



Police and Fire and Rescue Services Committee

**North East Division
Moray**

April 2017 - March 2018



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Introduction

I present the Police and Fire and Rescue Services Committee report on behalf of Police Scotland, North East Division. This report provides a detailed account of Police Performance in Moray in support of agreed priorities, both local and national, for the twelve month period, 1 April 2017 to 31 March 2018.

I am pleased to report that as in previous years there has been a further overall reduction in crime and an increase in detection rates which will be discussed more thoroughly within this document. It is particularly pleasing to note that there is a decrease in overall Violence, Acquisitive Crime and Vandalism and some of the highest detection rates recorded in the Moray area.

A great deal of this report will discuss the good work which has been produced through our collective partnership approach in dealing with local and indeed national issues and the excellent support we receive from the communities within Moray.

As we move forward into the new fiscal year there is no room whatsoever for complacency and we must continue to work together to address the many challenges we all face as we strive to keep Moray safe.

I would like to take this opportunity to thank Chief Inspector Miller, her team, our partners and the communities for their ongoing commitment to making Moray a safe place to work, live and visit.

Regards

Campbell Thomson
Chief Superintendent
North East Division
Police Scotland



Staffing

	Authorised Establishment	March 2018	Difference
Police Officers ¹	1,115.0 FTE	1,104.77 FTE	-10.23 FTE
	March 2017	March 2018	Difference
Police Staff ¹	118.15 FTE	123.72 FTE	+5.57 FTE

¹North East Division (Moray, Aberdeenshire, and Aberdeen City) Full Time Equivalent (FTE)

The North East has seen a fluctuation in the Authorised Officer establishment over the year with a series of recruitment events addressing previous shortfalls and the ongoing impact of those leaving the organisation through retirement or transfer as is normal.

The Police Scotland recruitment model is now operating quarterly recruitment processes which will remedy any shortfall.

We currently have **29** Probationary Constables within Moray, with **16** having joined us in the last year. These are in the main coming from our local communities and as a result have a personal interest in the Moray area.

One of our Probationary Constables was awarded the Baton of Honour at the Scottish Police College. This award is given to the most outstanding Probationer Student on the course.



Complaints About The Police

Indicator	5 Year Average	Apr 2017 - Mar 2018	Apr 2016 - Mar 2017	Difference	% Change 2018 v 2017
Overall Satisfaction of How Police Dealt With Your incident ²	N/A	82.4%	85.2%		-2.8%
Complaints Received About The Police	N/A	73	76	-3.0	-3.9%
Number of Complaints Per 10,000 Police Incidents	N/A	33.5	35.4	-1.9	-5.4%
On Duty Allegations Raised	N/A	101	100	+1.0	+0.1%
Off Duty Allegations Raised	N/A	0	1	0.0	-100%
Quality of Service Allegations	N/A	18	22	-4.0	-18.2%
Total Allegations	N/A	119	123	-4.0	-3.3%

² North East Division (Moray, Aberdeenshire and Aberdeen City)

We continue to seek feedback from members of the public in relation to their overall satisfaction with the way their incident was resolved. This allows us to gauge public opinion on our interaction to help shape our service delivery and also captures learning and identifies areas for improvement to better our performance.

The number of complaints made against the Police has **decreased** this year however this is an area we continue to review to ensure any are issues identified. Given the volume of incidents to which we attend and our overall interaction with the public, these figures for Complaints About the Police are relatively low.

There have been **no instances** of off duty allegations made.



