

Platform for Success Working with Communities

2009/10

Force Annual Report
incorporating
Quarter 4 Performance Report



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Keeping our communities safe

CONTENTS

1. INTRODUCTION & HIGHLIGHTS	3
<ul style="list-style-type: none"> 1.1 Introduction 1.2 Highlights 	
2. SERVICE RESPONSE	7
<ul style="list-style-type: none"> 2.1 Community Focus <ul style="list-style-type: none"> Proportion of 999 Calls Answered within 10 seconds (SPI) (NI) (PPR) Time Taken to Respond to Emergency Calls (NI) (PPR) Handling of non-emergency calls (NI) (PPR) 2.2 Force Reputation and Standards <ul style="list-style-type: none"> Complaints about Police Officers and Police Staff (SPI) (NI) (PPR) and Service Complaints (SPI) (NI) (PPR) User Satisfaction with Service Provided (NI) (PPR) 	
3. PUBLIC REASSURANCE & COMMUNITY SAFETY	16
<ul style="list-style-type: none"> 3.1 Antisocial Behaviour <ul style="list-style-type: none"> Number of Recorded ASB Community Crimes and Offences and Detection Rates (NI) (PPR) Level of Detected Youth Crime (NI) (PPR) (SOA) 3.2 National Security 3.3 Public Protection <ul style="list-style-type: none"> Number of Racist Incidents, Racially Motivated Crimes and Offences and Detection Rates (SPI) (NI) (PPR) (SOA) 3.4 Road Casualty Reduction <ul style="list-style-type: none"> Number of Persons Killed and Injured in Road Accidents (SPI) (NI) (PPR) (SOA) 3.5 Other Indicators <ul style="list-style-type: none"> Number of Recorded Crimes and Offences (SPI) (NI) (PPR) Detection Rate for Recorded Crimes and Offences (SPI) (NI) (PPR) Number of Special Constables and hours they are on duty (NI) (PPR) 	
4. CRIMINAL JUSTICE & TACKLING CRIME	35
<ul style="list-style-type: none"> 4.1 Controlled Drugs <ul style="list-style-type: none"> Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded (SPI) (NI) (PPR) (SOA) 4.2 Violence (SOA) 4.3 Other Indicators <ul style="list-style-type: none"> Number and Percentage of Reports Submitted to the Procurator Fiscal within 28 Calendar Days (SPI) (NI) (PPR) Number and Percentage of Reports Submitted to the Children's Reporter within 14 Calendar Days (SPI) (NI) (PPR) Use of Police Direct Measures: Antisocial Behaviour Fixed Penalty Notices, Formal Adult Warnings, and Restorative Justice Warning and Conference Scheme (NI) (PPR) 	
5. SOUND GOVERNANCE & EFFICIENCY	46
<ul style="list-style-type: none"> 5.1 Workforce Modernisation <ul style="list-style-type: none"> Number of Police Officers and Police Staff (NI) (PPR) Staffing Profile by Declared Disability, Ethnicity and Gender (NI) Turnover rates for Police Officers and Police Staff (NI) (PPR) Proportion of Working Time Lost to Sickness Absence for Police Officers and Police Staff (SPI) (NI) (PPR) 5.2 Other Indicators <ul style="list-style-type: none"> Value of Efficiency Savings Generated (NI) Expenditure on Salaries, Operating Costs and Capital (NI) Expenditure per Resident (NI) Proportion of Salary Costs Accounted for by Overtime (NI) (PPR) 	

6. CONTEXT INDICATORS

54

Number of telephone calls and incidents (NI) (PPR)
Number of Sudden Death reports to Procurator Fiscal (NI) (PPR)
Number of Missing Person Incidents (NI) (PPR)
Number of Registered Sex Offenders in the Community (NI) (PPR)
Number of Domestic Abuse Incidents (NI) (PPR)
Number of Problem Drug Users (NI)
Number of Individuals brought into Custody (NI) (PPR)
Number of Freedom of Information Requests and Questions (NI)

7. APPENDIX

58

7.1 Interpretation of Information

- 7.1.1 Force Priorities
- 7.1.2 Statutory Performance Indicators (SPI)
- 7.1.3 National Framework Indicators (NI)
- 7.1.4 Local Indicators (LI)
- 7.1.5 Single Outcome Agreements (SOA)
- 7.1.6 Baselines and 'Traffic Lights'

7.2 Acronyms

7.3 Further Sources of Information

1. INTRODUCTION & HIGHLIGHTS

1.1 INTRODUCTION

This report refers to both quarter 4 of the financial year 2009/10 (1 January 2010 – 31 March 2010) and to the full financial year of 2009/10 (1 April 2009 – 31 March 2010).

'Platform for Success Working with Communities' was published on 1 April 2009. Reviewed, refreshed and updated, it has continued to promote the Force Mission and the 2009/10 strategy for delivery, upon which this Annual Report is focused. The Force Mission is being achieved through delivery on the Force Priorities, which include crime/disorder and business/organisational issues. The next version, 'Sustaining and Developing Our Platform for Success 2010/11' was published on 1 April 2010 and this will become the renewed focus of our efforts in 2010/11 and will be reported upon in the Quarter 1 Performance Report.

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

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

The Force Priorities fit within the framework, as shown overleaf, for 2009/10. National performance indicators are included within each section of the report, as are a range of local indicators. Force level information is further broken down to Local Authority and lower local levels within divisional Public Performance Reports (PPR) and these indicators are highlighted with the PPR acronym. Further information on these or any indicators can be gained by contacting Superintendent MacColl at Willie.MacColl@grampian.pnn.police.uk.

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

Some comparisons have been drawn in this report to the national picture across Scotland, where deemed useful and informative. These comparisons are taken from the HMICS SPPF Annual Report 2008/09.

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	Service Response	Public Reassurance & Community Safety	Criminal Justice & Tackling Crime	Sound Governance & Efficiency	Context
Force Priorities	<ul style="list-style-type: none"> Community Focus Force Reputation & Standards 	<ul style="list-style-type: none"> Antisocial Behaviour National Security Public Protection Road Casualty Reduction 	<ul style="list-style-type: none"> Controlled Drugs Violence 	<ul style="list-style-type: none"> Workforce Modernisation 	
SPPF National Indicators	<ul style="list-style-type: none"> Complaints about police officers and police staff Service complaints User satisfaction with service provided Public confidence in the police Proportion of 999 calls answered within 10 seconds Time taken to respond to emergency calls Handling of non-emergency calls 	<ul style="list-style-type: none"> Number of recorded crimes and offences and detection rates Number of racist incidents, racially motivated crimes and detection rates Number of recorded ASB community crimes and 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 Experience of antisocial behaviour Perception of the general crime rate in the local area Victimisation rates for personal and household crime Level of personal and household crime and the proportion reported to the police Volume of forensic services provided Number of Special Police Constables and hours they are used 	<ul style="list-style-type: none"> Percentage of criminal cases dealt with in 26 weeks Overall re-conviction rate Value of criminal assets confiscated as a result of SCDEA activity Number and percentage of reports submitted to Procurator Fiscal within 28 calendar days Number and percentage of reports submitted to 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 	<ul style="list-style-type: none"> Value of efficiency savings generated by Forces Value of efficiency savings generated by the SPSA Proportion of working time lost to sickness absence for police officers and police staff Turnover rates for police officers and police staff Proportion of salary costs accounted for by overtime Scottish Police College course utilisation rates 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 	<ul style="list-style-type: none"> Number of telephone calls and incidents Number of sudden deaths reported to the Procurator Fiscal Number of missing persons 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
Local Indicators	<ul style="list-style-type: none"> Deployment of Mobile Police Offices 	<ul style="list-style-type: none"> Number of ASB Incidents Vandalism Road Casualty Contributory Offences Detected Roads Policing Education Activity Roads Policing Proactive Enforcement Operations & High Visibility Patrols Legal Services 	<ul style="list-style-type: none"> Local Drug Indicators Violence Serious Assault Robbery Use of alternatives to court: Undertaking Cases 	<ul style="list-style-type: none"> Procurement Recruitment Staff Performance 	<ul style="list-style-type: none"> Number of CrimeFiles Number of missing persons and levels of risk Number of Drug Related Deaths Disclosure

*Indicators in red italics are reported on centrally by other agencies - data not available for this report.
Indicators in italics are required to be reported on by the Force on an annual basis but where quarterly data is available it is included in this report.*

1.2 HIGHLIGHTS

The Force takes responsibility for our performance, be that positive or negative and constantly recognises the support offered by our many partners and members of our communities across the North East of Scotland. Our stated intention in Platform for Success was 'Working with Communities' and we successfully delivered upon this throughout the year, while continuing to build on our excellent performance.

New Policing Model

Throughout 2009/10, the Force developed a new Policing Model, 'Local Policing – Closer to You' which was introduced on 1 April 2010. This has established Local Policing Teams across all communities in the Grampian Police area, with local Officers working with communities and partners, responding to local needs.

This new approach involves the key activities of 'Consult, Listen, Respond and Feedback' and as we go forward, our 2010/11 strategy entitled - 'Sustaining and Developing our Platform for Success' will support the continued development of our Community Focus Priority.

Recorded Crime Down

Recorded crime is at its lowest level for 7 years - 3053 fewer Group 1-4¹ crimes were recorded by us last year. Compared to 2003/04 we recorded 25.2% fewer crimes in 2009/10. This means fewer victims and gives front line Officers more time to work in communities.

Fewer Violent Crimes

Detection rates are at their highest level for 7 years – 77.8%, up from 57.3% in 2003/04. There were 109 fewer violent crimes recorded than last year – almost 15% down. These crimes often have a huge impact on victims and families. Robberies and Serious Assaults continue to fall year on year and are also at the lowest level for 7 years.

Fall in Antisocial Behaviour (ASB)

Our sustained focus on keeping our communities safe has led to 10% fewer ASB calls and an overall fall of 2672 (12.5%) recorded crimes when compared to last year. Vandalism has fallen by 21.3% when compared to last year - 1850 fewer crimes recorded.

Service Response Improving

Last year we received 56518 emergency calls, of which 96.2% were answered within 10 seconds. In our annual survey of public satisfaction, 86% of respondents were satisfied with the overall way we dealt with their call – an improvement of 2.3% on last year. We are still working hard to improve our feedback to those who contact us and to engage with others.²

Fewer Road Deaths

The challenge for Grampian Police and our partners continues to be impacting upon driver behaviour. Despite our engagement with young drivers and motorcyclists, tragically 30 people were killed on North East roads last year. Although we have seen 6 fewer deaths in 2009/10 than in 2008/09, one death is still too many.

¹ This comprises Group 1 Crimes of Violence, Group 2 Crimes of Indecency, Group 3 Crimes of Dishonesty and Group 4 Crimes, Fire-Raising, Malicious and Reckless Conduct (including Vandalism).

² The Scottish Crime and Justice Survey 2008/09 estimated that only 42% of crime was reported to the Police.

More Police Officers in Force

We now have 1600 Police Officers serving the North East, the highest number in the history of the Force and an increase from 1301 in 2003/04 (up 23.1%). This has strengthened the platform for our continually improving performance and delivery of the new Policing model.

Efficiency Saving Target Exceeded

Consistent with previous years, during 2009/10 the Force exceeded the Government target and made £4.4 million in efficiency savings. Given anticipated budget pressures, there may be limited scope to meet targets in future years.

Reducing Overtime Costs

In delivering a balanced budget, we reduced overtime costs throughout the year, saving £638,000, despite the significant demands placed upon our resources.

Operational Challenges

Throughout 2009/10, the Force has responded to a number of challenges, the most demanding undoubtedly being the North Sea helicopter crash on 1 April 2009, in which 16 men tragically died. Over 200 Police Officers and Staff, along with numerous internal and external partners were involved in our response, which required us to travel to Norway, Latvia, England and elsewhere to support bereaved families and gather evidence. The investigation continues, with our staff working jointly with Crown Office and Procurator Fiscal Service (COPFS) and the Air Accident Investigation Branch (AAIB).

The extreme weather conditions experienced during the year, including flooding in quarter 2 and the prolonged snowfall in quarters 3 and 4, along with 5 Murder enquiries, impacted upon many areas of the Force and placed extensive demands on resources.

We have continued proactivity throughout the year, targeting criminals who impact on our communities. Drugs operations, such as Operation Sirius³, have contributed to a total of over 19kg of Class A drugs seized, reducing harm. The pioneering Roads Policing Operation Piston has ensured that the focus on young drivers has become standard practice across the Force. Grampian Police will continue to be proactive, targeting those who cause the most harm to communities and to themselves.

³ Operation Sirius ran between 19/02/2010 and 26/03/2010 and targeted street level drug dealers across the Force.

2. SERVICE RESPONSE

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

2.1 COMMUNITY FOCUS

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

We are committed to the provision of a quality service which has the communities we serve at its heart and as part of our 'Platform for Success – Working with Communities' agenda, the Force set a strategic priority for 2009/10 to:

'Engage and work with partners and the community to deliver improved Policing services based upon the principles of a community focused approach'.

Consequently, building upon the corporate learning gathered throughout 2009/10, a new Policing Model, branded as 'Local Policing – Closer to You' was introduced on 1 April 2010.

'Closer to You' has now established local policing teams across all communities in the Grampian Police area with local Officers working with partner agencies and the communities, responding to local needs.

This new approach involves the key activities of 'Consult, Listen, Respond and Feedback' and as we go forward, our 2010/11 strategy entitled - 'Sustaining and Developing our Platform for Success' will support the continued development of this key Force priority.

Proportion of 999 Calls Answered within 10 seconds (NI) (SPI) (PPR)

Proportion of 999 Calls Answered within 10 seconds	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total 999 calls	14350	15887	14907	14116	14900	15039	13984	12595
Answered within 10 seconds	12771	13890	13491	13535	14087	14493	13452	12355
% Answered within 10 seconds	89.0%	87.4%	90.5%	95.9%	94.5%	96.4%	96.2%	98.1%

National Target – 90%.

