



Police and Fire and Rescue Services Committee

**North East Division
Moray**

April 2018 - March 2019

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Introduction

I present the latest Police and Fire and Rescue Scrutiny 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 period April 2018 to March 2019.

I am pleased to report that overall recorded crime continues on the downward trend we have seen over the past years, with detection rates improving.

In particular, Acquisitive Crime has seen improvements in all areas which has evolved from a very robust approach to dealing with offenders who have committed crime coupled with improved preventative strategies.

Crimes of Violence have seen a continued and unprecedented reduction in reporting with strong detection rates.

Strong proactive policing particularly in relation to Serious Organised Crime has also ensured we continue to target those causing most harm in our communities, while working in partnership to protect the most vulnerable.

We continue to face challenges in relation to Group 2 crimes with increases in reporting across all areas. A number of these relate to non-recent crimes to which we see a confidence in reporting. Partnership working is critical both with statutory partners and the third sector as we work collaboratively to support victims and detect offenders.

This Performance Report overall reflects the very positive ongoing work within the Division and I commend the work of all Police Officers, Police Staff and Special Constables in the Moray area for their excellent work. There is no doubt however that the strong partnership working and indeed support from communities themselves absolutely contributes to our aim which is to continue to "Keep People Safe" in and around Moray.

Regards



Campbell Thomson
Chief Superintendent
North East Division
Police Scotland

Staffing

	Authorised Establishment	March 2019	Difference
Police Officers ¹	1114.0 FTE	1087.43 FTE	-26.57
	March 2018	March 2019	Difference
Police Staff ¹	118.15 FTE	117.17 FTE	-0.98

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

The authorised establishment of North East Division has remained consistent, with only a relatively small dip in numbers throughout the past year. These figures fluctuate with retirements and quarterly recruitment. The projected figure for Police Officers as of 9 September 2019 is 1114.0 FTE.

We currently have **26** Probationer Constables working in Moray, with **9** having arrived during 2017-18.

The value that Special Constables bring to the Police Service is not underestimated and with 8 Special Constables in Moray, we continue to develop their skills in the community and deploy them to a variety of Policing duties.

Celebrating the success and good work of our staff is exceptionally important and in February this year, PC Stuart Sim won the Police Scotland Unsung Hero award at the Excellence Awards held in the Police College, Tulliallan. PC Sim has 29 years Police Service and has dedicated much of this to policing Moray, latterly working in the Probationer Governance Unit motivating and educating Probationers and their Tutors. PC Sim also won the Chief Constable's award in recognition of his tremendous work.

Complaints About The Police

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 2018
Overall Satisfaction of How Police Dealt With Your incident ²	N/A	87.1%	82.4%		+4.7%
Complaints Received About The Police	N/A	73	73	0	0.0%
Number of Complaints Per 10,000 Police Incidents	N/A	35.0	33.5	+1.5	+4.5%
On Duty Allegations Raised	N/A	134	101	+33	+32.7%
Off Duty Allegations Raised	N/A	1	0	+1	
Quality of Service Allegations	N/A	16	18	-2	-11.1%
Total Allegations	N/A	151	119	+32	+26.9%

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

Public satisfaction levels across the North East remain high and this is an area which is closely monitored and managed. The weekly and monthly survey of those who use our service allows us to capture learning, identify areas for improvement and share this across the organisation to further enhance our performance and meet the expectations of the public. We regularly receive letters of thanks from members of the public who have been pleased with the level of service delivered and the care, professionalism and dedication displayed by our teams.

Overall satisfaction with the way incidents have been dealt with has increased by almost **5%** in comparison with the previous reporting period, with **87.1 %** of those surveyed satisfied with the service provided. This is well above the national average recorded by Police Scotland.

The number of complaints received between April 2018 and March 2019 has remained static. Each complaint can have a number of allegations and over the reporting period, there were **32** more allegations made in comparison with the previous year. ^{NB} There have been 40 on duty allegations raised between 1 April and 31 July 2019 from 20 complaints.

Our dedicated Service Delivery team ensure that every Complaint or Allegation is fully investigated, making use of the support and assistance of the National Professional Standards Department where appropriate. This model ensures that not only are complaints investigated consistently but also timeously which is an important part of any customer service model and ensures overall satisfaction.

The majority of complaints received across the North East are resolved through Front Line Resolution where experience tells us that a significant percentage of complaints are attributed to an individual's perceptions and a lack of understanding of police powers and procedures. A simple explanation of the circumstances can very often resolve the matter to a complainer's satisfaction.