Antisocial Behaviour, Violence and Disorder

Indicator	5 Year Average	Apr 2017 - Mar 2018	Apr 2016 - Mar 2017	Difference	% Change 2018 v 5 Year Av
Serious Assault - Recorded ³		54	45		
Serious Assault - Detection Rate		101.9%	91.1%		
Common Assault - Recorded	1009.6	916	1079	-93.6	-9.3%
Common Assault - Detection Rate	71.9%	75.7%	71.8%		+3.8%
Robbery - Recorded	10.0	11	9	+1.0	+10.0%
Robbery - Detection Rate	80.0%	100.0%	88.9%		+20.0%
Group 1 Crimes - Recorded ⁴		90	83		
Group 1 Crimes - Detection Rate		97.8	85.5		
Vandalism - Recorded	694.6	501	612	-193.6	-27.9%
Vandalism - Detection Rate	29.1%	30.7%	33.8%		+1.6%
Public Reports of Street Drinking	14.0	0	5	0.0	-100.0%
Licensed Premises Visits	2,174.4	3,594	2,864	+1,419.6	+65.2%
Indicator	5 Year Average	Apr 2017 - Mar 2018	Apr 2016 - Mar 2017	Difference	% Change 2018 v 2017
Number of Complaints of Disorder ⁵	N/A	2,785	2,784	+1.0	0.0%

³ April 2016 - implementation of broader definition of what constitutes a Serious Assault.

⁴ Group 1 Crimes of Violence include Murder, Attempted Murder, Culpable Homicide, Cruelty, Neglect and Un-natural Treatment of Children and Adults, Abduction, Robbery, Assault with intent to Rob, Serious Assault, and Threats and extortion.

⁵ Disorder includes Public Nuisance, Disturbance, Noise, Neighbour Dispute and Nuisance Phone Call incidents.

Overall Violent Crime is down almost **15%** which is almost **170** less victims of crime and the detection rate has risen to over **77%**.

Although we have experienced a slight increase in the number of Robberies and Serious Assaults which have been reported, the detection rate in relation to this crime type is **100%**.

Fortunately, random acts of serious violence are rare events. When they do occur, they tend to be associated with the overconsumption of alcohol. Therefore, Officers are deployed in accordance with our "Weekend Policing Plan" and "Safer Streets" initiatives to specific locations at weekends, in particular, to monitor levels of drunkenness and the likelihood of violence and to take preventative action to reduce the risk of acts of violence occurring.



We have seen an **increase** in licensed premises visits with **3,594** being carried out which is far higher than the 5 Year Average.

There has been a **significant decrease** in Vandalism which is well below the 5 Year Average and a further reduction on last year with **111 less** instances. There is little doubt of the impact which Vandalism and Antisocial Behaviour have in our communities. Our Community Policing Teams continue to be pro-active in their response to these issues with high visible patrols being carried out in known problem areas.

On November 2017, a disturbance took place within a licensed premises on High Street Elgin. Following enquiries, two males, both aged 29, from the Liverpool area were arrested and charged regarding six counts of Assault with one male subsequently imprisoned for a 12 month period.

During February 2018, Officers from the Divisional Alcohol Violence Reduction Unit launched the latest phase of Operation Pine, the Divisions initiative at tackling violence. Enforcement action took place across the Division, including Moray, resulting in the apprehension of 144 offenders and recovery of £14,174 in outstanding fines.

During March/April 2018, an increase in Antisocial Behaviour occurred in Keith. The Local Policing Team supported by the Divisional Alcohol Violence Reduction Unit, carried out enforcement action resulting in the apprehension of eight local males, charged with various crimes including Assault and Possession of Offensive Weapons and later appeared in Court.



Acquisitive Crime

Indicator	5 Year Average	Apr 2017 - Mar 2018	Apr 2016 - Mar 2017	Difference	% Change 2018 v 5 Year Av
Crimes of Dishonesty - Recorded	1,270.4	848	956	-422.4	-33.2%
Crimes of Dishonesty - Detection Rate	36.0%	44.5%	47.6%		+8.5%
Housebreakings - Recorded	209.6	105	139	-104.6	-49.9%
Housebreakings - Detection Rate	26.0%	39.0%	28.8%		+13.0%
Motor Vehicle Crime - Recorded ⁶	165.8	112	124	-53.8	-32.4%
Motor Vehicle Crime - Detection Rate	25.6%	37.5%	40.3%		+11.9
Theft of Motor Vehicle - Recorded	45.6	37	40	-8.6	-18.9%
Common Theft - Recorded	435.6	292	301	-143.6	-33.0%
Common Theft - Detection Rate	24.1%	26.7%	35.5%		+2.6%

⁶ Theft from secure motor vehicle; Theft from insecure motor vehicle; Theft of a motor vehicle; Attempted Theft of a Motor Vehicle.

