



# **Police and Fire and Rescue Services Committee**

**North East Division  
Moray**

**April - September 2019**



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## **Introduction**

I am pleased to present this latest Police and Fire and Rescue Services 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, between 1 April and 30 September 2019.

During this reporting period, we have seen a significant decline in Crimes of Violence with decreases in Robbery and Serious Assaults being of particular note. When combined with the reduction in Theft by Housebreaking, there is clear evidence that in partnership we are reducing the types of crimes which affect our communities the most.

Proactivity is our strength when tackling Serious and Organised Crime in Moray, which we continue to do with unreserved determination, striving to protect the vulnerable in our communities and target those intent on causing harm. This is further evidenced in the increased seizure of criminal assets and in the development of a 'Cuckooing' initiative for Moray.

While the picture appears to be improving in terms of road casualty reduction we are acutely aware that work must continue with partners to improve road safety and reduce the numbers of people killed or injured on our roads.

The prevention of Domestic Abuse remains a priority and we are committed to ensuring that victims can come forward and report such criminality with confidence. We have embraced change in the form of enhanced training for our staff aligned to the new legislation which is designed to also tackle coercive behaviour.

I would wish to take this opportunity to acknowledge the efforts of Chief Inspector Norman Stevenson and his team of Police Officers, Police Staff, Special Constables and indeed our Police Scotland Youth Volunteers as we collectively strive with partners and communities themselves to make Moray an even safer place to live, work and visit.

Regards

Campbell Thomson  
Chief Superintendent  
North East Division  
Police Scotland



## Staffing

	Authorised Establishment	September 2019	Difference
Police Officers <sup>1</sup>	1114.0 FTE	1092.9 FTE	-21.1 FTE
	September 2018	September 2019	Difference
Police Staff <sup>1</sup>	117.35 FTE	119.37 FTE	+2.02 FTE

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

The authorised establishment of North East Division remains at **1114.0 FTE**. At the moment we are above our establishment for Police staff by **2.02 FTE** and below our Police Officer establishment by **21.1 FTE**, which can be attributed to the influence of retirements, resignations and transfers.

We currently have **13** Probationer Constables working in Moray with **2** due to start on their teams in the coming weeks.

These teams are supported by **8** Special Constables whose continued support is invaluable and as with Police Officers, we actively seek to bring new Special Constables into the Division through our ongoing recruitment processes.

In this regard we are due to welcome **25** new Police Officers to the Division in March, followed by a further **25** in June.



## Complaints About The Police

Indicator	5 Year Average	Apr 2019 - Sept 2019	Apr 2018 - Sept 2018	Difference	% Change 2019 v 2018
Overall Satisfaction of How Police Dealt With Your incident <sup>2</sup>	N/A	87.0%	86.6%		+0.4%
Complaints Received About The Police	N/A	34	36	-2	-5.6%
Number of Complaints Per 10,000 Police Incidents	N/A	28.6	30.3	-1.7	-5.6%
On Duty Allegations Raised	N/A	59	74	-15	-20.3%
Off Duty Allegations Raised	N/A	0	0	0	-
Quality of Service Allegations	N/A	5	11	-6	-54.5%
Total Allegations	N/A	64	85	-21	-24.7%

<sup>2</sup> North East Division (Moray, Aberdeenshire and Aberdeen City)

Levels of overall satisfaction remain high at **87%**, an increase of **0.4%** on 2018's figure and above the **83.3%** national average. Through weekly and monthly surveys we ensure that any learning points and areas for improvement are identified and subsequently shared across the Division with the aim of improving and developing the service provided. We see a reflection of this level of satisfaction in the letters of thanks we regularly receive from members of the public.

In this reporting period the number of Complaints received about the Police in Moray has **decreased by 5.6%**, with an **equal decrease** in the number of Complaints per 10,000 police incidents.

The number of On Duty allegations has reduced by **15** allegations in comparison to last year. In addition, there have been no Off Duty allegations raised.

Of particular note, the number of Quality of Service allegations received has significantly **reduced by 54.5%** from 85 to 64 and in total the number of allegations made have also decreased by **21**, a drop of **24.7%**.

From extensive experience we understand that a significant percentage of Complaints stem from a lack of awareness regarding Police powers and procedures. As such the majority of Complaints received across the North East are resolved through the Front Line Resolution process which affords the complainer an opportunity to ask questions and receive an explanation regarding the actions taken by Police.

Where Complaints are not resolved by Front Line Resolution our Service Delivery team ensure a full investigation making use of the support and assistance of the National Professional Standards Department where appropriate. This model ensures consistent and timeous investigations which are important components in any Complaint handling process.