Antisocial Behaviour, Violence and Disorder

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 5 Year Av
Common Assault - Recorded	989.0	895	915	-94.0	-9.5%
Common Assault - Detection Rate	74.4%	73.5%	75.3%		-0.9%
Robbery - Recorded	11.0	20	11	+9.0	+81.8%
Robbery - Detection Rate	83.6%	80.0%	100.0%		-3.6%
Vandalism - Recorded	636.8	508	501	-128.8	-20.2%
Vandalism - Detection Rate	29.1%	36.4%	30.5%		+7.3%
Public Reports of Street Drinking	10.8	3	0	-7.8	-72.2%
Licensed Premises Visits	2,785	3,306	3,594	+521.0	+18.7%
Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 2018
Group 1 Crimes - Recorded ⁴	N/A	96	92	+4	+4.3%
Group 1 Crimes - Detection Rate	N/A	85.4%	97.8%		-12.4%
Serious Assault - Recorded ³	N/A	51	56	-5	-8.9%
Serious Assault - Detection Rate	N/A	92.2%	101.8%		-9.6%
Number of Complaints of Disorder ⁵	N/A	2,783	2,785	-2	-0.1%

³ April 2016 - implementation of broader definition of Serious Assault, 5 year comparison is therefore not possible at this point

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.

The number of recorded Common Assaults in Moray has **decreased by 9.5%**, with detection rates for these crime types remaining high. Recorded Serious Assaults has seen a similar **decrease of 8.9%, with a 92.2% detection rate.**

As part of **Operation Pine** and the continued drive to prevent violence, the Divisional Alcohol and Violence Reduction Unit work closely with local Officers and staff to proactively police recidivist offenders, ensuring Warrants, Curfew Checks, as well as Court Orders and Bail conditions are monitored and dealt with efficiently, protecting the public from further crime. This also offers the opportunity for support within the Criminal Justice system at an early opportunity.

The recorded figure for Robbery has **increased by 9** crimes on the same period during the preceding year, whilst the detection rate of **80%** remains very strong. Causation factors are monitored closely and through crime pattern analysis we know in many cases, perpetrators and

victims often know each other and may be engaged in criminality around controlled drugs or other criminal enterprises.

Vandalism has seen a sharp **drop of 20%**, this being **128 less** recorded crimes against the 5 year average. This is in no small part due to the consistent high visibility Policing in the year patrolling education establishments during holidays as part of 'School Watch' and through antisocial behaviour patrols at targeted times, addressing issues of drinking alcohol in public, underage drinking and antisocial behaviour. Through this, high numbers of young people were engaged with, albeit on a positive note low levels of alcohol were found in their possession.

Over the year we had strong patrol plans at events and shows around the area, led by the Moray based Divisional Alcohol and Violence Reduction Unit (DAVRU) working with Health, Street Pastors, RAF Police and event planners to maximise the safety of all attending and in the surrounding community, whilst allowing people to enjoy these occasions sensibly.

The strength of partnership continues to improve through regular governance meetings with Street Pastors who have become integral to the collaborative approach ensuring early intervention and safety of people making their way home.

Excessive consumption of alcohol remains a primary contributory factor to being either a victim or perpetrator of violence and our Community Policing Teams work very closely with a range of partners from the public, private and voluntary sectors, including those in the licensed trade, to ensure we maintain a strong preventative focus in our towns and villages. We have structured Weekend Policing Plans, focusing on the provision of a high visibility policing presence and regular interaction at licensed premises which has resulted in an **increase of 18.7%** in recorded licensed premises visits compared to the 5 year average.

This has all contributed to a **reduction in Serious and Common Assaults and Vandalism.**

Elgin BID have supported our Policing of the area with a contribution of mountain bikes that has been used to great effect when patrolling areas inaccessible to vehicles. One such operation in the Linkwood area of Elgin over a period of several days, prevented anti-social behaviour and disruption to the surrounding community, with the principles of the operation also deployed in other areas of Moray.

Acquisitive Crime

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 5 Year Av
Crimes of Dishonesty - Recorded	1154.6	881	834	-273.6	-23.7%
Crimes of Dishonesty - Detection Rate	38.6%	53.1%	44.6%		+14.5%
Housebreakings - Recorded	183.6	103	104	-80.6	-43.9%
Housebreakings - Detection Rate	29.6%	47.6%	38.5%		+17.9%
Motor Vehicle Crime - Recorded ⁶	154.2	76	112	-78.2	-50.7%
Motor Vehicle Crime - Detection Rate	29.6%	46.1%	38.4%		+16.5%
Theft of Motor Vehicle - Recorded	43.0	28	35	-15.0	-34.9%
Common Theft - Recorded	386.2	288	288	-98.2	-25.4%
Common Theft - Detection Rate	25.1%	30.6%	26.4%		+5.4%

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

During this financial year, when measured against the 5 year average, Acquisitive Crime has fallen by **23%** in Moray, which is a new low. Tackling this crime type continues to be a priority across the partnership with the proactive and investigative work by staff paying dividends in this area.

Of particular note is the 43% decrease in housebreakings, with an equally improved detection rate of 47%. Furthermore, bringing motor vehicle crime down by over 50% and the associated detection rate up to 46% is unprecedented in recent times.

This demonstrates not only the investment by Community Policing Teams and Specialist colleagues in the area, but also that from partners and businesses who work hard to reduce opportunities for Acquisitive Crime to be committed.