Acquisitive Crime encompasses all crimes where property is stolen. Overall there has been a **decrease** in all recorded Crimes of Dishonesty from 956 reported crimes in 2016/17 to 848, **108 less** instances than last year. Detection rates remain strong. It should be noted these are some of the lowest crime figures recorded for Dishonesties.

During the reporting period there has been a **further reduction** in the number of Housebreakings which have been committed and an increase of over **10%** in the **detection** rate which is now **13% above** the 5 Year Average.

In relation to Motor Vehicle Crime there have been **12 crimes less** this year, which is a **32.4%** reduction over the 5 Year Average. Again detection rates remain positive.

In partnership with "Elgin Bid" we have continued our dedicated street patrols of the Elgin Town Centre targeting shoplifting.

Although these results are pleasing we are fully aware of the impact which Acquisitive Crime has on our communities and we will not become complacent in tackling such crime.

Through Operation Magpie, which is the Divisional response to Acquisitive Crime, we have set clear objectives in order to tackle Acquisitive Crime within our communities. We will continue to reassure our communities that we are committed to identifying areas of concern and thereafter take action to firstly prevent crimes from occurring and then to tackle recidivist offenders. In addition, we will look to strengthen and continue



our work with our partners in identifying those who are most vulnerable to this form of crime and provide them with crime prevention advice and support.

In January 2018, a licensed premises in the Buckie area was entered and a three figure sum of cash stolen from within. Enquiries led to the execution of a search warrant at a local address and the subsequent arrest of a 20 year old male who subsequently appeared in Court charged with two counts of theft by opening lock fast place.

During February 2018, a series of thefts took place at garage premises and industrial estates in the Elgin and Buckie areas. In response to this, on 6 March 2018, Officers executed search warrants at addresses in Elgin resulting in the recovery of a significant quantity of stolen property. A vehicle was also seized. As a result, two males aged 32 and 29 were arrested and charged with 16 crimes and later appeared in Court.



Road Safety and Road Crime

Indicator	5 Year Average	Apr 2017 - Mar 2018	Apr 2016 - Mar 2017	Difference	% Change 2018 v 2017
People Killed/Seriously Injured	N/A	35	46	-11.0	-23.9%
Children Killed/Seriously Injured	N/A	2	7	-5.0	-71.4%
People Killed	N/A	6	4	+2.0	+50.0%
Children Killed ⁷	N/A	1	1	0.0	0.0%
Advice/Education Given to Motorists ⁸	N/A	20,483	24,509	-4,026.0	-16.4%
Indicator	5 Year Average	Apr 2017 - Mar 2018	Apr 2016 - Mar 2017	Difference	% Change 2018 v 5 Year Av
Mobile Phone Offences	228.4	130	138	-98.4	-43.1%
Speeding Offences	1,193.0	758	985	-435.0	-36.5%
Drink/ Drug Driving Offences	113.8	125	107	+11.2	+9.8%
Dangerous Driving	41.0	41	47	0.0	0.0%
Disqualified Driving	12.4	17	10	+4.6	+37.1%
Detected Offences Related to Motor Vehicles	3,259.8	2,749	2,877	-510.8	-15.7%
Parking Fixed Penalties Issued ⁹	2,362.8	1,250	832	-1,112.8	-47.1%

⁷ Child is under 16 years of age.

⁸ North East Division (figures area for Moray, Aberdeenshire and Aberdeen City) figures by Road Policing Officers.

⁹ North East Division (figures area for Moray, Aberdeenshire and Aberdeen City).

Each and every death on our roads is a tragedy and deeply impacts our communities. Along with partners, we examine each death seeking to determine the causes of the collision and along with our partners, identify any learning which could be used to reduce further fatalities.

Road Safety and Road Crime remains an absolute priority for both Police Scotland and North East Division. It must also be noted that many of our partners and communities also consider the Road Safety around Moray to be a priority.