### Anti-Social Behaviour, Violence and Disorder

Indicator	5 Year Average	Apr 2019 - Sept 2019	Apr 2018 - Sept 2018	Difference	% Change 2019 v 5 Year Av
Common Assault - Recorded	482.0	416	479	-66	-13.7%
Common Assault - Detection Rate	73.4%	70.9%	71.6%		-2.5%
Robbery - Recorded	4.8	1	9	-3.8	-79.2%
Robbery - Detection Rate	87.5%	200.0%	100.0%		+112.5%
Vandalism - Recorded	304.8	241	257	-63.8	-20.9%
Vandalism - Detection Rate	29.9%	34.4%	38.1%		+4.5%
Public Reports of Street Drinking	3.2	1	2	-2.2	-68.8%
Licensed Premises Visits	1475	2018	1529	+543	+36.8%
Indicator	5 Year Average	Apr 2019 - Sept 2019	Apr 2018 - Sept 2018	Difference	% Change 2019 v 2018
Group 1 Crimes - Recorded <sup>4</sup>	N/A	53	48	N/A	N/A
Group 1 Crimes - Detection Rate	N/A	81.1%	89.6%		N/A
Serious Assault - Recorded <sup>3</sup>	N/A	25	29	-4	-13.8%
Serious Assault - Detection Rate	N/A	100.0%	93.1%		+6.9%
Number of Complaints of Disorder <sup>5</sup>	N/A	1,328	1,522	-194	-12.7%

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

<sup>4</sup> 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.

<sup>5</sup> Disorder includes Public Nuisance, Disturbance, Noise, Neighbour Dispute and Nuisance Phone Call incidents.

Group 1 Crime is a term used to encapsulate all forms of serious non-sexual Violent Crime and incorporates a range of diverse offences. This reporting period has seen the inclusion of Section 1 of the Domestic Abuse (Scotland) Act to this category of offences. These offences relate to Coercive or Controlling Behaviour and are 'mapped' to Group 1 Crime reflecting the gravity of this type of offending.

It is important to highlight that these offences were not included in last year's figure and as such there is no comparison with 2018 shown. However, and encouragingly, when the 20 domestic related offences which were recorded during this reporting period are excluded, the 'like for like' comparison with last year's figure means that in fact we have **reduced** Group 1 Crime.



I am pleased to report that in this period Violent Crime in general terms has decreased with detection rates remaining strong.

Robberies for example, have seen a significant reduction with only **1** being reported, compared to 9 in the same period last year. This single crime is a **79% reduction** when set against the 5 Year Average.

The detection rate for Robberies has risen to **200%**, which is explained by the single Robbery being detected, along with a Robbery being detected during this reporting period which took place in the previous period.

Furthermore Serious Assaults have **reduced by 13.8%** when compared to the same period last year and Common Assaults have **reduced by 13.7%** in comparison to the 5 Year Average.

While these figures are positive it is however no cause for complacency and we will continue with a robust focus on these areas in order to maintain these reductions. This will be delivered through high visibility patrols, Licensed Premises visits, the monitoring of high risk offenders and working innovatively with partners in all sectors.

One example of these partnerships at work was during June 2019 at a dance event at the Town Hall in Elgin, where our Officers, Security Staff, the Town Hall Committee, NHS, Street Pastors and RAF Police came together to ensure that the several hundred people in attendance could do so safely and responsibly, deterring violence and substance misuse through a highly visible presence.

This reporting period has seen a notable **20.9% reduction** in Vandalism offences, supported by a **4.5%** increase in the detection rate against the 5 Year Average.

Local Policing Inspectors understand their respective areas well and undertake regular initiatives with partners, which goes some way to explaining these positive figures. Problem areas have been identified through community engagement and collaborative strategies set in place. This has been demonstrated in local schools where School Liaison Officers have raised awareness among pupils of the detrimental effect Anti-Social Behaviour and Vandalism has on community wellbeing.

Delivering on Locality Plans in New Elgin East, Moray Officers supported and attended the New Elgin East Community Action Plan launch, highlighting the strength and benefits of the partnership in the community. With over 500 people in attendance our Community Policing Officers, Road Policing and Special Constables took the opportunity to highlight how North East Division are integrated into the strategy and the benefits of this to the Locality.

These factors are all contributing to the significant reductions in these crime types and the increase in diversionary community based activities that will continue to add value to the people of Moray and reduce crime.

## Acquisitive Crime

Indicator	5 Year Average	Apr 2019 - Sept 2019	Apr 2018 - Sept 2018	Difference	% Change 2019 v 5 Year Av
Crimes of Dishonesty - Recorded	540.0	471	457	-69.0	-12.8%
Crimes of Dishonesty - Detection Rate	42.1%	44.6%	54.0%		+2.5%
Housebreakings - Recorded	77.2	44	52	-33.2	-43.0%
Housebreakings - Detection Rate	24.9%	29.5%	36.5%		+4.6%
Motor Vehicle Crime - Recorded <sup>6</sup>	65.8	44	43	-21.8	-33.1%
Motor Vehicle Crime - Detection Rate	34.3%	45.5%	34.9%		+11.2%
Theft of Motor Vehicle - Recorded	20.4	17	14	-3.4	-16.7%
Common Theft - Recorded	180.8	140	149	-40.8	-22.6%
Common Theft - Detection Rate	26.0%	27.9%	26.2%		+1.9%

<sup>6</sup> Theft from secure motor vehicle; Theft from insecure motor vehicle; Theft of a motor vehicle; Attempted Theft of a Motor Vehicle.