Across the North East, resources from the Criminal Investigation Department and Proactive Units are regularly working together to support CPT's. This was demonstrated recently when five travelling criminals were apprehended and charged with numerous high value Theft by Shopliftings across the Division, with Forres being the town affected locally.

Between August and October 2019, several Housebreakings occurred to business premises in the centre of Elgin. Through careful forensic examination of the scenes and a coordinated approach to the capture and reviewing of CCTV, a male was identified and charged. This resulted in a custodial sentence and reinforces the message to those intent on perpetrating these crimes and indeed to the communities affected that through robust investigations offenders will be traced and prosecuted.

On another occasion during December 2018, a series of Housebreakings to domestic properties in the Buckie area was reported to Police, with 2 persons quickly being arrested.

Again through resources working together, carrying out meticulous house to house enquiries and utilising information provided by the community sufficient evidence was gathered to libel a total of 12 charges. As a result property was returned to owners, those involved appeared in Court and further crimes were prevented.

Road Safety and Road Crime

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 2018
People Killed/Seriously Injured	N/A	35	40	-5	-12.5%
Children Killed/Seriously Injured	N/A	2	3	-1	-33.3%
People Killed	N/A	8	6	+2	+33.3%
Children Killed ⁷	N/A	1	1	0	0.0%
Advice/Education Given to Motorists ⁸	N/A	23,344	20,483	+2,861	+14.0%
Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 5 Year Av
Mobile Phone Offences	205.4	86	131	-119.4	-58.1%
Speeding Offences	1090.2	777	766	-313.2	-28.7%
Drink/ Drug Driving Offences	116.2	112	124	-4.2	-3.6%
Dangerous Driving	40.6	40	40	-0.6	-1.5%
Disqualified Driving	13.2	18	16	+4.8	+36.4%
Detected Offences Related to Motor Vehicles	3147.0	2,564	2,737	-583.0	-18.5%
Parking Fixed Penalties Issued ⁹	1,833	1,456	1,477	-377	-20.6%

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 is investigated robustly to establish the causation factors and deliver learning and prevention in this regard. Sadly, in Moray during this review period there were **2** more fatalities this year compared to the last reporting period. This increase can be partially attributed to the tragic events in July 2018, where five people lost their lives in a collision on the A96 near Keith.

A multi-agency response dealt with the tragic circumstances that night in the most professional manner in very challenging circumstances. A full Gold structure and debrief took place afterwards which was verbally briefed to Committee by both Fire and Police.

There has been a decrease in serious injury as a result of collisions and a marked increase of **2,800** educational interactions with the motoring public. This is very encouraging as this correlates to the increased joint patrolling by the Divisional Roads Policing Unit and CPT Officers across the area.

Operation CEDaR (Challenge, Educate, Detect and Reduce) continues to be the pillar in our roads policing strategy to maintain the high visibility presence on the roads, supported by

strong media messaging regularly communicated to and directed towards our most vulnerable road users. Through this we both enforce and educate drivers to ensure their behaviour is appropriate to the conditions at all times in an effort to increase road safety.

Regular Local Road Safety initiatives took place throughout the year targeting speeding, drink driving, mobile phone usage and vulnerable road users, which are the issues raised frequently by communities through our engagement. During these initiatives fixed penalty notices were issued and drivers charged where appropriate, with many more drivers educated to drive more appropriately and safely.

In addition, inputs have been delivered to schools by our Community Policing teams and School Liaison Officers, providing support and guidance to Junior Road Safety Officers (JRSOs) in these schools who strive to make roads in their communities safer for all concerned.

During June, January and March, initiatives were carried out in and around school areas, jointly with JRSOs, Road Policing Units and Community Officers to tackle issues of speeding, road safety, illegal parking and to support Crossing Patrollers. This resulted in numerous persons being charged in connection with not obeying Crossing Patrollers executing their duties and was complimented by a high profile media campaign to prevent such incidents happening.

Motorcycle safety continues to be a priority for Roads Policing in the Moray area, with the introduction of marked Police motorcycles to the Department to enhance the profile on the roads. This strategy compliments the delivery of the Rider Refinement program to the area, which has seen an excellent subscription for spaces on the courses.

All of this has contributed to a reduction of 20% in respect of the number of motorcyclists killed on the roads of the North of Scotland.

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Protecting People at Risk of Harm

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 5 Year Av
Group 2 Crimes - Recorded¹⁰	191.4	245	213	+53.6	+28.0%
Group 2 Crimes - Detection Rate	67.4%	58.0%	55.9%		-9.4%
Rape - Recorded	31.8	37	35	+5.2	+16.4%
Rape - Detection Rate	69.7%	48.6%	64.7%		-21.1%
Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 2018
Domestic Abuse Incidents Reported	N/A	793	712	+81	+11.4%
Domestic Abuse Incidents Detection Rate	N/A	67.4%	73.3%		-5.9%
Hate Crime - Recorded	N/A	60	51	+9	+17.6%
Hate Crime - Detection Rate	N/A	88.3%	74.5%		+13.8%

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.