While all Police Officers can engage with and provide advice, guidance and verbal warnings to drivers, Road Policing Officers record this engagement as part of their daily duties, invariably where discretion offers such a disposal for minor offences. These are recorded within a North East wide figure which indicates in 2016/17 **24,509** motorists were given advice and guidance by Road Policing Officers, a figure which in 2017/18 dropped to **20,483**, a reduction of **16.4%**.



The Divisional Road Policing Unit covering A Division continue to perform at a high level and in 2018/19 to date, they have recovered the previous reduction seen over the 2017/18 year, with the number of vehicles stopped and motorists engaged increasing by **17%** (from **6334** to **7401**). Additionally the number of warnings for Vehicle Related Offences has increased by **41%** (from **806** to **1138**).

Antisocial Driving Behaviour is an issue which is commonly raised by our communities. We have taken steps to address this issue with Operations routinely conducted by our Community Policing Teams. One of the issues raised by this Committee is speeding and indeed illegally parking in and around our schools these areas are targeted with the intention of educating motorists in the first instance but where necessary taking enforcement action.

The input that we receive from our communities in identifying local issues has greatly assisted both ourselves and our partners in deploying our resources to target problem areas and delivering educational advice to change current and future motorist's behaviour. We continue to target those who offend on our roads and there has been an increase in detecting Drink/Drug drivers and Disqualified drivers.

Through Operation CEDAR we will continue to ensure that there is a highly visible presence on our roads, targeting areas of concern. Based on the results of analytical work, our Community Policing Teams, assisted by Divisional Roads Policing Officers, carry out monthly operations targeting problem areas.

During this fiscal year, Operation CEDAR enforcement days were held across the Fochabers and Lossiemouth beat areas which resulted in 26 fixed penalties being issued for a variety of Road Traffic Offences, in addition to 59 persons being reported to the Procurator Fiscal for Road Traffic matters including speeding, mobile phones, drink driving and no insurance.

Similar Operations were held across the Buckie and Keith section which resulted in 50 persons being reported.

We have also responded to the complaints about parking at various locations across Moray, particularly in Forres, Keith and Elgin.



Protecting People at Risk of Harm

Indicator	5 Year Average	Apr 2017 - Mar 2018	Apr 2016 - Mar 2017	Difference	% Change 2017 v 5 Year Av
Group 2 Crimes - Recorded ¹⁰	177.8	221	220	+43.2	+24.3%
Group 2 Crimes - Detection Rate	70.6%	54.3%	57.7%		-16.3%
Rape - Recorded	28.4	34	29	+5.6	+19.7%
Rape - Detection Rate	75.4%	64.7%	65.5%		-10.7%
Indicator	5 Year Average	Apr 2017 - Mar 2018	Apr 2016 - Mar 2017	Difference	% Change 2018 v 2017
Domestic Abuse Incidents Reported	N/A	710	747	-37	-5.0%
Domestic Abuse Incidents Detection Rate	N/A	73.6%	71.4%		-2.2%
Hate Crime - Recorded	N/A	50	37	+13.0	+35.1%
Hate Crime - Detection Rate	N/A	70.0%	81.1%		-11.1%

¹⁰ Group 2 Crimes of Indecency include Rape, Assault with intent to Rape, Indecent Assault, Sexual Assault, Prostitution related crime and others with an indecent element.

While the level of recorded Group 2 Crimes remains relatively static, there was a slight decrease in the detection rate albeit this can fluctuate particularly in relation to non - recent investigations (the current detection rate for Group 2 Crime is 60%).

Police Scotland continues to work with partners to encourage and support victims of Sexual Crime to come forward and report any such criminality. This work has provided reassurance to the public, increasing their confidence in the service provided by specially trained staff which has in turn led to an increase in the reporting of non - recent offending.

With the ever increasing use of online technology there has been a rise in the reporting of online sexual offences. Through education, provided by ourselves and our partners, we endeavour to educate the public, in particular young persons, on how to best keep themselves safe online.

The Public Protection Units have been raising awareness of online child sexual abuse. In partnership with the "Stop it now" charity, an advertising campaign to raise awareness was undertaken and posters were put on display in public areas around Moray. These posters encourage potential offenders to contact the charity for help.