Housebreaking and Thefts from Vehicles have reduced by **43%** and **33.1%** respectively across Moray during this reporting period compared to the 5 Year Average and remain some of the lowest levels recorded.

Overall Acquisitive Crime, while up slightly on last year (14 crimes), has fallen by over **12%** against the 5 Year Average and the detection rate remains strong with an increase of **2.5%**, contrary to the national trend.

Our intelligence led approach of targeting offenders combined with effective preventative work and visibility has resulted in these downturns in a crime type that can be very traumatic for victims.

While these reductions are welcome we will continue to utilise all information and intelligence at our disposal to focus resources in the right areas at the right time to prevent these crimes.

Moray overall is a safe place to live, but this is in the main attributed to the continued engagement with communities ensuring that everyone plays their part in preventing crime. Proactive messages through our Community Council reports and all aspects of social media with details of important national and local initiatives all contribute towards this.

We take a proactive approach in dealing with offenders, engaging with them as they integrate back into the community from any period of incarceration while working with partners who provide support and diversionary opportunities. Furthermore, where re-location is required, due to the strength of partnership with Local Authority partners, we collaborate prior to any relocation to ensure recidivist offenders are not placed in a community where vulnerabilities could be exposed.





There was a minimal increase in reported Motor Vehicle crime across Moray for this period. Specifically, there was an increase of **3** reported Thefts of Motor Vehicle crimes compared to the same period last year. However, this still shows a **33.1%** decrease when compared to the 5 Year Average.

These positive results can only be achieved through a collaborative approach and robust governance processes into the investigation of these crime types.



## Road Safety and Road Crime

Indicator	5 Year Average	Apr 2019 - Sept 2019	Apr 2018 - Sept 2018	Difference	% Change 2019 v 2018
People Killed/Seriously Injured (KSI)	N/A	15	25	-10	-
Children Killed/Seriously Injured	N/A	1	1	0	-
People Killed	N/A	3	7	-4	-
Children Killed <sup>7</sup>	N/A	0	1	-1	-
Advice/Education Given to Motorists <sup>8</sup>	N/A	9,975	12,617	-2,642	-20.9%
Indicator	5 Year Average	Apr 2019 - Sept 2019	Apr 2018 - Sept 2018	Difference	% Change 2019 v 5 Year Av
Mobile Phone Offences	81.6	89	45	+7.4	+9.1%
Speeding Offences	554.0	380	455	-174	-31.4%
Drink/ Drug Driving Offences	55.0	49	50	-6.0	-10.9%
Dangerous Driving	18.2	27	18	+8.8	+48.4%
Disqualified Driving	6.6	16	7	+9.4	+142.4%
Detected Offences Related to Motor Vehicles	1,531.6	1,457	1,341	-74.6	-4.9%
Parking Fixed Penalties Issued <sup>9</sup>	702.4	300	495	-402.4	-57.3%

<sup>7</sup> Child is under 16 years of age.

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

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

While the number people killed and seriously injured on Moray roads has decreased there is still a significant amount of work required to improve Road Safety.

Our commitment to the North East Scotland Strategic Road Casualty Group remains resolute and is driven locally through Operation CEDaR (Challenge, Educate, Detect and Reduce). We continue to identify and target routes with significant collision histories, appropriately balancing enforcement and education in order to improve road user awareness and safety.

Our activity continues to be aligned to the Priority Focus Areas contained in the Scottish Government's National Road Safety Framework, namely: speed, motorcyclists, pre-drivers, young drivers, older drivers, cyclists and pedestrians.

Activity during this reporting period targeting speeding, drink driving, mobile phone usage and vulnerable road users, all issues raised frequently by communities through engagement. During these initiatives fixed penalty notices were issued and drivers charged where appropriate, with many more educated in order to improve driving standards.



One unique local initiative was developed through the partnership between Moray Council and Living Streets, supported by local Community Police Officers, which led to the closure of a street where a school was situated, on a one day trial basis. This was to assess the feasibility of such measures being utilised on a more permanent basis in order to improve Road Safety in and around schools in Moray. Feedback from the community and the school was very positive, accepting the challenges this brought for some residents. This initiative continues to be developed for the future in Moray by the partnership.