Annual Statistics	2008/09	2009/10
Total 999 calls	59260	56518
Answered within 10 seconds	53687	54387
% Answered within 10 seconds	90.6%	96.2%

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The percentage of 999 calls answered within 10 seconds is at its highest level since the start of 2008/09, with 98.1% of calls answered within 10 seconds in quarter 4. Annually, the percentage of calls answered within 10 seconds increased from 90.6% to 96.2%.

96.2% of 999 calls were answered within 10 seconds in 2009/10.

Time Taken to Respond to Emergency Incidents (NI) (PPR) (In Grampian Police, this refers to 'Grade 1' calls where an emergency response is required)

Time Taken to Respond to Emergency Incidents	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total number of emergency response incidents	1347	1455	1334	1187	1277	1189	1185	1060
Total number responded to within Force target response time*	1238	1299	1205	1080	1172	1093	1099	987
% responded to within Force target response time	91.9%	89.3%	90.3%	91.0%	91.8%	91.9%	92.7%	93.1%
Average response time (minutes/seconds)**	7m32s	7m44s	7m10s	6m48s	6m34s	6m32s	6m12s	5m59s

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

**This relates to the average response times for all Grade 1 incidents as per the National Indicator. In quarter 4, the Aberdeen Division average response time was 5m13s, for Aberdeenshire it was 8m04s and it was 6m05s in Moray Division.

Annual Statistics	2008/09	2009/10
Total number of emergency response incidents	5323	4711
Total Number responded to within force target time*	4822	4351
% responded to within force target response time	90.6%	92.4%
Average response time (minutes)	7mins1sec**	6mins20sec**

The average time taken to respond to emergency incidents in quarter 4 was under 6 minutes for the first time. All 3 Divisions response times were ahead of the targets of 10 minutes in Aberdeen and 25 minutes in Aberdeenshire and Moray.

Annually, 92.4% of incidents were responded to within the target response times and on average, calls were responded to 41 seconds faster than in 2008/09, assuring the public of a quick response in an emergency. In 2008/09, we had the quickest response time to emergency incidents for the whole of Scotland, something we aim to repeat when the national figures for 2009/10 are released.

92.4% of incidents were responded to within target response times in 2009/10.

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

Non-Emergency Call Performance	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Non-emergency calls received	96273	98001	88794	89272	94258	92460	86004	82331
Non-emergency calls answered	90347	93285	85887	86368	91470	89841	84078	80981
% Answered	93.8%	95.2%	96.7%	96.7%	97.0%	97.2%	97.8%	98.4%
Number of calls abandoned/lost	5926	4716	2907	2904	2788	2619	1926	1350
% Abandoned/lost	6.2%	4.8%	3.3%	3.3%	3.0%	2.8%	2.2%	1.6%
Number of calls answered within 40 seconds	75918	81024	77217	78594	84152	81438	79116	78052
% of non-emergency calls answered within 40 seconds	84.0%	86.9%	89.9%	91.0%	92.0%	90.6%	94.1%	96.4%

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

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

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

Annual Statistics	2008/09	2009/10
Non-Emergency Calls Received	372340	355053
Non-Emergency Calls Answered	355887	346370
% Answered	95.6%	97.6%
Number of Calls Answered within 40 seconds	312753	322758
% Answered within 40 seconds	87.9%	93.2%

The number of non-emergency calls has fallen for the second quarter in a row. This reduction is assessed in some part, due to the severe weather conditions, which kept more people at home and lowered the level of demand for the Police in quarters 3 and 4. The percentage of non-emergency calls answered within 40 seconds was at the highest level in quarter 4 for 2 years.

During 2009/10, 97.6% of non-emergency calls were answered, an increase of 2% from 2008/09. The percentage of calls lost was 1.6% in quarter 4, the lowest quarter in 2 years. The FSC is continuously improving the proportion and speed of which calls are answered, with the average time taken to answer a non-emergency call below 10 seconds for the first time. This compares to 13 seconds for 2008/09.

97.6% of Non-Emergency Calls were answered in 2009/10, with 93.2% answered in under 40 seconds.

As email consistently becomes the preferred method of communication for many, the FSC is responding to this and now deals with, on average, over 100 emails every day.

Deployments of Mobile Police Offices (LI)

Deployments of Mobile Police Offices	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	17	38	30	21	29	32	32	7
Aberdeenshire	30	67	80	45	55	50	50	17
Moray	41	37	53	44	65	34	51	52
Force Total	88	142	163	110	149	116	133	76

Deployment of Mobile Police Offices	2008/09	2009/10
Aberdeen	106	100
Aberdeenshire	222	172
Moray	175	202
Force Total	503	474

The number of deployments of Mobile Police Offices fell notably during quarter 4. This is in part, due to a number of cancellations because of the adverse weather conditions.

Aberdeen Division used the Mobile Police Office for patrols in the Victoria Road area of Aberdeen, neighbourhood duties in Tillydrone and a number of high visibility patrols by the City Centre Unit.

In Aberdeenshire Division, deployments included the Stonehaven Fireball event along with youth consultations in New Pitsligo, Longside, Hatton and New Deer. The Mobile Office in Aberdeenshire was unavailable for 53 days during the year for maintenance and repair reasons.

In Moray Division, the Office was used for numerous Community Surgeries across the Division by Community Beat Officers and Community Wardens. It was also used as part of the Operation Nitelite road safety initiative across Moray schools, promoting safety for school pupils travelling to and from school in the dark winter months. In addition, the Office was utilised during a high profile Missing Person enquiry in Elgin.

For the whole of 2009/10, the number of deployments fell for Aberdeen and Aberdeenshire Divisions when compared to 2008/09, whilst the number in Moray increased.

2.2 FORCE REPUTATION AND STANDARDS

- Maintain, promote and improve professional and ethical standards, protect the integrity and reputation of the Force and enhance public trust and confidence.

Grampian Police view complaints from the public as important feedback and we acknowledge there are areas for improvement, for both individuals and the Force. Whilst there has been a slight rise in complaints on the previous year, the number of criminal complaints against staff is very low and lower than 2008/09. The vast majority of complaints are about staff attitude and poor service.

We remain committed to maintaining professional and ethical standards of behaviour from all of our staff, in order to improve the delivery of quality policing services and to enhance public trust and confidence.

Complaints about Police Officers and Police Staff (NI) (SPI) (PPR) and Service Complaints (NI) (SPI) (PPR)

Complaints	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total Complaints	89	96	104	120	106	131	115	131
Total number of STORM Command and Control Incidents	39802	42803	39355	38791	41362	42308	37934	35250
Complaints per 10,000 incidents recorded	22.4	22.4	26.4	30.9	25.6	30.9	30.3	37.2
Number of allegations arising from complaints	173	229	272	214	173	229	267	214
Number of allegations where action is taken*	13	32	23	19	50	42	57	33
Number of Service Complaints	27	20	27	47	51	26	44	19
Number of Service Complaints per 10,000 population**	0.50	0.37	0.50	0.88	0.94	0.48	0.82	0.40

Complaints within this indicator refer to those on duty.

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

*** Population in Grampian 2008/09 – 535290, 2009/10 - 539630*

Annual Statistics	2008/09	2009/10
Total Complaints	413*	487*
Total number of Incidents	160751	156854
Complaints per 10,000 incidents recorded	25.4	30.8
Number of allegations arising from complaints	888	883
Number of allegations where action is taken	87	182
Number of Service Complaints	121	135*
Number of Service Complaints per 10,000 population	2.26	2.59

** Individual quarterly figures differ slightly from the annual total complaints due to the changing nature of complaints as they are investigated throughout the year.*

The total number of complaints received by the Force increased in quarter 4 to 131, although this is the same as quarter 2. The number of service complaints decreased to 19, the lowest quarterly number for the last 2 years.

The number of complaints per 10,000 incidents is at the highest quarterly level for 2 years. This increase is influenced by a decreasing number of incidents, itself caused in part by improved management processes in call handling and incident recording.

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Complaints received by the Force have increased from 413 in 2008/09 to 487 in 2009/10. This follows the trend of increasing complaints throughout the year. The number of service complaints increased from 121 to 135.

Recording processes have been refined and developed between 2007 and 2010, with the implementation of a new complaints definition, an increase in awareness internally and more robust recording processes. As a consequence, the Force has experienced an increase in recorded complaints over the past 3 years. However, the number of On Duty Criminal complaints is very low. During the year, 38 such complaints were made and this equates to 8% of all On Duty complaints during 2009/10.

Historically complaints were either Substantiated or Not Substantiated in terms of Misconduct. This meant that in many instances, whilst the service or behaviour could have been better, if Misconduct had not been established, the complaint was viewed as being Non Substantiated. In 2009, counting rules were amended to allow Forces to include instances where action had been taken, even though Misconduct had not been established. We now view advice given, diversion to training or changes in procedures as being action taken. This has resulted in increases in cases where action has been taken over the past year.

User Satisfaction with Service Provided (NI) (PPR)

Statistics on the level of Service User Satisfaction are required to be reported on an annual basis to the Scottish Government and other authorities. This has involved telephone surveys conducted by the FSC, who aim to conduct 200 surveys each month (600 per quarter) of individuals who have been in contact with Grampian Police. Statistics for previous quarters are regularly updated as surveys for previous quarters are completed. Statistics for the current quarter will also change in subsequent quarters once all surveys are completed.

During quarter 4, 660 people took part in the survey. A total of 2669 people were surveyed in 2009/10, out of 2885 people contacted, giving an annual 92.5% response rate.

Satisfaction with initial Police contact	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Very satisfied	52.4%	51.4%	51.8%	61.0%	56.1%	59.0%	58.7%	58.6%
Fairly satisfied	40.3%	36.5%	39.6%	30.4%	35.3%	32.1%	35.1%	35.7%
Neither Satisfied nor Dissatisfied	3.7%	5.5%	3.6%	3.8%	3.4%	4.5%	2.4%	2.0%
Fairly Dissatisfied	1.9%	3.0%	2.6%	2.1%	2.6%	2.7%	1.7%	1.5%
Very Dissatisfied	1.3%	1.5%	1.5%	1.3%	1.6%	1.3%	1.8%	1.4%
No response	0.3%	2.0%	0.8%	1.3%	0.9%	0.4%	0.3%	0.8%

Annual Statistics - Satisfaction with initial Police contact	2008/09	2009/10
Very satisfied	54.2%	58.2%
Fairly satisfied	36.7%	34.5%
Neither Satisfied nor Dissatisfied	4.2%	3.1%
Fairly Dissatisfied	2.4%	2.1%
Very Dissatisfied	1.4%	1.5%
No response	1.1%	0.6%

Service User Satisfaction has increased during quarter 4, with 94.3% of those surveyed reporting they were satisfied with initial Police contact. Annual satisfaction with initial Police contact has risen from 90.9% in 2008/09 to 92.7% in 2009/10.

NOT PROTECTIVELY MARKED

Satisfaction with the actions taken by Police to resolve the enquiry	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Very satisfied	48.2%	45.9%	49.3%	54.4%	52.7%	53.2%	55.4%	58.6%
Fairly satisfied	38.4%	36.5%	35.6%	28.8%	31.9%	30.3%	31.3%	30.3%
Neither Satisfied nor Dissatisfied	6.3%	6.1%	4.0%	4.8%	5.9%	5.7%	4.9%	4.4%
Fairly Dissatisfied	4.8%	5.2%	6.0%	4.1%	4.4%	5.0%	3.6%	3.8%
Very Dissatisfied	1.5%	2.9%	3.1%	3.8%	3.1%	3.3%	3.6%	2.4%
No response	0.8%	3.5%	2.0%	4.1%	2.0%	2.7%	1.2%	0.5%

Annual Statistics - Satisfaction with the actions taken by police to resolve the enquiry	2008/09	2009/10
Very satisfied	49.5%	55.0%
Fairly satisfied	34.8%	30.9%
Neither Satisfied nor Dissatisfied	5.3%	5.2%
Fairly Dissatisfied	5.0%	4.2%
Very Dissatisfied	2.8%	3.1%
No response	2.6%	1.6%

Satisfaction with action taken to resolve the enquiry has increased in quarter 4 to 88.9%. For the whole of 2009/10, 85.9% were satisfied with action taken to resolve the enquiry. This is an increase of 1.6% from 2008/09.

Kept adequately informed on progress	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Yes	42.7%	42.9%	33.6%	31.4%	34.2%	35.2%	39.9%	35.4%
No	17.9%	28.2%	21.0%	21.7%	22.9%	23.6%	23.1%	21.8%
Not applicable	38.7%	28.9%	44.9%	43.6%	42.9%	41.2%	37.0%	42.6%
No response	0.6%	0%	0.5%	3.3%	0%	0%	0%	0.2%

Annual Statistics – Kept adequately informed on progress	2008/09	2009/10
Yes	37.7%	36.2%
No	22.2%	22.9%
Not applicable	39.1%	40.9%
No response	1.1%	0.03%

35.4% of survey respondents in quarter 4 were adequately informed on progress.

Of those who this question was applicable to, 36.2% answered that they had been adequately informed of the progress of the enquiry in 2009/10. This is a slight reduction of 1.5% when compared to 2008/09. This question was not applicable to 40.9% of those surveyed in 2009/10.