This campaign aligns directly with our priority of Protecting People at Risk of Harm aligned to the work of the Child Protection Partnerships in Moray.

Domestic Abuse remains a priority for all of our staff. Work has been ongoing aligned to that of Sexual Crime to provide the public with the confidence to report any incidents to the Police. With the assistance of our partners, we continue to provide a referral process which support victims. In an effort to prevent reoffending, we are committed to a multi-agency approach, whereby if any substance misuse or mental illness is identified as a factor in the offending we will ensure that the offender is signposted accordingly. In the last reporting period there was a reduction on the incidents reported and an increase in detection rates in regard to Domestic Abuse.

A Violence Against Women Partnership (VAW) has been developed with partners in Moray, led by Chief Inspector Maggie Miller. Support has been given to the group by the National Co-ordinator for VAW networks. An ambitious work plan has been developed to support victims of Domestic Abuse in Moray.

Following on from the Thematic Report on Human Trafficking, presented to the Moray Scrutiny Committee, work has progressed by members of the Child Protection Co-ordinating Group, in relation to ensuring that the partnership in Moray is responding appropriately to Scottish Government strategy on Human Trafficking. A report outlining responsibilities of the partnership and the ongoing efforts in relation to training, awareness raising and support for recovered victims, has been prepared and will be tabled at the next respective meeting of the Co-ordinating Group, Child Protection Committee and Adult Protection Committee.

Our response in Moray to Human Trafficking concerns will continue in line with reports and intelligence received. Both Divisional Officers and the Public Protection Unit will continue to work with partners to identify perpetrators involved in this type of criminality and to provide support to victims.

Over the year there has been an increase of **13** Hate Crimes in Moray. It is acknowledged that historically Hate Crime has been under reported and work continues with partners to build public confidence in reporting such matters. All of these crimes are isolated incidents and are not borne out of longstanding underlying issues. Each crime is scrutinised and dealt with as a priority, often these enquiries can be protracted and lead to detections outwith the reporting period.



Serious Organised Crime

Indicator	5 Year Average	Apr 2017 - Mar 2018	Apr 2016 - Mar 2017	Difference	% Change 2018 v 5 Year Av
Proceeds of Crime Act Seizures ¹¹	£146,782.24	£398,245.03	£291,365.84	+£251,462.79	+171.32%
Drug Possession Offences	248.2	356	317	+107.8	+43.4%
Drug Supply Offences	37.2	45	44	+7.8	+21.0%
Indicator	5 Year Average	Apr 2017 - Mar 2018	Apr 2016 - Mar 2017	Difference	% Change 2018 v 2017
Drug Deaths	N/A	11	8	+3.0	+37.5%

¹¹ A Division (Moray, Aberdeenshire and Aberdeen City) reported seizures only.

We are absolutely committed to proactively target Serious Organised Crime groups who operate within the North East of Scotland and in particular Moray. Although, these groups impact on the local communities in a multitude of different ways one of the main threats they pose to the public in Moray is through the supply of controlled drugs.

There have been **45** Drug Supply offences reported during this period, which is an increase of one from the same period last year. The number of drug possession offences has **increased** to **356** which is **above** the 5 Year Average. We can also report that **£394,243.03** has been seized under the Proceeds of Crime Act which demonstrates our ongoing commitment to tackling the supply of controlled drugs in the area. It should be noted that this figure is **more than double** that of the 5 Year Average.

In order to successfully target the Organised Crime Groups we rely heavily on our communities to furnish us with relevant and current information. As a result of the information and intelligence that we have received we have executed a large number of drug search warrants in the Moray area.

With the intention of disrupting the supply of controlled drugs within the Buckie and Keith area including their licensed premises an operation involving the Community Policing Teams and Criminal Investigation Department was instigated. As a result of the operation 14 drug search warrants were executed, 22 positive stop searches were carried out with a variety of Class A, B and C controlled drugs recovered.

In the Forres area, following information received from the public, a male was located in possession of over 600 ecstasy tablets. He was reported for being concerned in the supply of drugs.



There has been an increase in the number of drug related deaths in the last year, up 3. Many of these individuals were known as drug users who have been abusing controlled substances for a lengthy period.