Motorcycle safety continues to be a priority for Road Policing in the Moray area, with the continued deployment of marked Police motorcycles to enhance the profile on the roads. This strategy compliments the delivery of the Rider Refinement North programme to the area, which continues to see excellent subscription rates for spaces on the courses. Further Rider Refinement North dates are planned for the forthcoming period.

As you are aware the North East has recently benefitted from the roll out of Mobile Digital Devices to Officers affording greater flexibility to spend concerted periods away from Police Offices, providing a visible presence and focusing on priority routes.



## Protecting People at Risk of Harm

Indicator	5 Year Average	Apr 2019 - Sept 2019	Apr 2018 - Sept 2018	Difference	% Change 2019 v 5 Year Av
Group 2 Crimes - Recorded <sup>10</sup>	101.2	131	104	+29.8	+29.4%
Group 2 Crimes - Detection Rate	68.2%	55.7%	52.9%		-12.5%
Rape - Recorded	16.8	20	18	+3.2	+19.0%
Rape - Detection Rate	54.8%	65.0%	22.2%		+10.2%
Indicator	5 Year Average	Apr 2019 - Sept 2019	Apr 2018 - Sept 2018	Difference	% Change 2019 v 2018
Domestic Abuse Incidents Reported	N/A	422	374	+48	+12.8%
Domestic Abuse Incidents Detection Rate	N/A	73.0%	63.0%		+10.0%
Hate Crime - Recorded	N/A	31	27	+4	+14.8%
Hate Crime - Detection Rate	N/A	77.4%	81.5%		-4.1%

<sup>10</sup> 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.

Overall recorded Group 2 Crime has seen an increase in comparison to the 2018 figure and the 5 Year Average while the detection rate has also increased when compared to 2018 and decreased against the 5 Year Average. However recorded Rape remains close to last year's figure and the 5 Year Average but with an **increased** detection rate of **65%**. Protecting People at Risk of Harm will remain an absolute priority for the Division as we continue to protect the most vulnerable and target offenders, while working in partnership.

Each Local Authority area has a Group 2 'Champion' who provides an oversight of these crimes in their respective area. This provides an additional layer of scrutiny ensuring all lines of enquiry are considered and progressed. Those crimes dealt with by the Public Protection Unit have robust supervisory governance through Detective Sergeants, however are always victim focused.

Rape investigations are led by a Senior Investigating Officer, always of at least Detective Inspector rank. These investigations involve protracted enquiries with every possible evidential opportunity considered and explored. A number of these investigations are reflective of the national picture of non-recent case reporting where timescales are out with the generally accepted 'forensic window.' Trace evidence and CCTV opportunities have in most cases been lost making them particularly challenging.

Investigations of this nature are resource intensive with Specialist Officers, on occasion sensitively approaching potential victims and taking time to explain the process and support them to a point where they are able to provide evidence.

It is vitally important that these protracted enquiries are dealt with thoroughly and they often take some considerable time to complete. As a consequence, detection rates vary throughout each reporting period.



Significant focus has been given to preventative campaigns in relation to sexual offending, collaborating with partners in the private, public and Third Sectors. The national '#GetConsent' campaign stresses the importance of consent in sexual relationships and is providing education around this theme.

Domestic Abuse remains a priority and while recorded incidents have risen slightly in the reporting period the detection rate has **increased** by **10%** to **73%**. With respect to recorded incidents this figure has been impacted by the addition of offences under Section 1 of the Domestic Abuse (Scotland) Act 2018.

Raising awareness of the new legislation is a priority and Officers have been involved in providing inputs at key events such as the Violence Against Women Partnership Conference in Elgin. This event was widely reported in the local media, raising the profile of the Partnership as well as the new legislation. Additionally, a programme of inputs continue to professionals and community groups alike to apply the awareness raising as widely as possible.

The Violence Against Women Partnership (VAWP) is now established in Moray, where it meets regularly and reports to the Chief Officer Group. The Partnership is Chaired by Detective Chief Inspector Kevin Walker.

Recognising the importance of early identification of signs of Domestic Abuse, we have ensured two days of comprehensive 'Domestic Abuse Matters' training for every Officer up to the rank of Chief Inspector enhancing understanding and awareness.

There is strict governance around all aspects of Domestic Abuse as well as extensive multi-agency work to ensure the safety and support of victims and robust enforcement in relation to offenders.

We continue to work with partners to ensure high risk victims are provided additional support and protection while proactively targeting the highest tariff offenders, whether that be through Local Officers, the Public Protection Unit or the Domestic Abuse Task Force who are a national resource.

During and post investigations, the safety of victims and their children/families are absolute priorities. Investigating Officers and the Divisional Partnership Coordination Unit work closely with victims and our partners to put in place appropriate safety plans, providing advice and access to services as well as providing physical security measures to assist in preventing further harm.