NOT PROTECTIVELY MARKED

Satisfaction with their treatment by staff at initial contact	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Very satisfied	56.5%	59.8%	59.1%	64.8%	64.7%	62.1%	61.6%	63.3%
Fairly satisfied	37.7%	31.8%	34.8%	28.3%	27.7%	31.0%	32.3%	30.0%
Neither Satisfied nor Dissatisfied	3.5%	3.7%	3.3%	2.1%	3.0%	3.3%	2.7%	2.4%
Fairly Dissatisfied	0.8%	1.0%	0.7%	1.5%	2.5%	2.1%	1.4%	1.2%
Very Dissatisfied	1.1%	1.3%	0.8%	1.5%	1.4%	0.8%	1.5%	2.1%
No response	0.3%	2.4%	1.5%	1.8%	0.8%	0.7%	0.5%	1.0%

Annual Statistics - Satisfaction with their treatment by staff at initial contact	2008/09	2009/10
Very satisfied	60.0%	62.9%
Fairly satisfied	33.1%	30.3%
Neither Satisfied nor Dissatisfied	3.2%	2.8%
Fairly Dissatisfied	1.0%	1.8%
Very Dissatisfied	1.2%	1.5%
No response	1.5%	0.7%

The number of respondents who were satisfied with treatment by staff at initial contact has remained relatively consistent throughout each quarter in 2009/10. This is similar for the whole of 2009/10 when compared to 2008/09, with rates of 93.2% and 93.1% respectively.

Satisfaction with treatment by officers who attended	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Very satisfied	57.8%	58.5%	64.5%	66.2%	67.6%	68.0%	62.8%	69.8%
Fairly satisfied	36.1%	32.6%	27.8%	23.3%	25.2%	23.7%	28.5%	22.9%
Neither Satisfied nor Dissatisfied	2.1%	4.8%	0.4%	4.1%	3.1%	2.4%	2.5%	4.1%
Fairly Dissatisfied	2.4%	1.0%	2.7%	1.1%	1.5%	2.1%	2.8%	1.3%
Very Dissatisfied	1.3%	2.6%	0.8%	2.3%	1.5%	1.4%	2.5%	0.3%
No response	0.3%	0.6%	3.9%	3.0%	1.1%	2.4%	0.9%	1.6%

Annual Statistics - Satisfaction with treatment by officers who attended	2008/09	2009/10
Very satisfied	61.2%	66.8%
Fairly satisfied	30.6%	25.1%
Neither Satisfied nor Dissatisfied	2.9%	3.1%
Fairly Dissatisfied	1.8%	2.0%
Very Dissatisfied	1.8%	1.4%
No response	1.7%	1.6%

Those who were satisfied with the treatment by Officers who attended has remained stable throughout 2009/10, with each quarter recording figures of at least 91%.

The Force improved marginally on the figure for last year, with 91.8% satisfied in 2008/09 and 91.9% satisfied in 2009/10.

NOT PROTECTIVELY MARKED

Satisfaction with the overall way Grampian Police dealt with the matter	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Very satisfied	46.8%	44.9%	47.8%	51.7%	54.4%	53.0%	54.9%	57.8%
Fairly satisfied	38.1%	38.7%	38.4%	30.9%	31.1%	31.5%	32.8%	28.6%
Neither Satisfied nor Dissatisfied	6.9%	6.9%	5.1%	4.1%	6.1%	5.4%	5.8%	6.2%
Fairly Dissatisfied	4.4%	4.2%	4.5%	5.8%	5.0%	6.2%	3.2%	3.5%
Very Dissatisfied	2.3%	4.2%	3.3%	3.1%	2.2%	2.5%	3.2%	3.6%
No response	1.6%	1.2%	0.8%	4.3%	1.2%	1.3%	0.2%	0.3%

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

Annual Statistics – Satisfaction with the overall way Grampian Police dealt with the matter	2008/09	2009/10
Very satisfied	47.8%	55.0%
Fairly satisfied	36.5%	31.0%
Neither Satisfied nor Dissatisfied	5.8%	5.9%
Fairly Dissatisfied	4.7%	4.5%
Very Dissatisfied	3.3%	2.9%
No response	2.0%	0.7%

Satisfaction with the overall way in which Grampian Police dealt with matter remained stable in quarter 4. The annual level has increased from 84.3% to 86.0%.

2669 people (92.5% of those contacted) responded to the Service User Satisfaction survey.

92.7% were satisfied with initial Police contact.

93.2% were satisfied with their treatment by staff at initial contact.

91.9% were satisfied with their treatment by Officers who attended.

3. PUBLIC REASSURANCE & COMMUNITY SAFETY

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

3.1 ANTISOCIAL BEHAVIOUR

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

Addressing Antisocial Behaviour continues to be a Force priority for Grampian Police and our partners.

Overall, it is encouraging to note the continuing downward trend recorded in ASB Community Crimes and Vandalism in particular.

A focus on ASB through tasking and coordinating processes, working collaboratively with our partners and linkage to the 4 pillars of the Government's ASB strategy⁴, has enabled collective thinking and action to be maximised in influencing and maintaining this downward trend.

The Force and our partners are committed to ensuring that ASB continues to be effectively addressed.

⁴ The Scottish Government ASB strategy 'Promoting Positive Outcomes' has provided a structure for the focus of national ASB work. The strategy is structured on 4 pillars; Prevention, Integration, Engagement and Communication.

Number of Recorded ASB Community Crimes and Offences and Detection Rates (NI) (PPR) (SOA)

Recorded	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Disregard for community/personal wellbeing	2495	2669	2709	2364	2488	2553	2392	2169
Acts directed at people	310	340	366	356	294	374	367	364
Environmental damage	2407	2202	2304	2265	2247	1841	1614	1579
Misuse of public space	196	218	95	76	92	133	99	94
Total	5408	5429	5474	5061	5121	4901	4472	4206

Detection Rates	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Disregard for community/personal wellbeing	81.8%	79.5%	84.3%	83.8%	82.2%	78.4%	82.1%	81.7%
Acts directed at people	48.7%	56.8%	56.3%	53.7%	62.2%	55.3%	57.5%	60.7%
Environmental damage	33.9%	30.1%	34.5%	28.2%	29.3%	26.6%	29.4%	29.2%
Misuse of public space	99.0%	99.5%	98.9%	101.3%	97.8%	101.5%	100.0%	97.9%
Total	59.2%	58.9%	61.7%	57.1%	58.1%	57.8%	61.5%	60.5%

Annual Statistics	2008/09	2009/10
Recorded	21372	18700
Detected	12665	11103
Detection Rate	59.3%	59.4%

This indicator is new to the SPPF in 2009/10, and aims to provide a measure of the number of crimes and offences that can be considered as ASB and impact on local communities⁵.

The number of ASB Community Crimes for 2009/10 is at the lowest level since 2004/2005. Quarterly, the figure is at its lowest for the last 3 years, partly due to the wintry weather conditions during quarter 4.

The number of ASB Community Crimes recorded in 2009/10 has fallen 12.5% when compared to 2008/09, a result of the focus on ASB as a Force priority. The detection rate has remained static for the last 2 years at 59.3% in 2008/09 and 59.4% in 2009/10.

During quarter 4, Roads Policing Officers continued to contribute to reducing ASB amongst motorists by issuing 58 ASB warnings to drivers who drove their vehicles in a careless or inconsiderate manner. 177 vehicles were seized across the Force. These seizures have been in relation to contraventions of Section 165 of the Road Traffic Act 1988, uninsured vehicles and also where ASB warnings have not been complied with.

The number of ASB Community Crimes and Offences recorded in 2009/10 is at the lowest level since 2004/05.

⁵ ASB Community Crimes and Offences are split into 4 headings; *Disregard for community/personal wellbeing*, *Acts directed at people*, *Environmental damage* and *Misuse of public space*. Further information on these can be found within the SPPF at <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/Performance>.

ASB Incidents (LI) (SOA)

ASB Incidents recorded on STORM	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	2407	2634	2150	2260	2535	2663	1911	1738
Aberdeenshire	1522	1543	1251	1279	1296	1453	1204	1046
Moray	966	1004	660	706	814	719	608	532
Total	4895	5181	4061	4245	4645	4835	3723	3316

ASB Incidents are a count of Incidents recorded on the STORM Command and Control system under the Incident Class Descriptions: Alcohol, Breach of the Peace, Drunk Man, Drunk Female, Neighbour Dispute, Noisy Music, Underage Drinking, Youths.

Annual Statistics	2008/09	2009/10
Aberdeen	9451	8847
Aberdeenshire	5595	4999
Moray	3336	2673
Total	18382	16519

The number of ASB incidents decreased in quarter 4 by 10.9% compared to quarter 3, in line with the lower level of crimes recorded.

The total number of ASB incidents in 2009/10 decreased by 1863 when compared to 2008/09, a decrease of 10.1% year on year.

In conjunction with our partners, all Divisions focus on ASB through local initiatives.

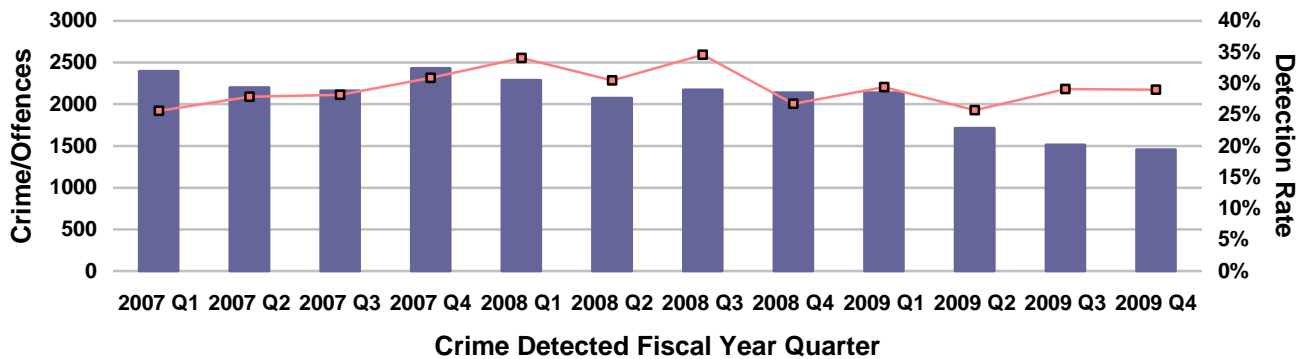
Examples of good practice include the banning of a number of individuals for violence and ASB from all Aberdeen city centre nightspots. This demonstrates effective partnership working with the licensed trade, along with Aberdeen City Council and Street Pastors.

In Aberdeenshire Division, the continuation of close links with the Community Safety Partnership allowed funding bids for dedicated ASB patrols in Peterhead, Fraserburgh, Inverurie, Westhill and Stonehaven during March and the school holidays.

Moray Community Wardens, in conjunction with the Moray Council ASB Coordinator, have again run a successful anti-litter campaign across Moray, utilising the media to highlight the ASB aspect of such behaviour and backing this up with high profile patrols in all areas, where the Mobile Police Office has been used to good effect.

The active tackling of quality of life issues through the daily, fortnightly and 4 weekly TT&CG processes is contributing to the reduction in ASB.

Vandalism (LI) (SOA)



Fiscal Year Quarter	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	
Recorded	2288	2074	2174	2138	2139	1715	1515	1455	
Detected	779	632	752	572	629	441	441	422	
Detection Rate	34.0%	30.5%	34.6%	26.8%	29.4%	25.7%	29.1%	29.0%	

Annual Statistics	2008/09	2009/10
Recorded	8674	6824
Detected	2735	1933
Detection Rate	31.5%	28.3%

The number of Vandalisms recorded in quarter 4 is 1455, the lowest quarter for the last 3 years. The detection rate remained similar to that recorded in quarter 3.

Annually, the number of Vandalisms recorded has decreased by 21.3% (1850 fewer crimes), when compared to 2008/09. Vandalism remains a key area of focus within the ASB priority and is subject to close scrutiny at divisional and force levels.

The number of Vandalisms recorded in 2009/10 is the lowest for 7 years.

Level of Detected Youth Crime (NI) (PPR) (SOA)

Crimes Detected	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	795	666	641	763	711	799	669	570
Aberdeenshire	535	447	403	359	348	365	326	255
Moray	345	282	264	293	249	224	164	171
Total	1675	1395	1308	1415	1308	1388	1159	996

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

Annual Statistics	2008/09	2009/10
Aberdeen	2865	2749
Aberdeenshire	1744	1294
Moray	1184	808
Total	5793	4851

The figures for youth crime in each quarter are dependent on the number of crimes detected. Therefore, despite the level of detected youth crime appearing at its lowest quarterly level for the last 3 years, the figures in the table may increase in future reports, as crimes are detected.

Annually, the number of detected youth crimes has fallen 16.3% when compared to 2008/09. Again, this may increase in future reports, once statistics are updated. However this is also a result of lower levels of overall crime recorded.

Examples of good practice in relation to youth issues, include the rolling out of midnight football in Aberdeenshire Division. This involves close partnership working between Grampian Police and Aberdeenshire Council Sports Development.

In Moray, partnership working continues to address substance misuse and its links to youth offending. Additional funding has been made available through Moray Alcohol and Drug Partnership which has facilitated the provision of trained workers from Moray Youth Justice to interact with young people found under the influence of substances. They will then be involved in recognised programmes of intervention and counselling regarding lifestyle choices and associated issues.

Number of Children and Young People Responsible	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	552	426	453	450	509	529	500	416
Aberdeenshire	427	380	374	296	341	300	261	221
Moray	246	213	198	195	193	178	132	121
Total	1225	1019	1025	941	1043	1007	893	758

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

Annual Statistics	2008/09	2009/10
Aberdeen	1375	1489
Aberdeenshire	1175	923
Moray	625	479
Total	3175	2891

This indicator is a count of the number of children and young people (aged 8-17 inclusive) who committed crimes (Crime Groups 1-6) for the whole financial year.

The number of children and young persons responsible for committing crimes reduced in quarter 4 to 758. As with crimes detected, this figure will increase in future reports once more crimes are detected.

Annually, 8.9% fewer children and young people committed crime in 2009/10 compared to 2008/09.

A major contributory factor in the reduction of juvenile offenders is the role played by the Youth Justice Management Unit (YJMU), who have continued to develop and refine their processes, particularly in relation to early intervention. Stronger partnership links with external agencies are also having a positive impact.

