
CLASS 'A' recoveries	Value	vs LYTD	
Recovered £000s	£1,728.4		13%
Drug Offences	YTD	vs LYTD	
Supply	1,245		-14%
Currently under development			

MANAGING AND DEVELOPING OUR PEOPLE			
	YTD	vs LYTD	
Officer Sickness	3.6%		-0.2%
	YTD	vs LYTD	
Police Staff Sickness	5.4%		0.1%
Payroll Costs (£000s)			
	Apr-Nov	vs LYTD	
Police Officers	£77,879		4%
% accounted for Overtime	4.9%		-1.4%
	Apr-Nov	vs LYTD	
Police Staff	£27,045		6%
% accounted for Overtime	1.6%		-0.9%

INDICATOR: The grey shading highlights areas of performance which may be giving cause for concern

Road Casualties	YTD	vs LYTD	GROUP 1-4 CRIME	YTD	vs LYTD	S 23 Drug Searches	YTD	vs LYTD	PF Reporting	YTD	var to target
KSI - All	294	-10%	Recorded	37,989	-10%	Volume	10,560	8%	Sub within 28 Days	86%	6%
YTD change to national indicator		-7%	Detection Rate	32%	0%	Positive	1,073	-7%	Report Volume	21,549	-6%
KSI - Children	36	6%	Crimes of Dishonesty	YTD	vs LYTD	SID LOGS	YTD	vs LYTD	Children's Reporter	YTD	var to target
YTD change to national indicator		0%	Recorded	24,856	-4%	Sanitised	55,951	19%	Nov		
			Detection Rate	32%	-1%	Unsanitised	54,555	22%	Sub within 14 Days	92%	12%
			GROUP 1 - 5 CRIME	YTD	vs LYTD	PF No Pro Rate	YTD	vs LYTD	Alternatives to Prosecution	YTD	vs LYTD
			<i>(not in main report)</i>			Sept	1,832	-6%	ASB FPN	2,970	-19%
			Recorded	45,838	-9%				Adult Warnings	706	-23%
			Detection Rate	43%	1%						

DISHONESTY											
HB (dwelling)	YTD	vs LYTD	HB (non-dwelling)	YTD	vs LYTD	HB (business)	YTD	vs LYTD	Theft by Shoplifting	YTD	vs LYTD
Recorded	2,071	-12%	Recorded	729	-16%	Recorded	1,073	-2%	Recorded	4,171	-3%
Detection rate	38%	2%	Detection rate	16%	0%	Detection rate	26%	-4%	Detection rate	72%	0%

FORCE EXCEPTIONS : this area details crimes which are either exceptionally higher or lower than what can be expected at this point in time.

Significantly High YTD 2010	Recorded	vs Ave	Year End Projection	Recorded	vs Ave
Murder	13	30%	Assault with intent to Ravish	143	4%
Attempted HB (dwelling)	432	4%	Attempted HB (dwelling)	576	6%
Production Manufacture or Cultivation of Drugs	143	39%	Production Manufacture or Cultivation of Drugs	187	26%

Significantly Low YTD 2010	Recorded	vs Ave	Year End Projection	Recorded	vs Ave
Theft HB (dwelling)	1,392	-6%	Theft HB (dwelling)	1,848	-4%
Theft of a Motor Vehicle	1,177	-17%	Theft of a Motor Vehicle	1,569	-15%
Vandalism	9,865	-22%	Vandalism	12,428	-26%

INDICATOR: The grey shading highlights areas of performance which may be giving cause for concern