Additional layers of investigation, management and scrutiny of perpetrators is provided by the Multi-Agency Tasking and Coordination (MATAC) process, where the objective is to protect people at risk of harm by targeting higher risk perpetrators. Victims can also be further assisted with the Multi-Agency Risk Assessment Conference (MARAC) process, which aims to reduce future harm to the most vulnerable victims and their families.

In addition, the Disclosure Scheme for Domestic Abuse Scotland (DSDAS) gives those in a relationship, or those concerned for them (including friends, relatives and professionals), the 'Right to Ask' or 'Power to Tell' about an individual whom they suspect may have a history of violent or abusive behavior towards a previous partner.

This period has seen a slight increase in recorded Hate Crime however the detection rate remains strong.



There does not however appear to be any specific pattern or trend giving rise to concerns over the targeting of any particular diversity strand. As has been the case in previous years a proportion are attributed to comments made to Police Officers and other Emergency Service workers.

All crimes of this nature are wholly unacceptable and as well as being the subject of robust investigation we work closely with partners to ensure that victims are fully supported and have the confidence to report instances for investigation.



## Serious Organised Crime

Indicator	5 Year Average	Apr 2019 - Sept 2019	Apr 2018 - Sept 2018	Difference	% Change 2019 v 5 Year Av
Proceeds of Crime Act Seizures <sup>11</sup>	£101,665.22	£185,433.87	£115,779.77	+£83,768.65	+82.4%
Drug Possession Offences	157.0	179	187	+22.0	+14.0%
Drug Supply Offences	24.2	31	27	+6.8	+28.1%
Indicator	5 Year Average	Apr 2019 - Sept 2019	Apr 2018 - Sept 2018	Difference	% Change 2019 v 2018
Drug Deaths	N/A	4	4	0	-

<sup>11</sup> A Division (Moray, Aberdeenshire and Aberdeen City) reported seizures only.

Organised Crime Groups (OCGs) impact on the communities of Moray in a number of ways whether that be through Drug Supply, Acquisitive Crime or other associated offences. We are focused upon the disruption of Serious Organised Crime through targeting those that support and assist these groups. This type of criminal behaviour has a significant impact on local communities and our approach is to utilise enforcement and interventions, while attempting to identify and assist those vulnerable to being preyed upon by OCGs.

A number of OCGs operate on a 'County Lines' format, whereby gangs predominantly from locations in England use vulnerable individuals to transport drugs to the North East and Moray on their behalf and organise drug deals via a dedicated mobile telephone that may still be in England. Thereafter, they may take over the home address of vulnerable individuals as a base for drug dealing, which is known as 'Cuckooing'.

Following on from successful initiatives being run in Aberdeenshire and Aberdeen City, North East Division are working with Local Authority and Health partners in the Moray area in an effort to establish a similar initiative. This approach to protecting the most vulnerable and disrupting Serious Organised Crime and is manifested through partnership briefing sessions and potential 'Cuckooing' victims have already been identified.

There have been significant proactive operations and seizures during this reporting period with a number of key individuals being arrested and charged with relevant offences. The outcomes are that, when measured against the 5 Year Average, Proceeds of Crime Act Seizures in North East Division have **increased** by **82.4%** and Drug Supply offences **increasing** by **28.1%**.

We will continue to utilise an intelligence led approach, employing all available assets and tactics to target those causing the most harm in our communities, while ensuring communities are involved and supported following activity in any one area.

While Drug Deaths have remained static, key information from each one is collaboratively reviewed in order to learn and work towards the prevention of further deaths. We continue to work closely with partners and support services to signpost vulnerable individuals to referral pathways to support them through substance addiction and dependency.



## **Counter Terrorism and Domestic Extremism**

The North East CONTEST Multi-Agency Board and the associated Prevent Delivery Group 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 people from becoming terrorists or supporting terrorism and 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 programme known as Action Counters Terrorism (ACT). While 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 continues to engage with local businesses to highlight the 'Cyber Essentials' principles which provides guidance for maintaining cyber security against the ever-changing threat of cyber-attacks.

**Prepare** involves mitigating the impact of a terrorist incident if it occurs.

In Moray, the Contest strategy is embedded into our local policing structures through Local CONTEST Liaison Officers (LCLOs) based throughout our area, and our Counter Terrorism Security Advisors (CTSAs). LCLOs carry out activities within their local policing area, where necessary assisted by experts or specialists from national departments. LCLOs and Border Policing colleagues visit local ports, engaging with harbour masters and key staff, forging important working relationships to maintain border security. This approach assists to blend national and local requirements while ensuring the interests and needs of local communities are at the forefront of everything we do.