3.2 NATIONAL SECURITY

- Counter the threat from International Terrorism and Domestic Extremism.

The UK Government long term strategy for countering International Terrorism, CONTEST 2, aims to reduce the risk from International Terrorism and to allow people to go about their daily lives freely and with confidence. The strategy is divided into the 4 strands of Prevent, Pursue, Protect and Prepare.

This Force Priority is designed to reduce the risk from International Terrorism and Domestic Extremism through coordinated activity, which focuses both on specific threats and on efforts to reduce vulnerability to a terrorist attack.

During 2009/10, the emphasis has been mainly on the Prevent strand of CONTEST. Substantial progress has been made on the formation of multi-agency structures to develop responses to potential vulnerabilities, with Delphinus groups now in place in each of the 3 Local Authority areas.

Progress has also been made on the development of a range of contingency plans, both locally in terms of potentially vulnerable sites and nationally, relative to joint Scottish or UK policing responses to threats and incidents.

Prevent – terrorism by tackling its causes and the radicalisation of individuals

The Force recognises the need to have meaningful engagement with our communities to combat the threat of terrorism. Within the 3 local authority areas, the Force engages with partners including the local authorities, NHS, Educational Establishments and Prisons. Raising awareness in this way helps us increase the resilience of our communities to extremism. We have also facilitated 2 joint engagement events between local minority groups and through the Force Lay Advisor Group meetings, we are ensuring that we actively engage with our minority communities.

Counter Terrorism (CT) Briefing Groups have been established in each of the 3 Local Authority areas. These involve the Local Authority Chief Executive and relevant Heads of Service and will provide direction to the Divisional Delphinus Multi Agency Groups.

Meetings of Delphinus Multi Agency Groups have already taken place in Aberdeen and Aberdeenshire, with Moray structuring these meetings under the Moray Safer and Stronger Group.

An ACT (All Communities Together) Now tabletop exercise was successfully delivered to Divisional Delphinus group members in February 2010. As a result, the demand for delivery of both the ACT Now and Workshop to Raise Awareness of Prevent (WRAP) products has increased.

The Force Prevent Analyst produced a Problem Profile on racist incidents which was recently provided to the Force TTCG and recommendations from this are now being progressed.

In February 2010, Community Support facilitated the first joint seminar with AMINA, the Muslim Women's Resource Centre, to encourage dialogue between the Police and

Muslim women in Aberdeen. This has increased communications with this valuable group and further events have since been held.

Pursue – terrorists and those who sponsor them

Throughout the year, the main focus of Pursue led work has been on briefing all staff and developing our approach to sharing information with partners. This has raised the awareness of terrorism related issues and the Force now gathers more intelligence than ever before. The Force has provided high visibility Operations at Aberdeen Airport and various sea ports in Grampian, designed to provide reassurance and deter crime.

Protect – potential targets of terrorism

Project Griffin⁶ and Argus⁷ events continue to assist the development of partnership options for countering threats and preparing for the consequences of any extremist or terrorist attack.

Project Argus events for professionals and the night time economy have been delivered in Aberdeen in quarter 4.

A Project Griffin awareness raising day was also delivered by the Aviation Community Engagement Officers to businesses located within Aberdeen Airport.

Following the Improvised Explosive Device (IED) incident in January 2010 on Guild Street, Aberdeen, a Project Griffin Bridgecall⁸ was convened for the first time. This helped facilitate the sharing of Protective Security advice and other information.

Prepare – to respond to the consequences of a terrorist incident, in order that any disruption is minimised

CT Contingency Plans for Aberdeen Airport have been updated during quarter 4. CT tabletop exercises have also been held at RAF bases in the Force area, leading to the identification of learning points and actions to address them and improve future work.

⁶ Project Griffin is an internationally acclaimed Counter Terrorism protective security initiative aimed at the business, retail and commercial communities, with the aim of providing an understanding of terrorism and extremism and the practical measures that can be taken to counter this in our communities.

⁷ Project Argus is a National Counter Terrorism Security Office initiative, exploring ways to aid in preventing, handling and recovering from a terrorist attack. It achieves this by taking businesses through a simulated terrorist attack.

⁸ Operation Griffin Bridgecall is a process that the Counter Terrorism Security Advisors (CTSAs) in Force have developed in partnership with the local business community as a means of cascading alerts and information in quick time.

3.3 PUBLIC PROTECTION

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

Grampian Police is moving to a position to deal with Child Protection, Adult Protection, Domestic Abuse, the monitoring of Offenders and the implementation of the Getting it Right For Every Child (GIRFEC)⁹ agenda within a single business area and from strategic, through to tactical and operational levels. This has led to better linkage between the different strands of public protection and with our partners structures.

The Force has participated fully in the implementation of the recommendations of the HMle Inspections into the provision of services for the Protection of Children in the three local authorities and the implementation of the recommendations from the Review of the North East of Scotland Child Protection Committee.

Work is continuing with partners to develop all of these strands, in order that the significant challenges arising from public protection issues are dealt with in a manner that keeps our communities safe.

Child Protection

Aberdeen City Council have now appointed a number of staff to implement and oversee the GIRFEC process within the City. An Interventions and Short Term Team is to begin work in late May 2010. This will comprise of 15 Social Workers, 2 Senior Social Workers and a Manager with appropriate administration support. They will be involved in the screening of child concern reports before progression into the GIRFEC process. The Force is currently examining options for how we interface with this team.

⁹ Getting it Right For Every Child is about getting multi-agency partners, including the Police, to work together at a much earlier stage of intervention, to support a child and young person, so that the right service at the right time is in place for the child's particular needs.

Number of Racist Incidents, Racially Motivated Crimes and Offences and Detection Rates (NI) (SPI) (PPR) (SOA)

Racist Incidents	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Recorded	103	137	133	144	119	161	149	135

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

Annual Statistics	2008/09	2009/10
Racist Incidents	517	564

Racially Motivated Crimes	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Recorded	204	184	233	233	183	245	246	205
Detected	115	134	143	145	127	185	175	122
Detection Rate	56.4%	72.8%	61.4%	62.2%	69.4%	75.5%	71.1%	59.5%

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

Annual Statistics	2008/09	2009/10
Racially Motivated Crimes Recorded	854	879
Racially Motivated Crimes Detected	537	609
Detection Rate	62.9%	69.3%

The number of racist incidents has risen from 517 in 2008/09 to 564 in 2009/10. In line with this increase in incidents, the number of racially motivated crimes also increased, from 854 to 879. The increases result from proactive campaigns throughout the year to raise awareness and encourage reporting. The detection rate increased 6.4% when compared to 2008/09. Analysis has identified that the changing demographics of the Force area have contributed in part to the increases, with alcohol continuing to be a major contributory factor.

3.4 ROAD CASUALTY REDUCTION

- Reduce the number of persons killed or injured on Grampian's roads.

The past year has continued to be one of success, with annual figures for fatalities and all categories of injury showing a decrease when compared to the previous year. A significant challenge will be to influence behaviour to continue this trend in the forthcoming years.

Young drivers continue to be the main focus of attention, with an unacceptable level involved in collisions. The good practice identified from the successful Operation Piston now forms part of our daily business. Work is ongoing with COPFS regarding a Young Driver Diversion Scheme, with a trial period due to be implemented within the next year.

The vulnerable group of motorcyclists within rural areas are also involved in a disproportionate and unacceptably high level of collisions. Operation Zenith has been launched, in conjunction with our partners, to address this through intelligence led Policing, balancing education, engagement and enforcement.

Pedestrian casualties are of concern, particularly in Aberdeen City and remain part of our focus.

Road Traffic Collisions can be influenced by many factors, however, driver and rider behaviour remains critically influential and in order to reduce casualties on our roads, we will continue to focus on changing driver attitudes and behaviour through education and enforcement.

Number of Persons Killed or Injured in Road Accidents (NI) (SPI) (PPR) (SOA)

Persons Killed or Injured in Road Accidents (National Indicator)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Adults Killed	5	9	9	9	5	10	6	8
Adults Seriously Injured	117	110	69	60	69	98	95	51
Adults with Slight Injuries	281	292	305	292	306	280	327	228
Children Killed	1	2	1	0	0	1	0	0
Children Seriously Injured	11	6	4	9	3	7	7	5
Children with Slight Injuries	25	36	28	18	29	30	20	16

Annual Statistics	2008/09	2009/10
Adults Killed	32	29
Adults Seriously Injured	356	313
Adults with Slight Injuries	1170	1141
Children Killed	4	1
Children Seriously Injured	30	22
Children with Slight Injuries	107	95

During quarter 4, the number of adults killed in Road Traffic Collisions increased by 2 to 8 when compared with quarter 3. No children were killed during quarter 4. Adult and child serious and slight injuries all decreased in quarter 4.

Annual figures all decreased when compared to last year, with adult fatalities reducing

from 32 to 29 and child fatalities reducing from 4 to 1. Serious and slight injuries also decreased for both adults and children.

The adverse weather conditions experienced during quarter 4 resulted in an initial reduction in KSI incidents. After a period of time, this subsequently increased, once the worst of the weather had passed. Liaison is ongoing with partners regarding winter maintenance and the prevention of injuries on our roads.

Annually, all fatality and injury RTC categories have decreased, meaning 6 fewer deaths and 92 fewer injuries on Grampian's roads.

Road Casualty Contributory Offences Detected (LI) (SOA)

Contributory Offences	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Dangerous Driving	74	85	71	96	98	87	65	71
Careless Driving	710	648	503	541	491	493	500	364
Mobile Phones	737	368	376	406	427	340	261	353
Seatbelts	815	522	323	416	458	474	252	318
Speeding - Officers	1720	1502	1452	1135	1527	1203	834	776
Speeding - NESCAMP	2559	2408	1436	1025	1359	1135	961	1884
Drink Driver	271	290	279	231	256	217	224	184
Total	6886	5823	4440	3850	4616	3949	3097	3950

The figures quoted here are not a true reflection of activity in quarter 4, as most of these offences (excluding drink driving) are dealt with by way of Conditional Offer of a Fixed Penalty. The offender has 28 days in which to comply with the fixed penalty and therefore, many of March's offences have still to be recorded, dependent on the response from the offender. As such, the number of offences recorded for quarter 4 will increase in the next report.

NESCAMP – North East Scotland Safety Camera Partnership.

Annual Statistics	2008/09	2009/10
Dangerous Driving	326	321
Careless Driving	2402	1848
Mobile Phones	1887	1381
Seatbelts	2076	1502
Speeding - Officers	5809	4340
Speeding - NESCAMP	7428	5339
Drink Driver	1071	881
Total	21449	15612

During the current quarter, a number of proactive initiatives and operations have been conducted, focusing on young and antisocial drivers, Automatic Number Plate Recognition (ANPR)¹⁰ activations, taxis and offences committed by large goods and agricultural vehicles, operators and drivers. Young driver initiatives have been a particular focus, as this group is most at risk of being involved in RTCs.

The number of mobile phone and seatbelt offences increased in quarter 4. This may be due to the increase in daylight hours, which improves detection of these offences.

¹⁰ ANPR computer technology uses optical character recognition on images to read Vehicle Registration Marks on vehicles and provides search ability across a number of local and national databases for intelligence purposes.

Education Activity (LI)

Road Safety Inputs	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Inputs	918	336	558	689	844	213	465	420
Total Audience	22730	9237	21341	17128	23634	9505	22182	12102
Audience under 25 years old	-	-	19241 (90.2%)	14984 (87.5%)	21587 (91.3%)	7644 (80.4%)	15083 (68.0%)	10944 (90%)

Annual Statistics	2008/09	2009/10
Inputs	2501	1942
Total Audience	70436	67423
Audience under 25 years old	-	55258 (82.0%)

In quarter 4, 420 educational inputs were delivered to 12102 people, of which 90% were in the high risk group of drivers under the age of 25. In 2009/10, a total of 1942 inputs were delivered to 67423 people, of which 82% were under the age of 25.

Proactive Enforcement Operations & High Visibility Directed Patrols (LI)

Proactive Enforcement Operations	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Operations	39	37	31	22	19	21	27	21
Local Contributory Offences	365	174	5	14	29	14	53	4
Other Offences	208	200	204	177	138	153	114	150
Educated	658	291	628	17	5	277	608	168

Annual Statistics	2008/09	2009/10
Operations	129	88
Contributory Offences	558	100
Other Offences	789	555
Educated	1594	1058

High Visibility Directed Patrolling Activity	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Hours on Patrol	841	759	780	1210	1268	287	303	337
Local Contributory Offences	1057	791	722	950	57	8	1	6
Other Offences	664	698	956	1112	2151	116	148	259
Educated	1936	2688	2010	2479	2381	621	561	741
Injury Collisions	None	1 Serious	None	1 Serious	None	None	2 Serious	1 Fatal

Annual Statistics	2008/09	2009/10
Hours on Patrol	3590	2195
Contributory Offences	3520	72
Other Offences	3430	2674
Educated	9113	4304
Injury Collisions	2 Serious	2 Serious & 1 Fatal

During quarter 4, 337 hours were spent on patrol, an increase of 34 hours from quarter 3. The number of hours on patrol for the whole of 2009/10 has fallen by 1395 hours when compared to 2008/09. This is a result of a change in the method of recording and an enhanced focus on key roads with a history of a high number of RTCs and Contributory offences. Other offences and drivers educated have also decreased when compared to 2008/09.