The number of reported Group 2 crimes (crimes involving a sexual element) has increased when compared to the 5 year average and the previous year. Detection rates have also increased to **58%**.

The increased reporting of crimes of this nature is consistent throughout Scotland with this crime group including instances of non-recent sexual abuse as well as cyber enabled and cyber assisted crimes such as the sending and receiving of images.

North East Division continues to work closely with partners in Social Work, Education and the Third Sector to educate the public, in particular young persons with regards to online safety.

Reported Rape remains consistent with the 5 year average. Divisional detection rates remain aligned with the national detection rate for crimes of this nature. The investigation of Rape is sensitively managed and supervised within the local Public Protection Unit. Specialist Officers support the victims through their traumatic experience and provide details of Partner Agencies and Third Sector support which is available. These Officers ensure victims are fully aware of the processes and why they are being carried out. Each investigation is led by a Senior Investigating Officer to maximise all lines of enquiry and forensic opportunities. Excellent feedback is received on a monthly basis from Third Sector organisations who engage with victims of this crime type.

The Public Protection Unit fully supports all national campaigns to encourage victims to come forward to report crimes and in conjunction with partners delivers both conventional media initiatives and online events. Officers from the Public Protection Unit are committed to working with Third Sector organisations to ensure a victim focused approach.

Through these efforts, victims feel confident to report non-recent crimes which, at times can lead to complex and protracted investigations. These are compounded when on occasions there are no forensic opportunities or when evidential opportunities such as CCTV are no longer available.

The focus on Domestic Abuse continues in Moray with information being issued on Social Media platforms as well as preventative messaging. North East Division have been working with Partner Agencies as well as Third Sector organisations to hold joint Facebook chats, allowing people to access professionals and obtain information on how to obtain help and support. Victims have reported incidents directly through these chats and have received help immediately.

North East Division has been a key partner in re-forming the Violence Against Women Partnership in Moray (VAWP) which is providing a focus for multi-agency work in this area.

Multi-agency processes are in place to consider all options to tackle high risk offenders as well as safety and support plans for high risk victims.

Hate Crimes in Moray are treated seriously which is reflected in the high detection rate of **88.3%**. Analysis of the recorded Hate Crimes in Moray has shown no trend in incidents or underlying issues.

Each crime is scrutinised with an appropriate response and strong social media messaging has been issued emphasising these crimes will not be tolerated.

Serious Organised Crime

Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 5 Year Av
Proceeds of Crime Act Seizures ¹¹	£195,669.64	£189,501.12	£398,245.03	-£6,168.52	-3.15%
Drug Possession Offences	268.4	351	353	+82.6	+30.8%
Drug Supply Offences	38.2	52	45	+13.8	+36.1%
Indicator	5 Year Average	Apr 2018 - Mar 2019	Apr 2017 - Mar 2018	Difference	% Change 2019 v 2018
Drug Deaths	N/A	10	11	-1	-9.0%

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.

This year has seen an increase in drug supply charges being libelled, bringing the total to **52** for the year, which is **7** more than the previous and **36%** above the five year average.

This is only achieved through the hard work of all involved in the intelligence gathering and enforcement, however the heart of the matter is the positive community engagement that is very evident in order to cultivate the intelligence. Information from the community is essential and is gathered through proactive and high visibility Policing and in turn, information back into the community of successful results is fostered through regular use of media.

Under the auspices of Operation Aspen, intelligence gathering in Moray over the reporting period has led to the recovery of controlled drugs with a conservative estimated value of over £667,000, with one significant seizure in Lossiemouth accounting for over £550,000 of that figure. It is clear that these recoveries are the result of excellent communication between communities and Police Officers as we work together to prevent organised criminality through drug dealing in Moray.

With the increase in supply charges, there has been a continued delivery in dealing with possession charges as the 351 offences during this period is well above the 5 year average and demonstrates the day to day interaction and appropriate use of stop and search powers.

These levels allow the Moray Drug and Alcohol Partnership to engage with those who are dependent on drugs and reduce their need and/or usage. It is this very approach in conjunction with other aspects which may well have contributed to one less drug related death in the Moray area.

We continue to build on partnership approaches to events, with one example being on 30 March 2019, where a multi-agency operation involving Health, RAF Police, Security Staff, Community Officers and Police Dog resources led to over **60 stop/searches** being carried out

on one evening resulting in **12 drugs possession cases**. Of equal importance to these drugs being removed from circulation was the model of delivery by the partners, which will be developed going forward and deployed across the area as required.

Counter Terrorism and Domestic Extremism

The North East CONTEST Multi-Agency Board and the associated Prevent Delivery Group, of which Moray is an active partner, continue to deliver the national CONTEST strategy in the North East of Scotland. The Prevent, Pursue, Protect and Prepare principles are the continued focus of the strategy which aims to reduce the risk from terrorism to the UK.