We continue as a lead partner within the North East Division Pan-Grampian Multi-Agency CONTEST Group. With key infrastructure and military sites, it is vital that we all play our part to Prevent, Protect and Prepare. Recent work with the Ministry of Defence, Health, Education and Business partners has seen training delivered to those working in these sectors. Over the coming months, further training will be delivered with the aim of increasing awareness on the role each person can play in preventing vulnerable people from seeking affiliation to relevant groups or ideologies.





## **Miscellaneous**

### **Stop and Search**

Indicator	Apr 2019 - Sept 2019	Apr 2019 - Sept 2019 (positive)
Consensual	0	0
Legislative	318	104
Number of Consensual Stop and Searches Refused	0	N/A

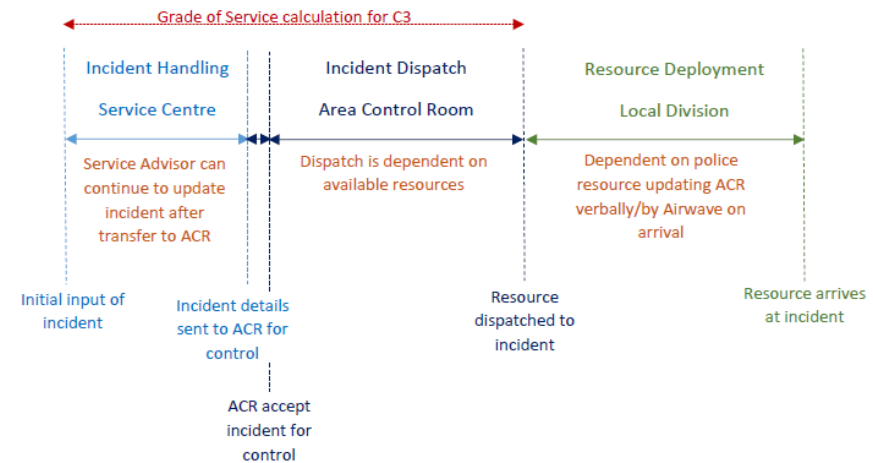


## Response time stages

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.

### Resource Deployment – Local 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”.



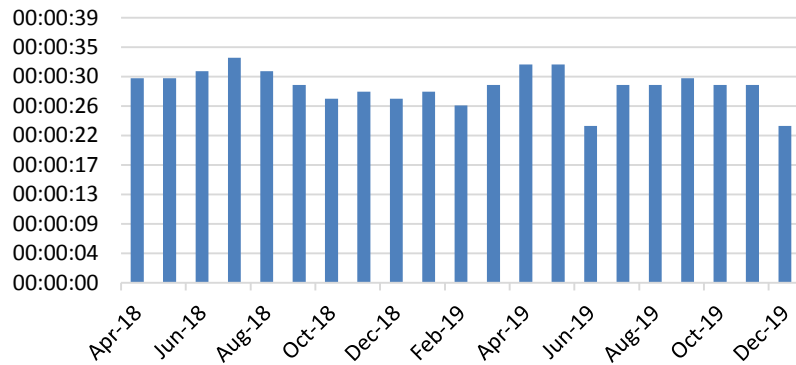
### **Overall Response Time**

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.

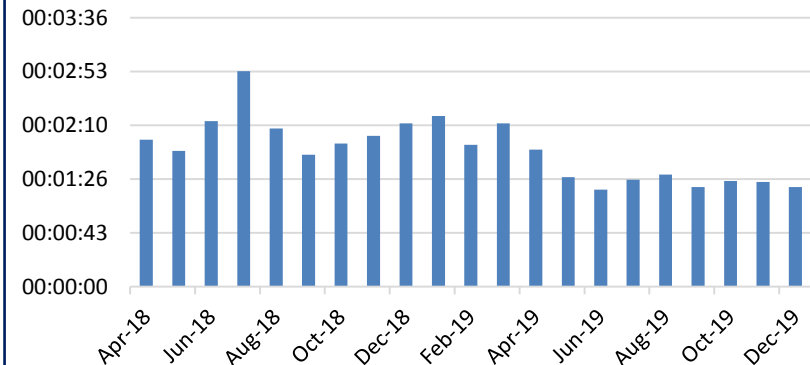
### **Incident Handling (Service Centre) Time**

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.