3.5 OTHER INDICATORS

Number of Recorded Crimes and Offences (NI) (SPI) (PPR)

Crime Group	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	
Group 1	205	200	224	247	224	197	180	180	
Group 2	293	257	214	208	215	255	217	238	
Group 3	4345	4493	4065	4143	4116	4151	3937	3815	
Group 4	2512	2273	2403	2349	2355	1947	1701	1650	
Group 5	1597	1687	1603	1626	1324	1466	1252	1513	
Group 6	5063	5154	5281	4829	4956	5060	4795	4603	
Group 7*	10013	9131	7789	7690	8026	7487	6164	7304	

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

Annual Statistics	2008/09	2009/10
Group 1	876	781
Group 2	972	925
Group 3	17046	16019
Group 4	9537	7653
Group 5	6513	5555
Group 6	20327	19414
Group 7	34623	28981
Total Group 1-4	28431	25378
Total Group 1-6	55271	50347
Total Group 1-7	89894	79328

Group 1–4 Crimes

Group 1-4 crimes have decreased by 10.7% (3053 fewer crimes) in 2009/10 compared to 2008/09

Group 1 – Crimes of Violence

The number of Group 1 crimes recorded during quarter 4 remained at the same level as quarter 3, the best 2 quarters in the last 4 years.

For the whole of 2009/10, 10.8% (95) fewer Group 1 crimes were recorded than in 2008/09. This is the lowest level for the last 7 years.

Group 1 crimes are at the lowest level for the last 7 years.

Group 2 – Crimes of Indecency

Group 2 crimes increased in quarter 4 by 21 to 238, however this remains better than the 3 year average and represents good performance.

The number of crimes of indecency recorded for the whole of 2009/10 is 47 crimes fewer than recorded in 2008/09.

4.8% (47) fewer crimes of indecency have been recorded in 2009/10 when compared to 2008/09.

Group 3 – Crimes of Dishonesty

122 fewer crimes of dishonesty were recorded in quarter 3, leading to the best quarterly level of recorded crime in the last 4 years.

6% fewer crimes (1027) were recorded for the whole of 2009/10 when compared to 2008/09. There have been consecutive decreases each year since 2003/04, demonstrating sustained and continuous improvement.

6% (1027) fewer crimes of dishonesty have been recorded in 2009/10 when compared to 2008/09.

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

Group 4 crimes continued to fall in quarter 4 with 51 fewer crimes recorded, a decreasing trend which has continued in each quarter in 2009/10.

Annually, 1884 fewer crimes were recorded in 2009/10 than in 2008/09. This is a decrease of 19.8% year on year and the best in the last 7 years.

1884 (19.8%) fewer Group 4 crimes were recorded in 2009/10 when compared to 2008/09.

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

261 more Group 5 crimes were recorded in quarter 4 than in quarter 3. Activity during quarter 4, such as the locally focused drugs Operation Sirius has contributed towards this increase.

For the whole of 2009/10, 958 fewer Group 5 crimes were recorded than in 2008/09. This represents a decrease of 14.7%. Analysis shows that the types of offences which have experienced the strongest decreases are Possession of Offensive Weapons, including charges which involve articles with blades or points and Resisting Arrest charges. The decrease in these types of offences, in conjunction with other initiatives, such as the use of Ferroguard equipment¹¹ and falling Robberies and Serious Assaults, are evidence of Grampian becoming an increasingly safer place to live.

¹¹ Along with all other Scottish Police Forces, Grampian Police was recently provided with a Ferroguard metal detector. The portable machine, when deployed, detects any metallic items on an individuals person.

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

192 fewer Group 6 crimes were recorded during quarter 4, a decrease of 4.0% compared to quarter 3.

Annually, 913 fewer crimes were recorded for the whole of 2009/10. This is a decrease of 4.5% compared to 2008/09.

Group 7 – Offences Relating to Motor Vehicles

During quarter 4, 1140 more offences were recorded than in quarter 3, although year on year, Road Traffic Offences decreased by 16.3%. This is a result of intelligence led policing and a proactive focus on key roads where there is a history of injuries and fatalities in RTCs.

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

Crime Group	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	
Group 1	76.1%	74.0%	72.8%	74.5%	75.9%	89.3%	83.3%	87.2%	
Group 2	84.0%	84.0%	64.0%	51.0%	59.5%	85.9%	62.7%	71.0%	
Group 3	38.6%	35.6%	40.6%	39.4%	33.4%	37.5%	37.6%	44.5%	
Group 4	34.9%	30.7%	35.4%	28.9%	30.1%	28.2%	30.4%	30.2%	
Group 5	93.0%	98.8%	96.8%	98.4%	94.1%	95.1%	91.4%	94.3%	
Group 6	74.8%	74.6%	78.4%	75.3%	76.6%	71.9%	77.3%	74.3%	
Group 7*	94.6%	92.4%	94.8%	94.0%	95.1%	93.4%	93.6%	95.7%	

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

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

Annual Statistics	2008/09	2009/10
Group 1	74.3%	83.6%
Group 2	72.5%	70.5%
Group 3	38.5%	38.1%
Group 4	32.5%	29.7%
Group 5	96.8%	93.8%
Group 6	75.8%	75.0%
Group 7	94.0%	94.5%
Total Group 1-4	38.8%	38.2%
Total Group 1-5	49.6%	48.2%
Total Group 1-7	72.7%	71.6%

Overall detection rates for Group 1-7 crimes and offences have fallen by 1.1% when compared to 2008/09. This however, can be balanced against excellent decreases in recorded crime across all groups.

Group 1 – Crimes of Violence

The detection rate for Group 1 crimes increased from 83.3% to 87.2% in quarter 4. This is the second highest detection rate for this crime group for 3 years.

The annual detection rate for Group 1 increased by 9.3% since 2008/09 and is now at 83.6%. This is well above the 2008/09 Scottish average of 63.9%.

Detection rate for crimes of violence has increased by 9.3% to 83.6% in 2009/10.

Group 2 – Crimes of Indecency

The detection rate for Group 2 crimes increased to 71.0% in quarter 4. This is an increase of 8.3% and is above average.

Annually, the detection rate has fallen by 2% from 2008/09, however this remains 2.4% above the Scottish average for 2008/09.

Group 3 – Crimes of Dishonesty

The detection rate for Group 3 crimes is at its highest level for 3 years at 44.5%. This is an increase from 37.6% in quarter 3.

Year on year, the detection rate has fallen by 0.4% to 38.1%. This is slightly below the 2008/09 Scottish average of 38.9%.

Group 4 – Fire-raising, Malicious and Reckless Conduct

The quarterly detection rate for Group 4 crimes decreased slightly from quarter 3 to 30.2%.

Annually, the detection rate has fallen from 32.5% in 2008/09 to 29.7% in 2009/10. However, this is above the 2008/09 Scottish average of 25.0% and represents the best 2 consecutive years performance of the Force for the last 7 years.

Group 5 – Other Crimes

The Group 5 detection rate increased to 94.3% in quarter 4, however, due to the excellent performance recorded previously in this crime group, the traffic light is still shown as red.

Annually, the detection rate has fallen from 96.8% to 93.8%. This is below the Scottish average of 98.1% for 2008/09. The Force however expects these detection rates to increase following audits to ensure compliance with crime recording, as guided by the Scottish Crime Recording Standard (SCRS).

Group 6 – Miscellaneous Offences

The quarterly detection rate for Group 6 has fallen by 3% to 74.3%.

The annual detection rate has fallen by 0.8% to 75.0%. This is below the 2008/09

Scottish average of 86.4%.

Group 7 - Offences Relating to Motor Vehicles

The Group 7 quarterly detection rate increased to 95.7% and the annual detection rate increased by 0.5% to 94.5%. This is below the Scottish 2008/09 average of 98.8%.

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

Special Constables (Headcount)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Number of Special Constables	163	158	172	181	181	167	173	179
Hours they are on duty	7263	6595	7304	7363	7820	7595	7804	7618

Annual Statistics	2008/09	2009/10
Number of Special Constables	181	171
Hours they are on duty	28525	30837

The number of Special Constables increased to 179 in quarter 4, with the overall number of hours they were on duty decreasing to 7618.

There were 10 fewer Special Constables operating within the Force in 2009/10 than in 2008/09. Despite this, the hours they were on duty increased to 30837, an increase of 2312 hours (8.1%).

4. CRIMINAL JUSTICE & TACKLING CRIME

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

4.1 CONTROLLED DRUGS

- Reduce the demand for and supply of controlled drugs, particularly Cocaine, Crack Cocaine and Heroin.

Grampian Police have continued to tackle the threat to our communities posed by those who supply illicit drugs, with a number of very successful operations throughout the Force area, including the recent Operation Sirius.

In preparation for the transition from the priority of Controlled Drugs to Serious Organised Crime and Drugs, Crime Management Operations have restructured to maximise delivery of the Scottish Government strategy, 'Letting our Communities Flourish' and in particular the 4 D's, namely Divert, Disrupt, Deter and Detect. New Major Investigation Teams (MITs) are supported by intelligence and other specialists, including forensics and are already contributing to making Grampian a hostile environment for such criminality, with very positive results.

The Force has participated in a National Mapping Process which has identified the Organised Crime Groups (OCGs) operating in our area who we will robustly target. In addition, the MITs will support the Local Policing Teams as they deal with those who are causing harm to our communities.

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

National Drug Indicators	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
All Offences for Supply and Possession with intent to supply (NI)	214	177	206	310	138	174	172	243
Supply and Possession with intent to supply Class A drugs (NI)	151	125	136	200	90	103	101	141
Weight of Class A Drug Seizures (grams) (NI)	7311.49	4057.39	10285.07	4867.24	1951.43	11515.21	2691.50	3080.68
Quantity of Class A Drug Seizures (tablets) (NI)	927	12	83	39	123	3	15.5	1
Millilitres of Class A Drug Seizures (NI)	4182.3	414	334	522.3	310	520	1096	969

Annual Statistics	2008/09	2009/10
All Offences for Supply and Possession with intent to supply (NI)	907	727
Supply and Possession with intent to supply Class A drugs (NI)	612	435
Weight of Class A Drug Seizures (grams) (NI)	26521.19	19238.78
Quantity of Class A Drug Seizures (tablets) (NI)	1061	145.5
Millilitres of Class A Drug Seizures (NI)	5452.6	2895

The level of drugs seized during quarter 4 increased slightly from quarter 3. The higher number of Supply and Possession with Intent to Supply charges can be attributed to the

activity that took place during Operation Sirius, a Force wide initiative during quarter 4, which was conducted by a variety of uniformed and Drug Squad Officers.

In total during Operation Sirius, 74 Drug Search Warrants were executed with 43 yielding positive results. In addition, 723 Stop Searches were conducted, 169 (23.4%) of which were positive. Together these efforts resulted in 127 Drug Supply and 354 Drug Possession charges being libelled and in excess of £51,000 cash seized from criminals.

During Operation Sirius, over 2 kg of Class A drugs were seized and along with other illegal drugs, the total street value was £256,622. The types of drugs seized from local dealers included:

- 1413 grams of Heroin with a street value of £141,170
- 418 grams of Crack Cocaine with a street value of £52,375
- 317 grams of Cocaine with a street value of £22,550
- 869 grams of Cannabis Resin with a street value of £2,890
- 1568 grams of Herbal Cannabis with a street value of £10,380
- 82 Cannabis plants with a street value of £22,600.

In February, over 13 schools and 1000 school children took part in the Grampian Police, Northshound Rock Challenge at Aberdeen Exhibition and Conference Centre. The Rock Challenge is an international performing arts competition for schools and colleges, focusing on driving home positive messages about substance misuse and crime prevention.

Local Drug Indicators (LI) (SOA)

Local Drug Indicators	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Supply and Possession with intent to supply Class B&C drugs (LI)	52	39	39	58	41	54	33	65
Possession of Class A drugs (LI)	214	207	207	179	143	189	139	180
Possession of Class B & C drugs (LI)	361	344	327	396	251	327	252	355

Annual Statistics	2008/09	2009/10
Supply and Possession with intent to supply Class B&C drugs (LI)	188	193
Possession of Class A drugs (LI)	807	651
Possession of Class B & C drugs (LI)	1428	1185
Total Possession Charges (Possession of Class A and Possession of Class B&C drugs)	2235	1836

During quarter 4, significant media coverage has been given to the drug Mephedrone, also referred to as MCAT, which was categorised as a Class B Drug under the Misuse of Drugs Act 1971 on 16 April 2010. As such, it is now illegal to be in possession of Mephedrone, as well as being concerned in the supply, or being in possession with intent to supply.

Significant proactive work has been carried out by our partners at Unight¹² in Aberdeen,

¹² Unight is a partnership of a number of licensed premises in Aberdeen, along with Grampian Police and Safer Aberdeen. The partnership aims to work together to achieve safer and more enjoyable nights out for residents and visitors in Aberdeen.

who have introduced a ban of at least 6 months for any individuals caught in possession of Mephedrone within any of their members' licensed premises.

4.2 VIOLENCE

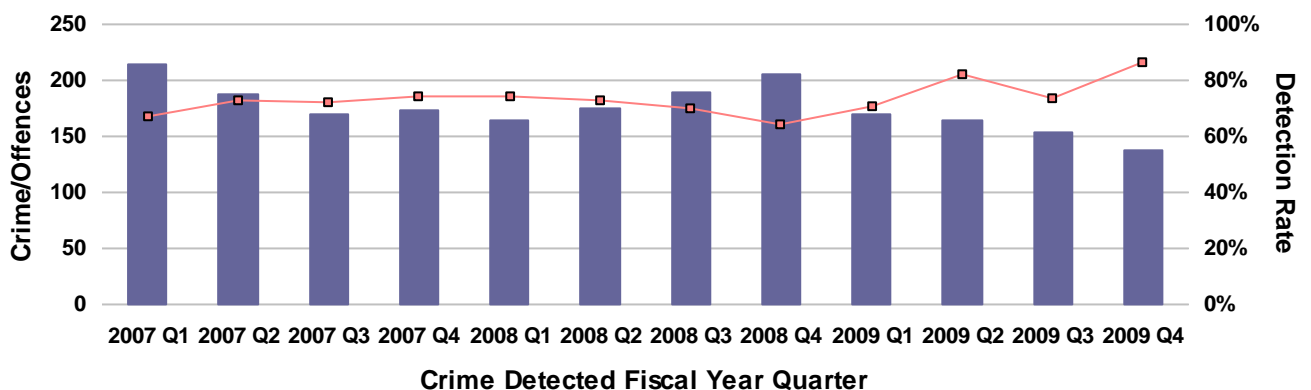
- Target violence to make Grampian a safer place to live.