Prevent involves safeguarding and supporting those vulnerable to radicalisation, to stop them from becoming terrorists or supporting terrorism. At a local level this involves close working relationships between partner agencies to identify persons at risk. Thereafter, the collaborative approach continues as plans are developed and implemented to divert those at risk. Positive multi-agency engagement with the community is crucial in this approach and the excellent working relationships between partner agencies and the combined vision for empowered, resilient and sustainable communities assists in the delivery of this objective.

Protect has the aim of strengthening our protection against a terrorist attack. Traditionally the local multi-agency work has been aimed at providing advice and guidance in relation to the protecting and safeguarding of physical locations, sharing best practice for cost effective, proportionate physical security for community and commercial buildings utilising the principles of a national program known as Action Counters Terrorism (ACT). Whilst this work continues with tailored inputs, advice and guidance, there is an emerging threat in relation to cyber-attacks and multi-agency work will also be focused towards this area in the future. The Police Scotland Cyber Crime Prevention Unit is embryonic and has been formed to counter this threat utilising a preventative agenda. This Unit has been engaging with local businesses to highlight the 'Cyber Essentials' principles which provides guidance for maintaining cyber security against the ever-changing threat of cyber-attacks.

National Security is always at the forefront of our minds and as we see a continued threat around the United Kingdom and across Europe, we remain vigilant. The threat to the UK from International Terrorism has remained at **SEVERE** (an attack is highly likely). The threat to Great Britain from Northern Ireland related terrorism is **MODERATE**.

With this in mind, we continue to make much of the preventative messaging, reassurance patrols and education part of our day business as we protect crowded places, faith groups and iconic locations.

To assist in the delivery of the multi-agency agenda and priorities, North-East Division has a team of Local CONTEST Liaison Officers (LCLOs) who carry out activities within their local policing area or department, where necessary assisted by experts or specialists from national departments. This approach assists to blend national and local requirements whilst ensuring the interests and needs of local communities are at the forefront of everything we do.

Miscellaneous

Stop and Search

Indicator	Apr 2018 - Mar 2019	Apr 2018 - Mar 2019 (positive)
Consensual	0	-
Legislative	556	147
Number of Consensual Stop and Searches Refused	0	-

Response Time Stages

Police response times are based on incident handling and measure the time taken from the initial input to the incident (first keystroke in a new incident) to the time of arrival of the resource at scene (officer updating the ACR via their airwave). The police response time is thereafter broken down into its component parts, giving an indication of efficiency at each stage.

Incident Handling – Service Centre

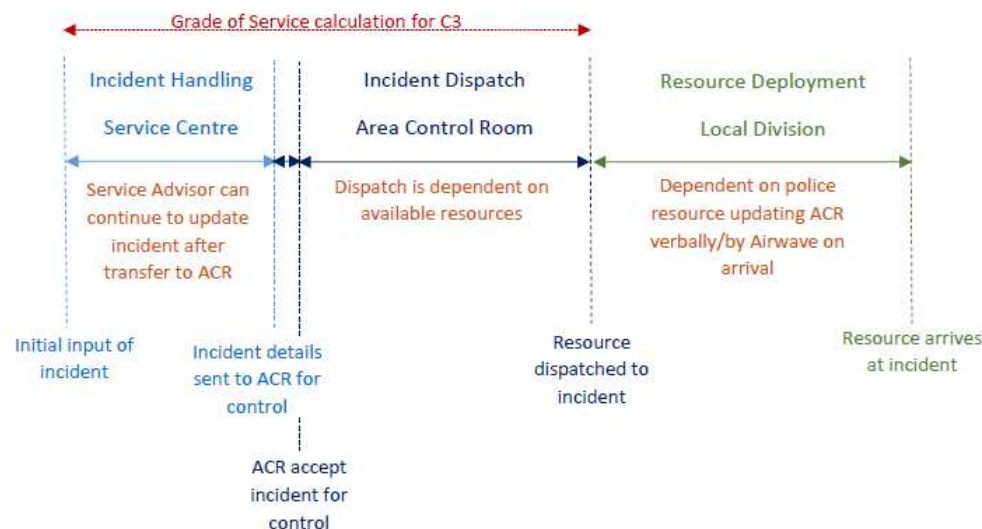
This is the measure of time from creation of a command and control incident by a service adviser until the time the incident is sent to the relevant ACR for control. For East and West regions this calculation is the difference between two timestamps: time the incident is created (first keystroke on a new incident, known as initial input) and the time the incident is sent to the ACR for control. This measure is not presently available for the North region.

This measure is specifically for police response to incidents reported by the public, but is not a measure of the amount of time a member of the public spends speaking to a service adviser. Instead this measures the length of time a service adviser retains an incident on STORM Unity until notifying the ACR. The incident may continue to be updated by the service adviser with real time information even after it has been accepted at the ACR for control and a resource has been dispatched.