One of the aims of Moray Alcohol and Drugs Partnership is to reduce the number of people accessing hospital with an alcohol or drug related diagnosis, and the number of those who suffer an alcohol or drug related death. Work is ongoing in relation to this and there has been an increased focus on promoting early engagement and trying to reduce alcohol and drug related harms. Drug deaths in Moray reflect the national data sets. There are no patterns at this stage, albeit they appear lifestyle related with many of the deaths relating to individuals who have been abusing Controlled Drugs for a number of years. Mixed-drug intoxication is the predominant cause of death.

A number of support measures are also in place across Moray for those affected by drug misuse. There is a strong partnership approach to this through the Moray Alcohol and Drug Partnership. For example, Quarriers, the Third Sector provider have continued to develop a Recovery focus, expanding opportunities for those in services, improving links with the wider network of agencies; e.g. employment support, housing, mental health. Arrows (the Alcohol and Drug Service within Quarriers) have developed peer led groups and these continue to be developed across Moray. They also provide a Direct Access Service for MIDAS (Moray Integrated Drug and Alcohol Service).



Counter Terrorism and Domestic Extremism

In the last reporting period there have been significant terrorist attacks in mainland Europe and the United Kingdom. As a direct result of these attacks, the overall threat assessment to United Kingdom citizens rose from Severe (An attack is likely) to Critical (An attack is expected imminently) for a total period of eight days. Following this period, the threat level has remained at Severe.

Although throughout this period, there were no direct threats to the North East of Scotland we have remained vigilant and would urge our partners and communities to do likewise and report any concerns immediately.

National Security is a priority and is taken into consideration when conducting our day to day business. With key strategic locations situated in Moray we ensure that we provide reassurance to both of these installations and their communities. We work closely with our military colleagues and regularly carry out joint reassurance patrols and provide support during military events.

Likewise, Moray has developed into a diverse area and we ensure that we provide preventative messaging, reassurance patrols and educational inputs to the communities. In order to achieve this, Moray has Local Contest Liaison Officers (LCLO) who regularly deliver PREVENT and CONTEST inputs throughout the local communities. Our Officers have engaged with the local mosques strengthening our relationship and providing security and safety briefings. The role of the LCLO also focuses on the numerous small ports situated along our coastline. With the support of Border Policing Command and Counter Terrorism Security Advisors the LCLO have established excellent links within the communities and with our partners.

In addition, we have seen Moray based School Liaison Officers scheduled to deliver the "Act Now" input to school children throughout the Moray area.

Moray is an active partner within the North East Division Pan-Grampian Multi-Agency CONTEST Group, which benefits from the partnership links with all three Local Authority Areas (Aberdeen City, Aberdeenshire and Moray). This group drives the local CONTEST Action Plans which are supported by the existing Pan-Grampian partnership structures including Education, Emergency Services, Resilience and Third Sector Partners.

In October 2017, Operation Reiver, which tested the Police response to a Counter Terrorist Incident, took place. This was a challenging three day event which focused on a complex scenario and confirmed our ability to deal with such an incident.



Miscellaneous

Stop and Search

Indicator	Apr 2017 - Mar 2018	Apr 2017 - Mar 2018 (positive)
Consensual	0	0
Legislative	432	127
Number of Consensual Stop and Searches Refused	0	N/A

It is crucial that all officers adhere to Police Scotland's code of Ethics and Values when considering and conducting stop and searches or seizures. Each of their actions must be balanced with public safety and persons rights.

As can be seen above there have been **432** stop searches carried out, **127** were positive, nearly **30%** of the searches.



Response Times

A Division Comparison - Response Times

Note 1 - Data extracted and provided by APU from STORM Unity on for A Division showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month. Figures include all resourced incidents (except diary calls) including those which have been generated by police, e.g. pre-planned events such as firearms operations or spontaneous deployment to deal with ongoing crime.

Note 2 - Data extracted and provided by APU from STORM Unity on for A Division showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month. Figures are based on resourced incidents where a call is received from the Public, incident raised and transferred to ACR, then a resource dispatched which subsequently arrives at scene. Linked incidents and diary calls are excluded. Any incidents not dispatched within the grade of service timescales that are left open/scheduled for a future date will be included in the average calculation.