Reducing Violence continues to be a Force Priority for Grampian Police. It is very encouraging to report that crimes of Violence are at their lowest for 7 years and that detection rates are at their highest for 7 years.

Grampian Police are actively involved with a number of partners including the Licensed Trade, COPFS and the National Violence Reduction Unit (VRU), to ensure that significant action is taken against those involved in Violence and we are committed to reducing levels of Violence in our communities.

An intelligence led focus will be maintained to ensure that strong performance levels continue in 2010/11.

Violence¹³ (LI) (SOA)



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

Fiscal Year Quarter	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	
Recorded	164	175	189	206	170	165	153	137	
Detected	122	128	132	132	120	135	113	118	
Detection Rate	74.4%	73.1%	69.8%	64.1%	70.6%	81.8%	73.9%	86.1%	

Annual Statistics	2008/09	2009/10
Recorded	734	625
Detected	514	486
Detection Rate	70.0%	77.8%

Crimes of Violence are at their lowest quarterly level for 3 years, at 137 for quarter 4. The detection rate is at its highest for 3 years, an increase of 12.2% from quarter 3.

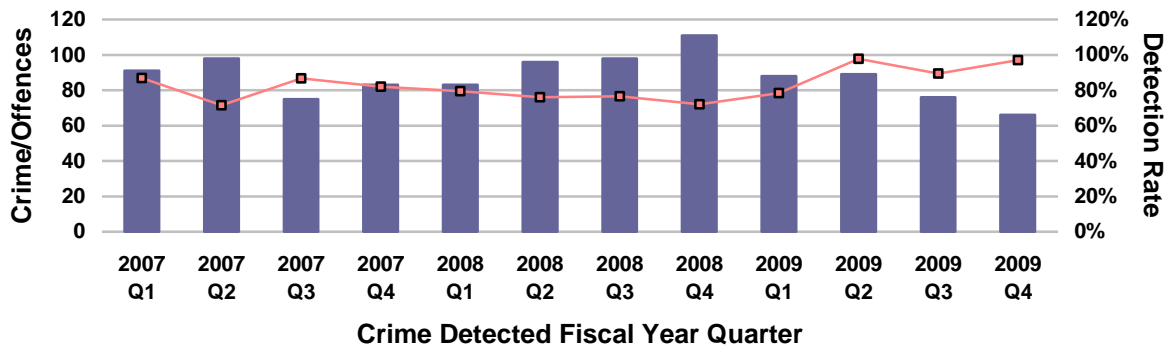
Annually, the number of violent crimes reduced by 109 when compared to last year, with the detection rate increasing by 7.8%. The number of recorded crimes is at the lowest level for 7 years, with the detection rates being at the highest for the same time period.

Crimes of Violence at their lowest recorded level for 7 years and the highest detection rate for 7 years.

The Force recently took delivery of a Ferrogard metal detector which has been used throughout the Force area as part of a national proactive anti-knife initiative. Following press releases that the equipment was to be deployed, over 800 searches were carried out with no knives being recovered, providing reassurance that Grampian is a safe place to work, visit and live in.

New licensing legislation came into effect on 1 September 2009 which has resulted in proactive work being carried out in Aberdeen. This has focused predominantly on stopping drunken persons entering licensed premises. Results suggest that fewer drunken young people have been admitted to licensed premises, which has in turn contributed to decreasing numbers of Serious and Minor Assaults in Aberdeen City Centre.

Serious Assault (LI)



Fiscal Year Quarter	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	
Recorded	83	96	98	111	88	89	76	66	
Detected	66	73	75	80	69	87	68	64	
Detection Rate	79.5%	76.0%	76.5%	72.1%	78.4%	97.8%	89.5%	97.0%	

Annual Statistics	2008/09	2009/10
Recorded	388	319
Detected	294	288
Detection Rate	75.8%	90.3%

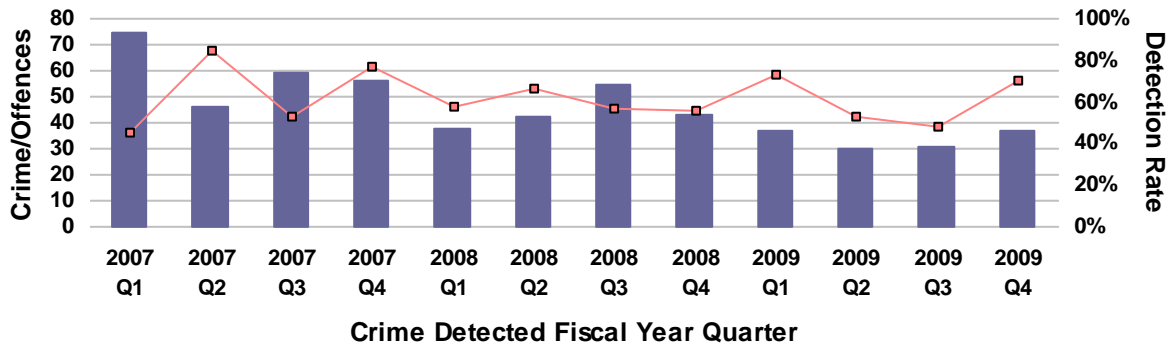
Quarterly figures for Serious Assaults are at their lowest quarterly level for 3 years with detection rates being at the second highest rate for the same period. Compared to quarter 3, the number of Serious Assaults has fallen by 10 to 66 and the detection rate has increased by 7.5% to 97.0%.

The number of Serious Assaults recorded for the whole year of 2009/10 is 69 below the figure for 2008/09, a decrease of 17.8%. The detection rate increased by 14.5% to 90.3%. Positively, the number of Serious Assaults is at the lowest level since 2003 and the detection rate is also at its highest since that period.

The reduction in Serious Assaults is assessed as being a result of several factors beginning to make an impact, including the proactive Policing of the new Licensing legislation, Security Industry Authority (SIA) Door Stewarding and the continuing Police presence in town and city centres across the Force when there is most demand, particularly the weekend night time economy.

Serious Assaults have recorded the lowest level and the highest detection rate since 2003/04.

Robbery (LI)



Fiscal Year Quarter	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	
Recorded	38	42	55	43	37	30	31	37	
Detected	22	28	31	24	27	16	15	26	
Detection Rate	57.9%	66.7%	56.4%	55.8%	73.0%	53.3%	48.4%	70.3%	

Annual Statistics	2008/09	2009/10
Recorded	178	135
Detected	105	84
Detection Rate	59.0%	62.2%

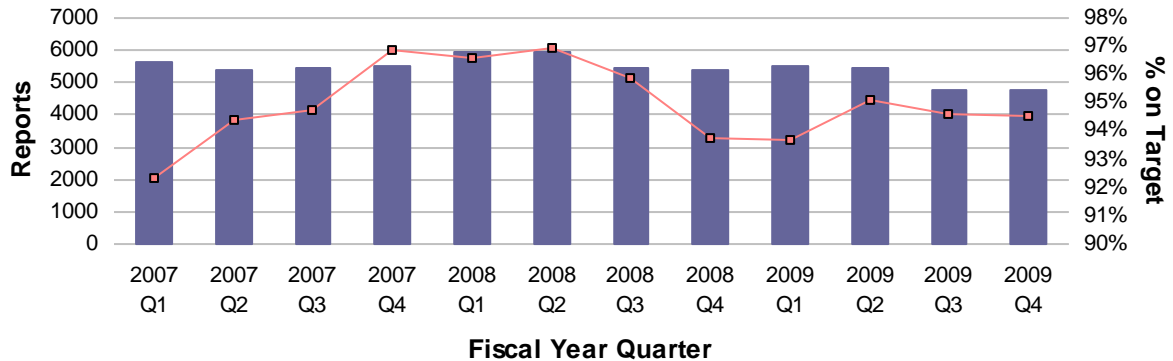
The number of recorded Robberies increased slightly in quarter 4, however the figure is lower than that recorded for the same period in 2008/09. The detection rate has increased to 70.3%.

Year on year, the number of Robberies recorded for the whole of 2009/10 is 24.2% (43) lower than was recorded in 2008/09. The yearly detection rate increased to 62.2%, which is only 0.1% below the aspirational level of a green traffic light.

Robberies have recorded their lowest level since 2003/04.

4.3 OTHER INDICATORS

Number and Percentage of Reports Submitted to the Procurator Fiscal within 28 Calendar Days (NI) (SPI) (PPR)



Reports to PF	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	
Total Reports	5923	5938	5444	5364	5527	5446	4786	4749	
Within 28 Days	5720	5758	5219	5027	5178	5179	4529	4490	
% on Target	96.6%	97.0%	95.9%	93.7%	93.7%	95.1%	94.6%	94.5%	

National Target - 80% Submitted within 28 days.

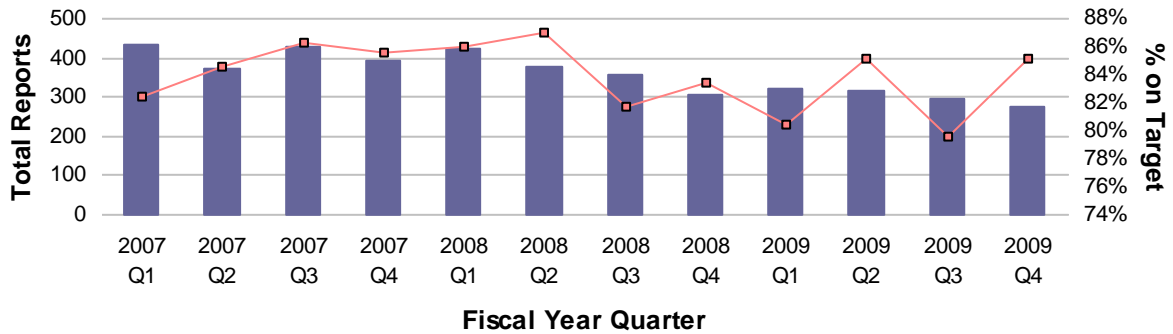
Annual Statistics	2008/09	2009/10
Total Reports	22669	20508
Within 28 Days	21724	19376
% on Target	95.8%	94.5%

The percentage of reports submitted to the Procurator Fiscal (PF) within the target of 28 days remained almost identical to quarter 3.

Annually, 94.5% of reports were submitted within 28 days. This is a slight reduction of 1.3% when compared to 2008/09, but remains considerably above the national target of 80%.

Nationally, the Force is delivering excellent performance figures in this area of the business and feedback from COPFS indicates that the quality of reports submitted is not suffering as a result of the quick submission times achieved.

Number and Percentage of Reports Submitted to the Children's Reporter within 14 Calendar Days (NI) (SPI) (PPR)



Reports to Children's Reporter	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	
Total Reports	423	376	355	308	323	315	294	277	
Within 14 Days	364	327	290	257	260	268	234	236	
% on Target	86.1%	87.0%	81.7%	83.4%	80.5%	85.1%	79.6%	85.2%	

National Target - 80% Submitted within 14 days.

Annual Statistics	2008/09	2009/10
Total Reports	1462	1209
Within 14 Days	1238	998
% on Target	84.7%	82.5%

The number of reports to the Children's Reporter within the target of 14 days increased to 85.2% and is now similar to the figures recorded for the previous quarters in 2008/09 and 2009/10.

Annually, the percentage of reports submitted on target has fallen by 2.2% compared to 2008/09, although this remains above the national target of 80%.

Continued analysis of reporting procedures is being carried out by the Criminal Justice Department to identify opportunities to ensure performance remains in line with the national standard.

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

Antisocial Behaviour Fixed Penalty Notices Issued	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	376	500	502	389	444	405	407	327
Aberdeenshire	202	196	170	160	190	169	144	134
Moray	94	114	129	109	112	107	86	64
Total Issued	672	810	801	658	746	681	637	525
Total Complied With (Paid)	458	492	541	421	486	419	413	284
% Complied With	68.2%	60.7%	67.5%	64.0%	65.1%	61.5%	64.8%	54.1%

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

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

Annual Statistics	2008/09	2009/10
Aberdeen	1767	1583
Aberdeenshire	728	637
Moray	446	369
Total Issued	2941	2589
Total Complied With (Paid)	1912	1602
% Complied With	65.0%	61.9%

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

The number of ASBFPNs issued during quarter 4 decreased to 525, with a compliance rate of 54.1%. This will increase further in the next report as more are complied with within the 28 day limit. This later compliance has led to a revision of the quarter 3 figure from 54.5% in the last report, to a current compliance level of 64.8%.

Year on year, the number of ASBFPNs issued has fallen by 352 (12%). The percentage complied with also reduced from 65.0% to 61.9%, although this will increase as FPNs are complied with. While the Force continues to make effective use of ASBFPNs as an alternative to a Standard Police Report (SPR) to the PF where appropriate, there has been a steady decrease in their use throughout the year, as highlighted above. This reflects the national position, which identifies fluctuations due to seasonal trends, staff availability and the ongoing deterrent effect of this measure.

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

Formal Adult Warnings (FAWs) Issued	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	279	270	257	269	281	346	319	196
Aberdeenshire	128	140	117	110	148	112	67	57
Moray	60	71	69	44	70	49	36	32
Total	467	481	443	423	499	507	422	285

Annual Statistics	2008/09	2009/10
Aberdeen	1075	1142
Aberdeenshire	495	384
Moray	244	187
Total	1814	1713

Formal Adult Warnings issued during quarter 4 decreased to 285, however as with each quarter, this figure will be revised once other crimes are detected and offenders warned. The decrease in the number of FAWs is partly due to a realignment of the offences for which they can be issued during 2009/10.