Incident Dispatch – Area Control Room

This is the measure of time from the incident being accepted for control at the ACR until a resource has been dispatched to the incident location. For East and West regions this calculation is the difference between the two relevant timestamps. This measure is not presently available for the North region.

This measure is specifically for police response to incidents reported by the public, and measures the time taken by a controller to read the information contained on the incident, make a risk assessment using all information available, then find and dispatch a suitable resource. If



there is only very limited information available due to the incident being transferred by a service adviser quickly with minimal information, this time may be delayed whilst the incident is updated with more information for a robust risk assessment, it may also be delayed due to there being no resources available to dispatch.

Resource Deployment – (North East) Division

This is the measure of time from the first resource being dispatched to the incident location until the time first resource arrives at scene (not necessarily the first resource that was dispatched, but the resource which arrived fastest). The arrival time relies on the resource which arrives at scene to update the ACR, either verbally via their airwave or preferably by automatic means via their airwave by pressing the appropriate soft key.

This measure is specifically for police response to incidents reported by the public and may be considered as the “travel time”.

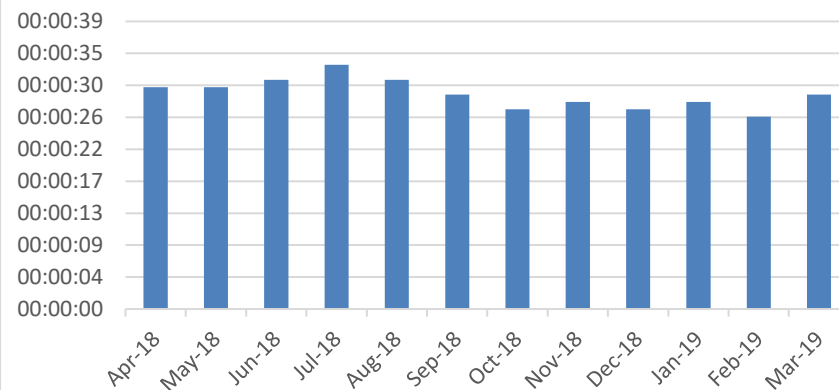
Overall Response Time

This is the overall measure from the first point of contact with the Police to the resource arriving at scene.

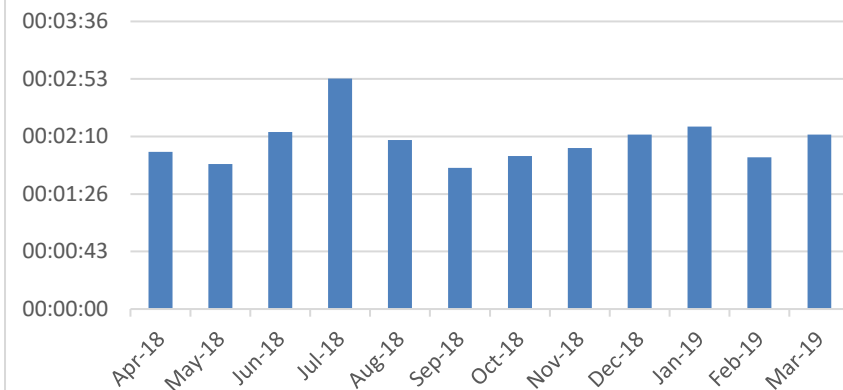
A calculation is made between the times of initial input on STORM until the time the first resource arrives at scene.

Incident Handling (Service Centre) Time: One of the time stamp fields which is used to calculate this time is overwritten each time the incident is transferred to the ACR. For instance if a call was disposed but subsequently reopened for updates and transferred to the ACR, this time would be corrupted. This can cause the AVERAGE incident handling time to be skewed in such a way that it appears to take longer to handle a call than it does to take the call and attend the incident.. As a result any incidents which have a transfer to ACR time which is later than the first resource allocated to incident time is discounted. This only affects this one timestamp, all others are unaffected. The incident is only excluded from this part of the process but is nevertheless included in the volume of incidents excluded from the data.

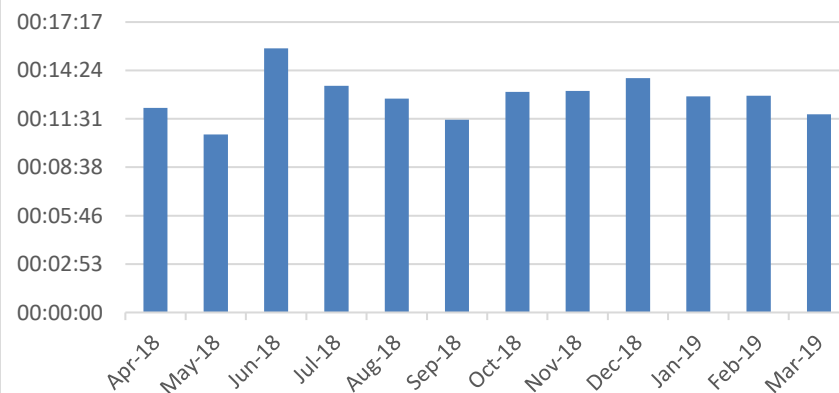
Grade 1 - Incident Handling - Service Centre
(monthly avg. time)