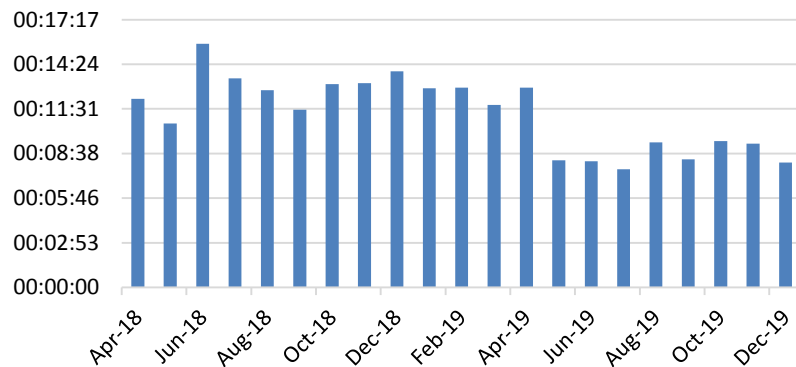
**Grade 1 - Incident Handling - Service Centre (monthly avg. time)**



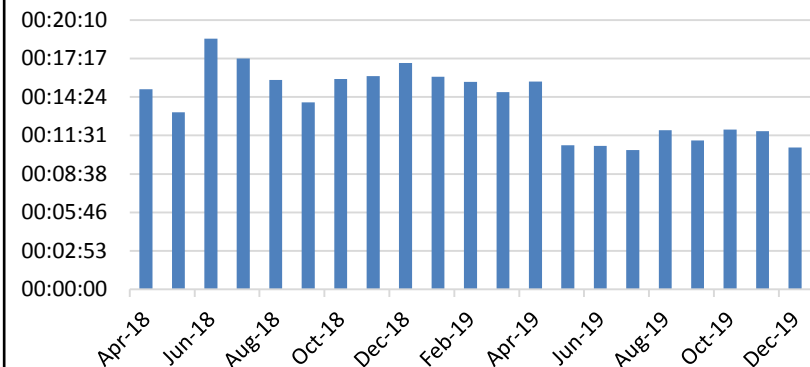
**Grade 1 - Incident Dispatch - Area Control Room (monthly avg. time)**



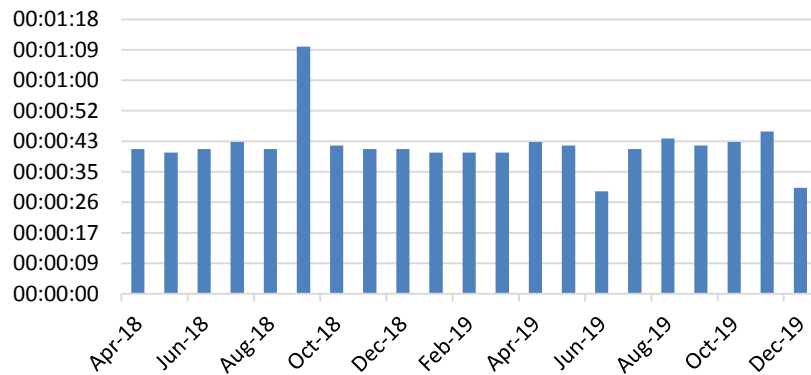
**Grade 1 - Resource Deployment - Local Division (monthly avg. time)**



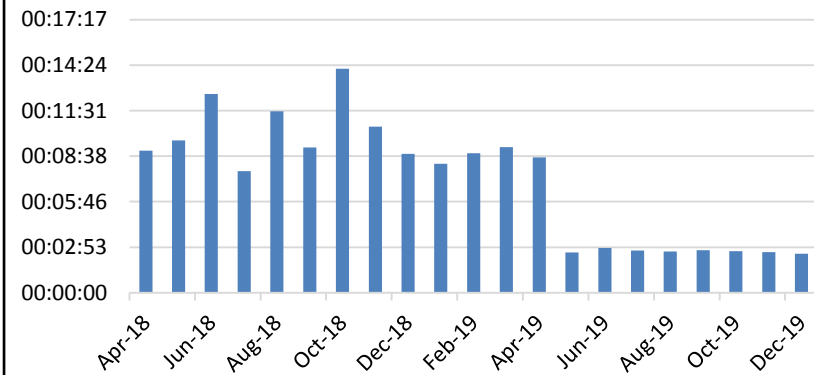
**Grade 1 - Overall Response Time (monthly avg. time)**



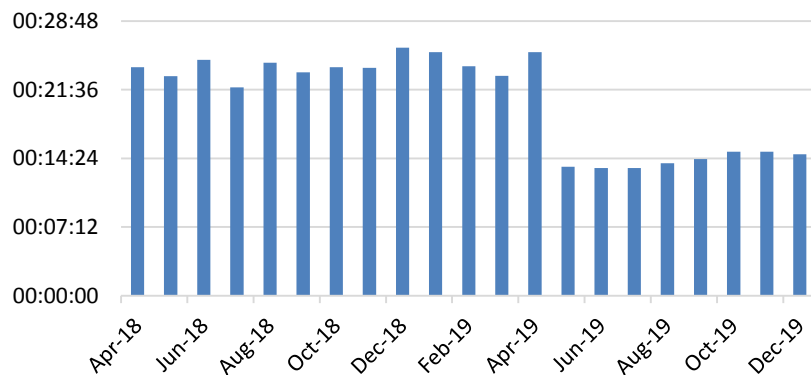
**Grade 2 - Incident Handling - Service Centre  
(monthly avg. time)**