Annually, 101 fewer Formal Adult Warnings were issued in 2009/10 than in 2008/09. This figure is also likely to increase as offences are detected.

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

Restorative Justice Warnings Issued and Conferences held	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	21	17	9	8	2	18	18	14
Aberdeenshire	30	43	19	23	25	27	41	25
Moray	9	5	2	8	2	11	19	7
Total	60	65	30	39	29	56	78	46

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

Annual Statistics	2008/09	2009/10
Aberdeen	55	52
Aberdeenshire	115	118
Moray	24	39
Total	194	209

The number of Restorative Justice Warnings Issued and Conferences held decreased in quarter 4 to 46.

For the whole of 2009/10, the figure is 15 higher than was recorded in 2008/09, an increase of 7.7%.

The number of Restorative Justice Warnings in Aberdeenshire Division remain higher than in the other Divisions, making up 56.5% of the 2009/10 total. Analysis shows that juveniles living in Aberdeenshire are less persistent in offending behaviour, often offending only once or twice, rendering them more suitable for the process. They appear to present fewer welfare concerns and Aberdeenshire Division has a lower annual total of persistent offenders.

Undertaking Cases (LI)

% of cases that are on Undertaking, by Procurator Fiscal Area	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	18.1	18.3	20.5	23.1	20.1	20.4	23.7	22.4
Banff	15.9	18.2	16.7	13.0	18.4	12.2	15.0	14.9
Elgin	16.5	16.2	19.8	11.4	13.1	19.0	18.4	15.6
Peterhead	13.9	17.2	13.8	15.9	15.9	14.6	19.0	17.0
Stonehaven	5.3	5.7	5.9	5.3	10.8	8.3	8.4	10.5
Total	13.9%	15.9%	17.6%	18.6%	17.4%	17.9%	20.5%	19.7%

Annual Statistics	2008/09	2009/10
Aberdeen	19.9%	21.6%
Banff	16.1%	15.3%
Elgin	16.3%	16.3%
Peterhead	15.2%	16.2%
Stonehaven	5.6%	9.4%
Total	16.9%	18.7%

In quarter 4, the level of offenders reported on undertaking decreased to 19.7%.

Annually, the percentage increased from 16.9% in 2008/09 to 18.7% in 2009/10, contributing to the criminal justice system's approach to improving the end to end time for justice to be dispensed.

5. SOUND GOVERNANCE & EFFICIENCY

The area of Sound Governance and Efficiency develops the way Grampian Police is governed and managed, ensuring the organisation is effective and accountable to the public, the JPB and other stakeholders. It also considers whether the Force is being run efficiently and prudently. To continue to improve this area, the Force Priority, which has been identified is *Workforce Modernisation*.

5.1 WORKFORCE MODERNISATION

- Maximise frontline resources through effective management, minimising abstractions and bureaucracy where possible and ensuring suitably trained staff are in place to deliver a quality Policing model.

Significant development was achieved under Workforce Modernisation during 2009/10, assisting in ensuring the right people with the right skills are in the right job and delivering on all of our Force Priorities.

The Total Remuneration Project which reviewed Police Staff pay, conditions and structure has been completed and implemented. The planning and consultation work for the Aberdeen Division restructure was undertaken and completed for implementation on 1 April 2010. A Civilianisation workstream has also identified a number of posts that could be transferred from Police Officers to Police Staff. A strategy for the short, medium and long term has been developed and will be taken forward in the new financial year.

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

Total Staff (Headcount)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 0910	Q3 09/10	Q4 09/10
Police Officers	1509	1515	1527	1557	1577	1594	1592	1600
Police Staff	831	833	831	845	843	868	857	847
Cadets	18	12	25	18	17	17	30	23
Total	2358	2360	2383	2420	2437	2479	2479	2470
Total Staff (Full Time Equivalent FTE)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Police Officers	1476.68	1484.02	1495.29	1524.26	1542.78	1559.52	1556.77	1565.16
Police Staff	727.43	727.63	720.28	729.62	732.08	750.73	742.13	735.81

Annual Statistics (Headcount)	2008/09	2009/10
Police Officers	1557	1600
Police Staff	845	847
Cadets	18	23
Total	2420	2470

The number of Police Officers recorded a quarter end figure of 1600 for the first time, although this total was first reached within quarter 3.

Annually, the total workforce increased from 2420 in 2008/09 to 2470 in 2009/10. This increase, year on year, was mainly of Police Officers, enabling the Force to increase visible presence in communities.

Recruitment (LI)

Recruitment		Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Recruits:	Police Officers	29	36	31	49	30	31	12	22
	Police Staff	56	52	28	41	41	41	11	19
	Special Constables	17	0	18	16	12	0	12	13
	Cadets	0	0	16	0	0	0	16	0
	Police Staff Internal Transfers	10	15	1	8	1	1	5	2
	Police Staff Permanent Promotions	11	8	10	14	1	4	4	6
	Police Staff Temporary Promotions	7	6	0	1	0	1	0	0
	Police Officers Permanent Promotions	14	13	14	17	19	16	8	5
	Police Officers Temporary Promotions	13	22	15	25	12	16	11	9

Annual Statistics		2008/09	2009/10
Recruits:	Police Officers	145	95
	Police Staff	177	112
	Special Constables	51	37
	Cadets	16	16
	Police Staff Internal Transfers	34	9
	Police Staff Permanent Promotions	43	15
	Police Staff Temporary Promotions	14	1
	Police Officers Permanent Promotions	58	48
	Police Officers Temporary Promotions	75	48

Recruitment within the Force increased for Police Officers, Police Staff and Special Constables in quarter 4. Annually, however, recruitment across all areas of the Force has fallen when compared to last year, with the exception of Police Cadets. This decrease is a result of fewer Police Officers and Police Staff leaving the Force, as noted in the turnover statistics overleaf.

The recruitment campaign for the 2010 intake of Police Cadets opened on 15 February 2010. The Recruitment Unit, accompanied by Police Cadets, attended 18 career events at various schools to promote the Cadet scheme.

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

Police Officers (Headcount)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Declared disability	10	9	11	9	9	16	17	25
No declared disability	1499	1506	1516	1449	1568	1578	1575	1575
% with a declared disability	0.7%	0.6%	0.7%	0.6%	0.6%	1.0%	1.1%	1.6%
Declared Ethnicity as White	1361	1374	1386	1421	1437	1439	1435	1431
Declared Ethnicity as Black and Minority	4	4	4	4	4	4	4	4
No declared ethnicity	144	137	137	132	136	151	153	165
% declared ethnicity as Black or Minority Ethnic	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%
Females	363	368	376	397	408	416	418	422
Males	1146	1147	1151	1160	1169	1178	1174	1178
% Female	24.1%	24.3%	24.6%	24.1%	25.9%	26.1%	26.3%	26.4%

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Police Staff	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Declared disability	12	16	18	18	20	22	21	26
No declared disability	819	817	813	819	823	846	836	821
% with a declared disability	1.4%	1.9%	2.2%	2.1%	2.4%	2.5%	2.5%	3.1%
Declared Ethnicity as White	638	656	656	673	675	701	685	665
Declared Ethnicity as Black and Minority	6	4	3	3	4	4	4	4
No declared ethnicity	187	173	172	169	164	163	168	178
% declared ethnicity as Black or Minority Ethnic	0.7%	0.5%	0.4%	0.4%	0.5%	0.5%	0.5%	0.5%
Females	580	580	577	581	571	587	576	568
Males	251	253	254	264	272	281	281	279
% Female	69.8%	69.6%	69.4%	68.8%	67.7%	67.6%	67.2%	67.1%

The percentage of Police Officers and Police Staff with a declared disability increased in quarter 4 to 1.6% and 3.1% respectively.

The proportion of female Police Officers and Police Staff remained stable when compared to quarter 3. The proportion of female Police Officers has been increasing continually year on year, with the figure now over 6% higher than it was in 2004/05.

The proportion of female Police Officers has increased by 6% since 2004/05.

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

Police Officers	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total Staff Leaving (Headcount)	21	30	19	19	10	14	14	14
Average Staff Employed (Headcount)	1505	1512	1521	1542	1567	1568	1593	1596
% Staff Turnover	1.4%	2.0%	1.2%	1.2%	0.6%	0.9%	0.9%	0.9%

Annual Statistics	2008/09	2009/10
Total Staff Leaving (Headcount)	89	52
Average Staff Employed (Headcount)	1529	1569
% Staff Turnover	5.8%	3.3%

Police Staff	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total Staff Leaving (Headcount)	27	49	30	27	43	16	22	29
Average Staff Employed (Headcount)	847	833	832	838	844	856	863	852
% Staff Turnover	3.2%	5.9%	3.6%	3.2%	5.1%	1.9%	2.5%	3.4%

Annual Statistics	2008/09	2009/10
Total Staff Leaving (Headcount)	133	110
Average Staff Employed (Headcount)	822	845
% Staff Turnover	16.2%	13.0%

The turnover rate for Police Officers in quarter 4 has remained at the same level as quarter 3. During each quarter of 2009/10, the percentage of staff turnover has remained

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under 1%. This is lower than for each quarter in 2008/09. Turnover for Police Staff in quarter 4 increased to 3.4%.

Annually, turnover rates have fallen for Police Officers and Police Staff by 2.5% and 3.2% respectively when compared to last year. It is assessed that fewer Officers and Staff have left the Force due to the current economic climate and the job security provided by the organisation.

Proportion of Working Time Lost to Sickness Absence (NI) (SPI) (PPR)

Police Officers	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total Days Available	82850	83220	83619	84645	85985	87068	87609	87865.5
Total Days Lost	2595	2438	3189	2948	3307	2463	3453	3023
% Working Time Lost to Sickness Absence	3.1%	2.9%	3.8%	3.5%	3.8%	2.8%	3.9%	3.4%

Annual Statistics	2008/09	2009/10
Total Days Available	334334	348527.5
Total Days Lost	11170	12246
% Working Time Lost to Sickness Absence	3.3%	3.5%

Police Staff	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total Days Available	45136	46116	46004	46256	46648	47292	47768	47320
Total Days Lost	2050	2217	2415	2263	1894	1943	2477	2331
% Working Time Lost to Sickness Absence	4.5%	4.8%	5.2%	4.9%	4.1%	4.1%	5.2%	4.9%

Annual Statistics	2008/09	2009/10
Total Days Available	183512	189028
Total Days Lost	8945	8645
% Working Time Lost to Sickness Absence	4.9%	4.6%

Levels of sickness absence decreased for both Police Officers and Police Staff in quarter 4, to similar levels as in quarter 4 of 2008/09.

Year on year, sickness absence increased slightly by 0.2% for Police Officers and decreased by 0.3% for Police Staff.

Staff Performance (LI)

Staff Performance (LI)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total PDRs issued	442	355	436	476	536	420	490	580
Total PDRs complete	438	350	434	472	517	391	394	170
% of PDRs complete	99.1%	98.6%	99.5%	99.2%	96.5%	93.1%	80.4%	29.3%

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

Annual Statistics	2008/09	2009/10
Total PDRs issued	1709	2026
Total PDRs complete	1694	1472
% of PDRs complete	99.1%	72.7%

The level of completion of Performance and Development Reviews (PDRs) is updated in each quarterly report and this continues to improve for each quarter as time progresses, e.g. in the last report, quarter 3 was reported as 22.0% and this has now increased to 80.4%

72.7% of PDRs have been completed for 2009/10, however, this figure is again likely to increase as time progresses.

5.2 OTHER INDICATORS

Value of Efficiency Savings Generated (NI)

Efficiency Savings	Target 2008/09	2008/09	Target 2009/10	2009/10
Efficiency Savings	£1,675,000	£2,461,153.54	£3,335,000	£4,389,363.30

Procurement (LI)

Procurement	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Procurement savings achieved Cashable/Non Cashable (£)	83480	41825	25719	47044	115855	46160	49475	40951
Value of Sponsorship achieved (£)	117330	21500	126450	54800	112150	84240	114690	54599
% Invoices paid on time*	94.7%	91.4%	91.1%	87.6%	89.7%	92.6%	92.6%	85.1%

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

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

Annual Statistics	2008/09	2009/10
Procurement savings achieved Cashable/ Non-Cashable	£198068	£252441
Value of Sponsorship achieved (£)	£320080	£365679
% Invoices paid on time	91.5%	90%

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

In 2009/10 we met and significantly exceeded the Efficient Government target for efficiency savings.

Throughout the last 12 months, we have increased our efforts to realise savings and make service improvements. Work on various topics, including the use of technology to improve productivity, joint working with partners and improving organisational and management practices has taken place. Much of this effort will result in cash savings in future years, as well as the current year.

Procurement savings in 2009/10 have increased by 27.4% when compared to 2008/09. Sponsorship has also increased 12.4%, giving a total of £365,679 received in 2009/10. These are both major achievements for the Force, when balanced against the current economic climate.

Expenditure on Salaries, Operating Costs and Capital (NI)

Salaries £000's	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Police Officer salaries	14453	14711	16250	15927	15518	15579	17004	16003
Police Staff salaries	4729	4857	4888	6488	5066	5254	5343	5547
Operating Costs (all non-employee expenditure)	4096	3064	3220	6158	4505	3013	2807	3821
Capital Expenditure	157	414	536	1984	105	503	353	742
Police Pensions	4464	5145	5324	6089	4233	5365	4881	4948
Total	27899	28191	30218	36646	29427	29714	30388	31061
Police Officer salaries % total costs	51.8%	52.2%	53.8%	43.5%	52.7%	52.4%	56.0%	51.5%
Police Staff salaries % total costs	16.9%	17.2%	16.2%	17.7%	17.2%	17.7%	17.6%	17.9%

Quarter 4 2008/09 has been amended to reflect end of year payroll and overtime data.