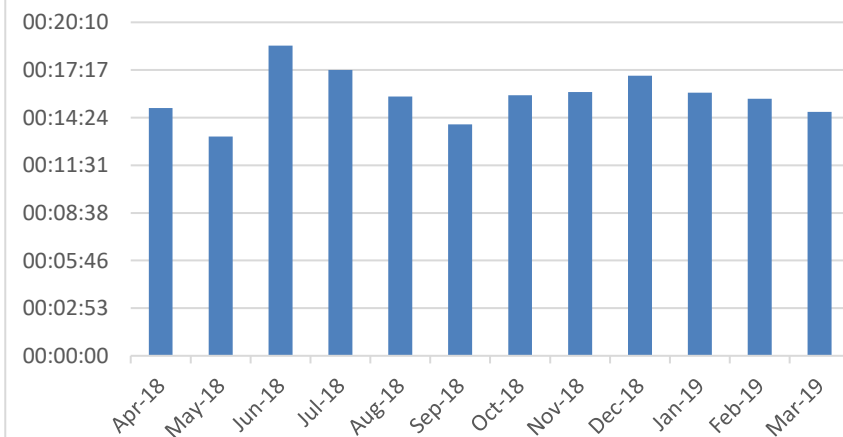
Incident Dispatch - Area Control Room
(monthly avg. time)



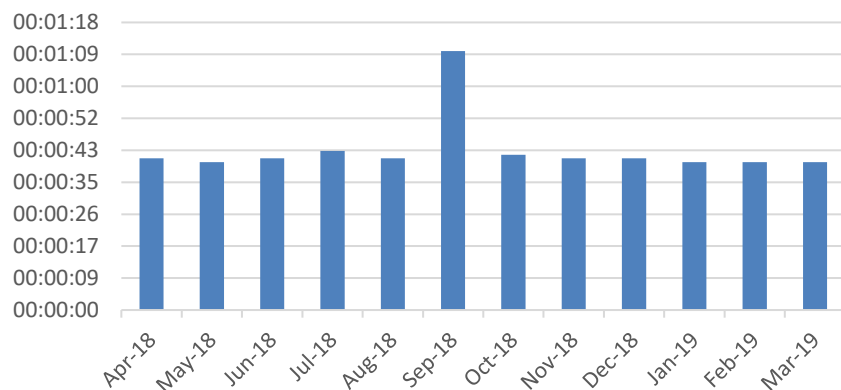
Resource Deployment - North East Division
(monthly avg. time)



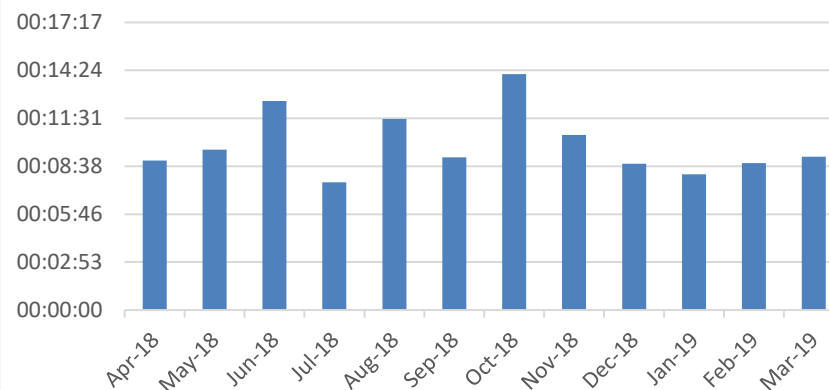
Overall Response Time (monthly avg. time)



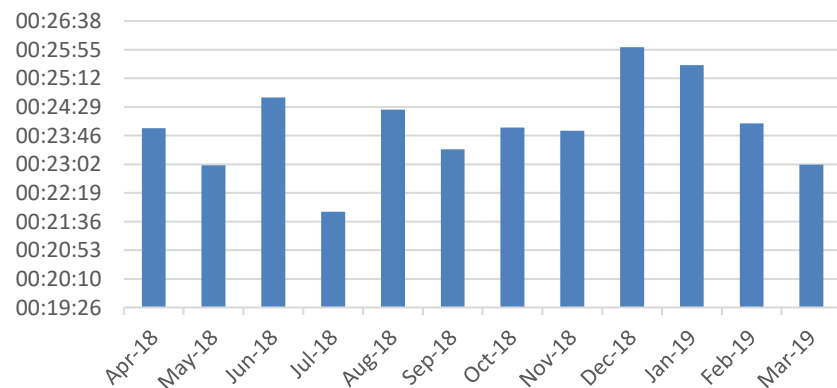
Grade 2 - Incident Handling - Service Centre
(monthly avg. time)