Protect communities by monitoring the average length of time taken to attend at the scene of Emergency (Grade 1) classified incidents

Grade 1 Incidents	A Division												
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Numbers based on all resourced incidents ¹ :													
Monthly Number of Grade 1 Incidents	388	406	359	464	421	369	369	324	369	280	295	301	314
Monthly number of Calls achieving Grade of Service	339	363	324	426	389	352	348	302	351	260	278	284	292
% of Calls achieving Grade of Service	87.4%	89.4%	90.3%	91.8%	94.2%	95.4%	94.3%	93.2%	95.1%	92.9%	94.2%	94.4%	93.0%



Grade 1 Incidents	A Division												
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Numbers based on responding to public ² :													
Monthly Number of Grade 1 Incidents	382	399	344	455	410	355	355	317	366	272	288	295	309
Monthly Number of Calls achieving Grade of Service	336	356	309	417	379	340	336	295	349	253	271	279	287
% of Calls achieving Grade of Service	88.0%	89.2%	89.8%	91.6%	92.4%	95.8%	94.6%	93.1%	95.4%	93.0%	94.1%	94.6%	92.9%
Public response stage breakdown ² :													
Incident Handling - Service Centre (monthly avg. time)	00:03:18	00:00:32	00:00:40	00:00:28	00:00:30	00:00:30	00:00:30	0:00:30	0:00:29	0:00:31	0:00:30	0:00:27	0:00:30
Incident Dispatch - Area Control Room (monthly avg. time)		00:02:28	00:02:00	00:02:03	00:01:48	00:02:06	00:02:42	0:01:53	0:01:46	0:02:19	0:01:54	0:01:56	0:01:58
Resource Deployment - Local Division (monthly avg. time)	00:13:48	00:13:48	00:13:52	00:12:44	00:12:24	00:16:38	00:13:14	0:12:33	0:13:04	0:12:36	0:12:55	0:11:40	0:12:10
Overall Response Time (monthly avg. time)	00:17:07	00:17:13	00:17:02	00:15:43	00:15:11	00:19:34	00:16:41	0:15:18	0:15:37	0:15:43	0:15:41	0:14:21	0:14:59



Incident handling and incident dispatch times must be below 5 minutes to achieve Grade of Service for Grade 1 incidents. Table shows the percentage of calls which achieve this grade of service.

Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.

Protect communities by monitoring the average length of time taken to attend at the scene of Grade 2 classified incidents													
Grade 2 Incidents	A Division												
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Numbers based on all resourced incidents ¹ :													
Monthly Number of Grade 2 Incidents	3,660	3,623	3,378	3,680	3,615	3,279	3,346	3,072	3,488	3,070	2,884	3,045	3,143
Monthly number of Calls achieving Grade of Service	2,901	3,178	2,925	3,214	3,211	2,926	2,979	2,726	3,109	2,765	2,604	2,744	2,818
% of Calls achieving Grade of Service	79.3%	87.7%	86.6%	87.3%	88.8%	89.2%	89.0%	88.7%	89.1%	90.1%	90.3%	90.1%	89.7%
Numbers based on responding to public ² :													
Monthly Number of Grade 2 Incidents	3,360	3,471	3,225	3,536	3,502	3,141	3,227	2,963	3,328	2,974	2,785	2,942	3,052
Monthly Number of Calls achieving Grade of Service	2,882	3,045	3,797	3,095	3,114	2,809	2,870	2,634	2,971	2,677	2,523	2,658	2,938
% of Calls achieving Grade of Service	85.8%	87.7%	86.7%	87.5%	88.9%	89.4%	88.9%	88.9%	89.3%	90.0%	90.6%	90.3%	89.7%