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

Annual Statistics £000's	2008/09	2009/10
Police Officer salary costs	61341	64104
Police Staff salary costs	20962	21210
Operating Costs (all non-employee expenditure)	16538	14146
Capital Expenditure	3091	1703
Police Pensions	21022	19427
Total	122954	120590

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

Police Officer salaries reduced in quarter 4, a result of higher quarter 3 costs due to the Annual Pay Award and Special Priority Payments. The increase, when compared to the quarter 2 figure, will take account of the increase in Police Officer numbers. Police Staff salaries increased in quarter 4 as a result of the implementation of the Total Remuneration Project.

Expenditure per Resident (NI)

Finance	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total net revenue expenditure (excluding capital) (£000s)	27742	27777	29682	34662	29322	29211	30035	30319
Population	535890	535890	535890	535890	539630	539630	539630	539630
Spend per resident (£)	51.77	51.83	55.39	64.68	54.34	54.14	55.66	55.62

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

Annual Statistics	2008/09	2009/10
Expenditure on salaries and operating (£000s)	119863	118887
Spend per resident	£223.67	£220.31

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

Annually, the Force spent a total of £118,887,000, equating to £220.31 per resident. This is a slight decrease from the figure of £223.67 in 2008/09.

Proportion of Salary Costs Accounted for by Overtime (NI) (PPR)

Police Officers	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total Payroll Costs (£000's)	14453	14711	16250	15927	15518	15579	17004	16003
Total Overtime Costs (£000's)	611	917	1061	1419	927	754	779	998 ¹⁴
% Overtime Costs	4.2%	6.2%	6.5%	8.9%	5.9%	4.8%	4.6%	6.2%

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

Annual Statistics – Police Officers	2008/09	2009/10
Total Payroll Costs (£000's)	61341	64104
Total Overtime Costs (£000's)	4008	3458
% Overtime Costs	6.5%	5.4%

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

¹⁴ Overtime costs for quarter 4 2009/10 are likely to rise as annual accounts are finalised.

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Police Staff	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total Payroll Costs (£000's)	4729	4857	4888	6488	5066	5254	5343	5547
Total Overtime Costs (£000's)	60	80	99	126	80	68	56	73 ⁹
% Overtime Costs	1.3%	1.6%	2.0%	1.9%	1.6%	1.3%	1.0%	1.3%

Quarter 4 2008/09 has been amended to reflect end of year payroll and overtime data.

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

Annual Statistics – Police Staff	2008/09	2009/10
Total Payroll Costs (£000's)	20962	21210
Total Overtime Costs (£000's)	365	277
% Overtime Costs	1.7%	1.3%

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

Quarter 4 overtime costs for Police Officers increased by 1.6%, although this remains considerably lower than quarter 4 in 2008/09.

Year on year, the percentage of overtime costs continue to decrease with falls of 1.1% for Police Officers and 0.4% for Police Staff. The Force has been striving to decrease overtime costs and this effort has recorded a saving of £638,000 for the whole year.⁹

6. CONTEXT INDICATORS

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

Number of Telephone Calls and Incidents (NI)

Telephone Calls	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Total Number of 999 Calls	14350	15887	14907	14116	14900	15039	13984	12595
Total Number of Non-Emergency Calls	96273	98001	88794	89272	94258	92460	86004	82331

Annual Statistics	2008/09	2009/10
Total Number of 999 Calls	59260	56518
Non-Emergency Calls Received	372340	355053

STORM Incidents (Command and Control System)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	21162	22873	21296	21495	22513	22917	19952	18621
Aberdeenshire	12624	13462	12532	11834	12781	13104	12601	11515
Moray	6016	6468	5527	5462	6068	6287	5381	5114
Total	39802	42803	39355	38791	41362	42308	37934	35250

Annual Statistics	2008/09	2009/10
Aberdeen	86826	84003
Aberdeenshire	50452	50001
Moray	23473	22850
Total	160751	156854

Number of CrimeFiles (LI)

Number of CrimeFiles	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	7685	7638	7420	7333	7089	6912	6623	6534
Aberdeenshire	4366	4329	4050	3908	4177	4146	3482	3464
Moray	1983	1939	1832	1848	2022	1809	1621	1496
Total	14034	13906	13302	13089	13288	12867	11726	11494

Annual Statistics	2008/09	2009/10
Aberdeen	30076	27158
Aberdeenshire	16653	15269
Moray	7602	6948
Total	54331	49375

Number of Sudden Death Reports to Procurator Fiscal (NI)

Sudden Deaths	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Sudden Deaths	141	134	133	140	148	142	125	136

Annual Statistics	2008/09	2009/10
Sudden Deaths	548	551

Number of Missing Person Incidents (NI) and Number of Missing Persons and Levels of Risk (LI)

Missing Person Incidents (NI)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Aberdeen	357	402	320	334	373	333	215	301
Aberdeenshire	171	159	133	118	131	140	114	152
Moray	215	159	98	81	105	121	91	105
Total	743	720	551	533	609	594	420	558

Annual Statistics	2008/09	2009/10
Aberdeen	1413	1222
Aberdeenshire	581	537
Moray	553	422
Total	2547	2181

Missing Persons (LI)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
High Risk	78	62	62	64	64	69	53	59
Medium Risk	181	236	159	171	184	177	133	150
Low Risk	438	384	324	305	336	342	265	334
Total	697	682	545	540	584	588	451	543

Annual Statistics	2008/09	2009/10
High Risk	266	245
Medium Risk	747	644
Low Risk	1451	1277
Total	2464	2166

Number of Registered Sex Offenders in the Community (NI)

	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Registered Sex Offenders in the Community	280	279	282	281	283	260	266	282

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

Annual Statistics	2008/09	2009/10
Registered Sex Offenders	281	282

Legal Services (LI)

Offender Management – Legal Services	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
SOPO	28	27	30	31	31	33	34	37
Interim SOPO	7	8	6	5	4	5	4	3
RSHO	1	1	1	1	2	1	1	2
Interim RSHO	0	1	1	1	1	1	2	1

Annual Statistics	2008/09	2009/10
SOPO	31	37
Interim SOPO	5	3
RSHO	1	2
Interim RSHO	1	1

Number of Domestic Abuse Incidents (NI)

Domestic Abuse	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Incidents	867	734	823	919	952	825	808	815

Annual Statistics	2008/09	2009/10
Domestic Abuse Incidents	3343	3400
Per 10,000 population	62.4	63.0

Number of Drug Related Deaths (LI)

Drug Related Deaths	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Drug Related Deaths (LI)	18	5	11	12	4	14	9	12

Annual Statistics	2008/09	2009/10
Drug Related Deaths	46	39

Number of Problem Drug Users (NI)

Annual Statistics	2008/09	2009/10
Problem Drug Users	4340	4340

Figures are based on the report, commissioned by the then Scottish Executive, entitled 'Estimating the National and Local Prevalence of Problem Drug Misuse in Scotland 2003'. This statistic will therefore remain constant until a new national source of data is identified.

Number of Individuals Brought into Custody (NI)

Custodies	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Individuals Brought into Custody	5149	5061	5011	5097	4876	4871	4738	4842

Annual Statistics	2008/09	2009/10
Individuals Brought into Custody	20318	19327

Number of Freedom of Information Requests and Questions (NI)

Freedom of Information (FOI)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Number of requests	133	124	115	185	146	179	173	213
Number of questions within requests	542	483	472	654	624	814	618	692

Annual Statistics	2008/09	2009/10
Freedom of Information (FOI) Requests	557	711
Freedom of Information (FOI) Questions within requests	2151	2748

Disclosure (LI)

Disclosure (LI)	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10
Data Protection requests received	681	598	601	667	655	624	599	841
% completed within 40 calendar days (target: 100%)*	100%	100%	100%	99%	100%	99%	99%	99%
Part V enquiries from Disclosure Scotland	616	674	617	730	749	762	789	666
% completed within 14 calendar days (target: 90%)*	96%	83%	70%	82%	97%	96%	92%	94%

Annual Statistics	2008/09	2009/10
Data Protection requests received	2547	2719
% completed within 40 calendar days (target: 100%)*	99%	99%
Part V enquiries from Disclosure Scotland	2637	2966
% completed within 14 calendar days (target: 90%)*	81%	95%

7. APPENDIX

7.1 INTERPRETATION OF INFORMATION

7.1.1 FORCE PRIORITIES

The purpose of this report is to provide a picture of Grampian Police Force Priorities and how the Force is addressing them. This report identifies work and progress during quarter 4 of 2009/10 and for the whole year of 2009/10. The Force Priorities for 2009/10 are:

- Antisocial Behaviour
- Community Focus
- Controlled Drugs
- Force Reputation & Standards
- National Security
- Public Protection
- Road Casualty Reduction
- Violence
- Workforce Modernisation.

7.1.2 STATUTORY PERFORMANCE INDICATORS (SPI)

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

7.1.3 NATIONAL INDICATORS (NI)

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

In this report, National Indicators have been integrated with Force Priorities, where relevant to that priority, and are now identified by the acronym **(NI)** after the title. Any calculations in this report which record statistics in proportion to population use the General Register's Office for Scotland 2008 mid year estimates of population, which record the Grampian population as 539,630 for 2009/10.

Crime Trend Information

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

Quarter on Quarter Comparison

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

7.1.4 LOCAL INDICATORS (LI)

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

Local Indicators are mostly new and consequently, it is rarely possible to provide comparative information from previous years. This will develop as this year's data forms a baseline into the next fiscal year.

7.1.5 SINGLE OUTCOME AGREEMENTS (SOAs)

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

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

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

7.1.6 BASELINES AND 'TRAFFIC LIGHTS'

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

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

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

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

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

Due to continuous improvement within the Force and ongoing excellent levels of performance during the past three years, targets for 2009/10 are increasingly challenging. This is due to the previous excellent performance driving up both the average (baseline) and the best ever (aspirational) targets. It is anticipated that this challenging regime will result increasingly in more targets being categorised as amber, providing evidence of good performance.

7.2 ACRONYMS

AAIB	Air Accident Investigation Branch
ACT	All Communities Together
ANPR	Automatic Number Plate Recognition
ASB	Antisocial Behaviour
ASBFPN	Antisocial Behaviour Fixed Penalty Notice
COPFS	Crown Office and Procurator Fiscal Service
CT	Counter Terrorism
CTSA	Counter Terrorism Security Advisor
FAWS	Formal Adult Warning Scheme
FEB	Force Executive Board
FOI	Freedom Of Information
FSC	Force Service Centre
FTE	Full Time Equivalent
GIRFEC	Getting It Right For Every Child
GROS	General Register Office for Scotland
HMICS	Her Majesty's Inspectorate of Constabulary for Scotland
IED	Improvised Explosive Device
JPB	Joint Police Board
KSI	Killed or Seriously Injured
LI	Local Indicator
-	No Data Available
MIT	Major Investigation Team
NESCAMP	North East Scotland Safety Camera Partnership
NI	National Indicator
OCG	Organised Crime Group
PDR	Performance and Development Review

PF	Procurator Fiscal
PPR	Public Performance Reporting
RJW	Restorative Justice Warning
RSHO	Risk of Sexual Harm Order
RSO	Registered Sex Offender
RTC	Road Traffic Collision
SCRS	Scottish Crime Recording Standard
SIA	Security Industry Authority
SOA	Single Outcome Agreement
SOPO	Sexual Offences Prevention Order
SPI	Statutory Performance Indicator
SPPF	Scottish Policing Performance Framework
SPR	Standard Police Report
TTCG	Tactical Tasking and Co-ordinating Group
VPFPO	Vehicle Penalty and Fixed Penalty Offences
VRU	Violence Reduction Unit
WRAP	Workshop to Raise Awareness of Prevent
YJMU	Youth Justice Management Unit

7.3 FURTHER SOURCES OF INFORMATION

Census data is provided by the General Register Office for Scotland, and currently uses the most up to date statistics available: the 'Mid 2008 Population Estimates Scotland'. Data for the Grampian Police area can be found at:

<http://www.gro-scotland.gov.uk/statistics/publications-and-data/population-estimates/mid-year/mid-2008-pop-est/index.html>

Statistics on drug misuse are contained with the Executive Report commissioned by the Scottish Executive entitled, 'Estimating the National and Local Prevalence of Problem Drug Misuse in Scotland'. Figures based on 2003 estimate. The numbers can be found in section 5.1.5 of the Executive Report, which can be found at:

www.drugmisuse.isdscotland.org/publications/local/prevreport2004.pdf

Copies of Platform for Success: Working With Communities 2009 can be accessed at:

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

This report will be published at:

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

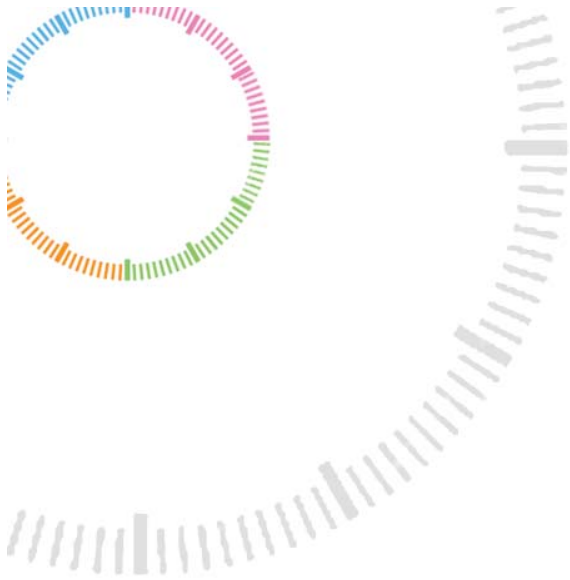
Further information on the SPPF can be found at:

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

The SPPF Annual Report 2008/09 produced by Her Majesty's Inspectorate of Constabulary in Scotland can be accessed at:

<http://www.scotland.gov.uk/Publications/2010/01/14104924/0>

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