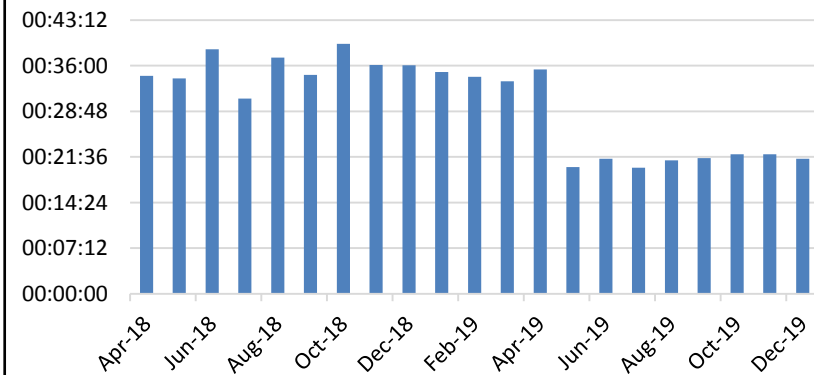
**Grade 2 - Incident Dispatch - Area Control  
Room (monthly avg. time)**



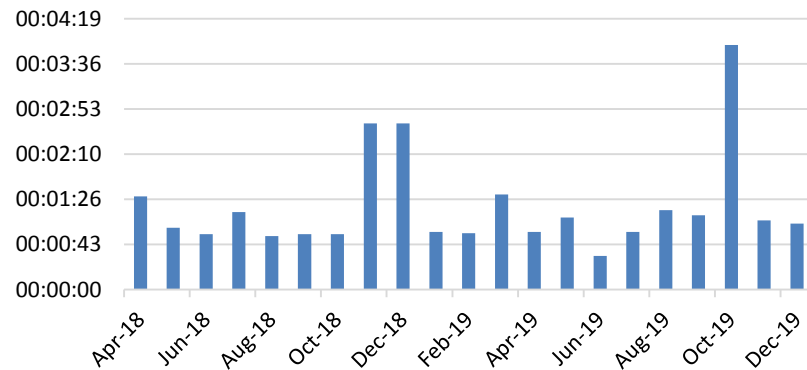
**Grade 2 - Resource Deployment - Local  
Division (monthly avg. time)**



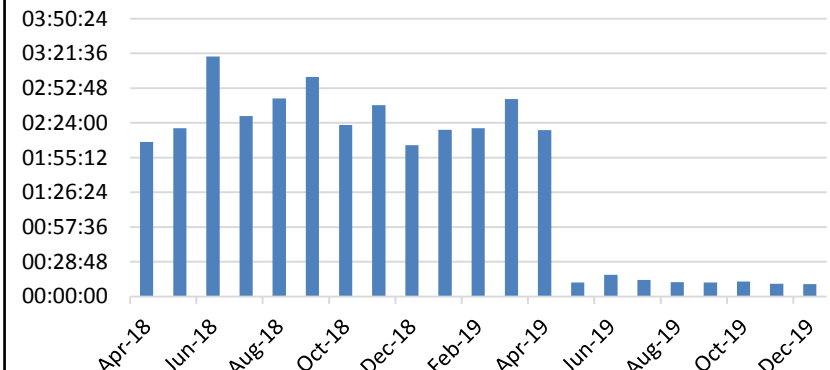
**Grade 2 - Overall Response Time (monthly  
avg. time)**



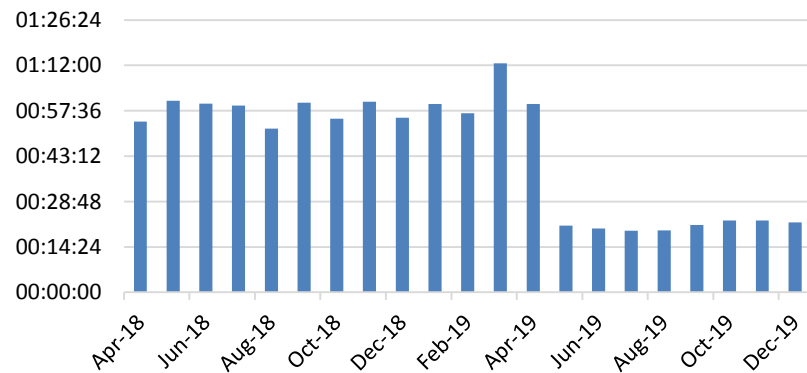
**Grade 3 - Incident Handling - Service Centre (monthly avg. time)**



**Grade 3 - Incident Dispatch - Area Control Room (monthly avg. time)**



**Grade 3 - Resource Deployment - Local Division (monthly avg. time)**



**Grade 3 - Overall Response Time (monthly avg. time)**