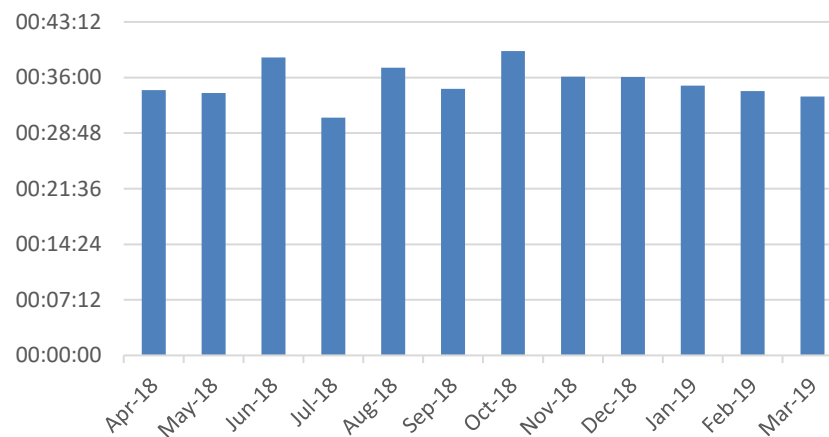
Incident Dispatch - Area Control Room
(monthly avg. time)



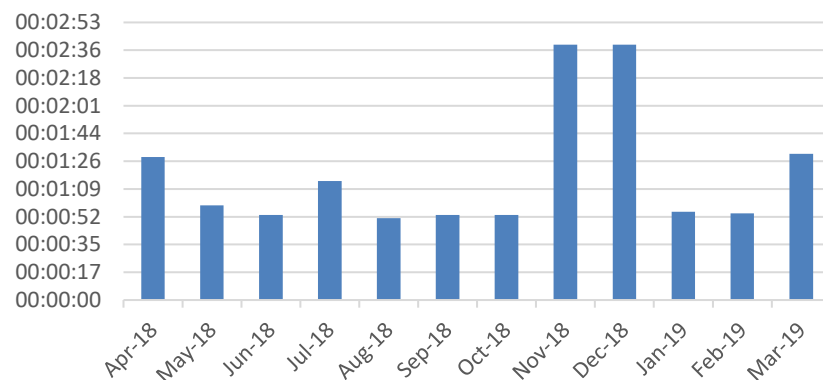
Resource Deployment - North East Division
(monthly avg. time)



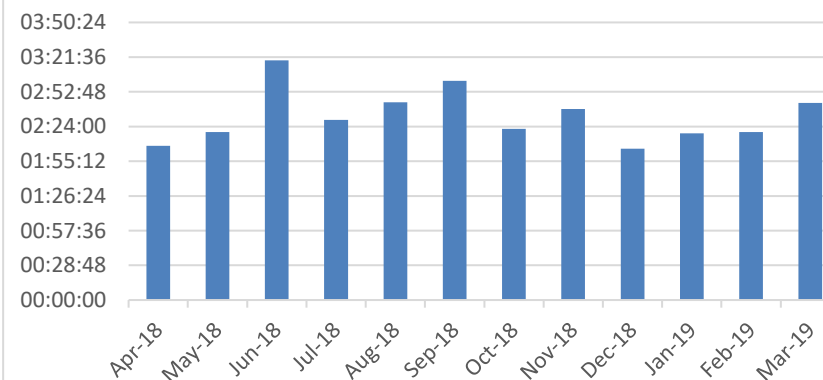
Overall Response Time (monthly avg. time)



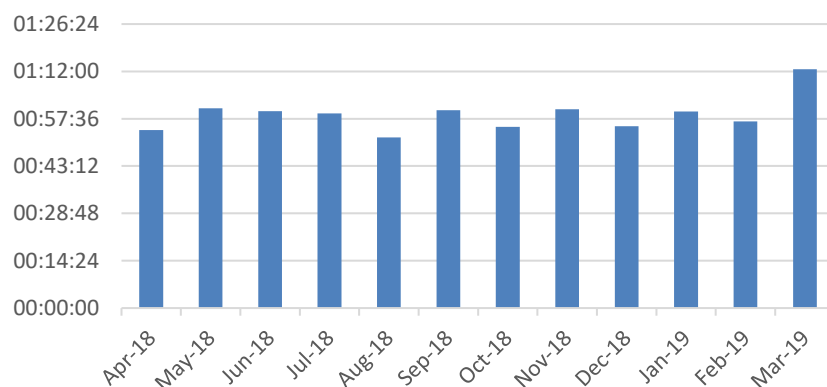
Grade 3 - Incident Handling - Service Centre
(monthly avg. time)



Incident Dispatch - Area Control Room
(monthly avg. time)



Resource Deployment - North East Division
(monthly avg. time)



Overall Response Time (monthly avg. time)