Grade 2 Incidents	A Division												
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Public response stage breakdown ² :													
Incident Handling - Service Centre (monthly avg. time)	00:12:43	00:00:49	00:00:50	00:00:44	00:00:46	00:00:44	00:00:46	0:00:45	0:00:43	0:00:44	0:00:42	0:00:44	0:00:41
Incident Dispatch - Area Control Room (monthly avg. time)		00:09:22	00:11:00	00:11:03	00:09:47	00:10:00	00:09:27	0:10:45	0:07:57	0:09:46	0:07:25	0:09:23	0:08:59
Resource Deployment - Local Division (monthly avg. time)	00:25:55	00:25:47	00:26:03	00:23:39	00:23:26	00:22:49	00:22:53	0:23:11	0:25:15	0:21:47	0:22:39	0:22:35	0:23:57
Overall Response Time (monthly avg. time)	00:38:39	00:36:58	00:38:20	00:35:52	00:34:40	00:34:00	00:33:33	0:35:25	0:34:29	0:32:51	0:31:26	0:33:04	0:34:22

Incident handling and incident dispatch times must be below 15 minutes to achieve Grade of Service for Grade 2 incidents. Table shows the percentage of calls which achieve this grade of service.

Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.



Protect communities by monitoring the average length of time taken to attend at the scene of Grade 3 classified incidents													
Grade 3 Incidents	A Division												
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Numbers based on all resourced incidents ¹ :													
Monthly Number of Grade 3 Incidents	5,199	4,063	3,702	3,869	3,963	3,829	3,850	3,334	3,480	3,204	3,116	3,366	3,713
Monthly number of Calls achieving Grade of Service	2,479	2,762	2,416	2,577	2,677	2,569	2,657	2,337	2,476	2,284	2,187	2,352	2,572
% of Calls achieving Grade of Service	47.7%	68.0%	65.3%	66.6%	67.5%	67.1%	69.0%	70.1%	71.1%	71.3%	70.2%	69.9%	69.3%
Numbers based on responding to public ² :													
Monthly Number of Grade 3 Incidents	3,783	3,547	3,227	3,365	3,466	3,344	3,387	2,889	2,975	2,786	2,694	2,925	3,217
Monthly Number of Calls achieving Grade of Service	2,453	2,368	2,038	2,192	2,291	2,188	2,282	1,964	2,036	1,916	1,841	1,983	2,149
% of Calls achieving Grade of Service	64.8%	66.8%	63.2%	65.1%	66.1%	65.4%	67.4%	68.0%	68.4%	68.8%	68.3%	67.8%	66.8%



Grade 3 Incidents	A Division												
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Public response stage breakdown ² :													
Incident Handling - Service Centre (monthly avg. time)	03:06:26	00:01:28	00:02:41	00:00:59	00:00:57	00:00:59	00:00:59	0:01:13	0:00:57	0:02:31	0:00:55	0:00:55	0:01:29
Incident Dispatch - Area Control Room (monthly avg. time)		02:23:36	02:41:33	02:26:35	02:29:42	02:35:10	02:27:56	2:27:36	2:27:32	2:11:20	2:20:48	2:46:21	2:07:59
Resource Deployment - Local Division (monthly avg. time)	01:05:56	00:57:54	00:54:16	00:47:52	00:59:52	01:00:56	00:57:52	0:52:21	0:57:20	0:45:46	1:00:04	0:55:08	0:54:08
Overall Response Time (monthly avg. time)	04:12:22	03:14:58	03:30:41	03:05:58	03:23:37	03:29:25	03:21:46	3:16:02	3:17:57	2:54:28	3:19:49	3:32:17	3:01:14

Incident handling and incident dispatch times must be below 40 minutes to achieve Grade of Service for Grade 3 incidents. Table shows the percentage of calls which achieve this grade of service.

Please note for North Divisions the incident handling and dispatch times are combined due to system limitations.



Breakdown of Grades 4-5													
Grade 4-5 Incidents	A Division												
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Numbers based on all resourced incidents ¹ :													
Monthly Number of Grade 4 Calls	353	302	290	264	311	296	331	223	284	242	257	264	328
Monthly Number of Grade 5 Calls	247	241	218	251	208	210	172	160	175	144	123	188	175
Total Number of Calls Overall	9,847	8,635	7,947	8,528	8,518	7,983	8,068	7,113	7,796	6,940	6,675	7,164	7,673

