
Report to Resources & Audit Sub-committee

Date of Meeting: 10 December 2014

Subject: Quarter 2, 2014/15 Performance Report, Police Scotland

Report by Head of Strategy & Customer Services

1.0 Purpose

- 1.1. This report presents to Sub-committee information relating to Quarter 2, 2014/15 performance that has been provided by Police Scotland for the purposes of scrutiny in relation to progress against the approved Clackmannanshire Police Plan.

2.0 Recommendations

- 2.1. It is recommended that the Committee notes, challenges and comments on the performance information provided by Police Scotland.

3.0 Considerations

- 3.1. The information contained within the appendices was provided to the Head of Strategy & Customer Services by the Forth Valley Divisional Commander, Police Scotland for the purposes of scrutinising progress at the Resources & Audit Sub-committee against the approved Clackmannanshire Police Plan.
- 3.2. The appendices are listed as follows:
- 3.2.1. Appendix 1 (Part 1) - Police Scotland covering report
 - 3.2.2. Appendix 1 (Part 2) - Performance report (new style)
 - 3.2.3. Appendix 1 (Part 3) - Road Collision Statistics
 - 3.2.4. Appendix 1 (Part 4) - Road Collision Map
 - 3.2.5 Appendix 1 (Part 5) - Impact on local policing resources of the Commonwealth Games 2014
 - 3.2.6 Appendix 2 - Alternative performance report (old style)
- 3.3. Appendix 2 has been provided by Police Scotland to illustrate an alternative performance report format to that provided at Appendix 1 (Part 2).

4.0 Sustainability Implications

4.1. There are no direct sustainability implications for Clackmannanshire Council.

5.0 Resource Implications

5.1. *Financial Details*

5.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4. *Staffing* - no implications for Clackmannanshire Council.

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

Not applicable

- The area has a positive image and attracts people and businesses
- Our communities are more cohesive and inclusive
- People are better skilled, trained and ready for learning and employment
- Our communities are safer
- Vulnerable people and families are supported
- Substance misuse and its effects are reduced
- Health is improving and health inequalities are reducing
- The environment is protected and enhanced for all
- The Council is effective, efficient and recognised for excellence

(2) **Council Policies** (Please detail)

Not applicable

8.0 Equalities Impact

- 8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?
 Yes No Not applicable

9.0 Legality

- 9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

- 10.1 Please list any appendices attached to this report. If there are no appendices, please state "none"

Appendix 1 (Part 1) - Police Scotland covering report

Appendix 1 (Part 2) - Performance report (new style)

Appendix 1 (Part 3) - Road Collision Statistics

Appendix 1 (Part 4) - Road Collision Map

Appendix 1 (Part 5) - Impact on local policing resources of the Commonwealth Games 2014

Appendix 2 - Alternative performance report (old style)

11.0 Background Papers

- 11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)
 Yes (please list the documents below) No

Author(s)

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Garry Dallas	Executive Director	

Appendix 1 (Part 1) - Report to Resources and Audit Sub-Committee

Date of Meeting: 10 December 2014

Subject: Police Performance Report for Clackmannanshire April 2014 to October 2014

Report by: Local Police Commander

1.0 Purpose

- 1.1. The purpose of this report is to provide the committee with information on the performance of Police Scotland in the Clackmannanshire local authority area for the period April 2014 to October 2014.
- 1.2. The format has been updated to reflect the new Clackmannanshire Local Policing Plan 2014-17 priorities (i.e. **Protecting People and Places, Dealing with Antisocial Behaviour, Violent Crime, Disrupting Organised Crime, Crimes of Dishonesty and Making Roads Safer**). There is also a further category of Cross Cutting Themes which are relevant to all the foregoing priorities.
- 1.3. The Clackmannanshire Policing Performance Scrutiny Report table (Appendix 1 - Part 2) contains the current information on performance against selected performance indicators. This covering report provides complementary information to that in the table to present a summary of performance of policing in Clackmannan Council area and also identifies emerging trends, threats and issues.
- 1.4. Appendix 1 - Part 2 contains the performance data and is based on the format of a Covalent report which it is hoped will be the reporting tool once reports to capture data have been developed. A key to the icons precedes the table.
- 1.5. New performance indicators are identified in *italics*.

2.0 Considerations

- 2.1. The long-term trend of reducing crime rates for groups 1 to 4 overall has continued over the reporting period 1 April 2013 to 30 September 2014. There is a drop of 21.7% (-260) compared with the 5 year average from the figure at this time last year (1199 to 939) however there has been a slight increase of 1.3% (12 crimes) when compared with the same period last year. Groups 1 & 4 both saw reductions whilst Groups 2 and 3 have both seen increases.
- 2.2. The detection rate for Group 1 - 4 crimes (42.7%) is down on last year (47.3%) but is close to the 5 year average (43.5%).

- 2.3. The performance indicators currently used in the table reflect the aspirations of Forth Valley Division to achieve continuous improvement in service delivery to the communities in this area. They contain information which is relevant to national priorities and also reflects the objectives in the Clackmannanshire Local Policing Plan.
- 2.4. The table provides detail of how significant the variations in performance were, and whether it varied in respect of the previous year or the 3/5 year average or both. The notes shown in the final column provide some contextual comment about the results.
- 2.5. One of the performance indicators under the priority of Protecting the Public is to reduce the levels of crimes of indecency (Group 2 Crimes). These have increased from 39 during the reporting period last year to 48 this year. Crimes are recorded according to the date they are reported regardless of when they occurred and a third of crimes (16) recorded in the year to date were historical in nature having been committed prior to 1 April 2013.
- 2.6. Another objective under the Public Protection priority is to respond to hate crimes and offences. There have been 37 such crimes in the year to date with 28 (75%) of them being in respect of race. Many incidents are linked to retail premises. The rate for detecting offenders currently stands at 86.8%. This reflects the importance placed on addressing this issue, and work in detecting offenders is complemented by the provision of assistance, advice and guidance to victims.
- 2.7. The number of domestic abuse incidents (376) shows an increase (+30) from this period last year (346). There has been a long-term trend of reductions in the numbers of such incidents reported to police, although the decrease has reversed somewhat during the first two quarters. This issue has been given particular emphasis within Forth Valley Division and measures including intervention, enforcement and target profiling have been applied successfully. This crime type will continue to be prioritised.
- 2.8. The long-term downward trend in crimes and offences involving Anti-Social Behaviour, disorder and vandalism has continued over the reporting period. In the shorter term, figures for disorder to Quarters 1 & 2 of 2,232 show a reduction of approx. 14.5% against the previous year (2,610).
- 2.9. In respect of violent crime, there was a reduction in Group 1 Crime compared with the figure for the same period last year (32 to 30). Serious assaults showed a decrease in number year to date from 18 to 15. There are no trends in respect of victims, offenders or locations. Detection rates in both categories remain at high levels. In the majority of assaults no weapon was used, but where one was this tended to be in incidents in houses. The number of robberies has risen compared with the same period last year (3 to 10). Most robberies consist of taking property from individuals, normally mobile phones or small amounts of money.
- 2.10. There has been a drop from last year in the number of persons charged with the supply, production or cultivation of illegal substances (46 to 23). Community teams are heavily involved in much of the local activity against drug dealers, acting on information received from the communities.

- 2.11. Crimes of dishonesty (532) show an overall year to date increase against the previous year (491). This can be attributed to rises in shoplifting (112 to 137) and vehicle related thefts (53 to 66). Housebreaking sees an increase from 45 to 55 however the number of residential properties broken into have reduced (20 to 16). The detection rate for acquisitive crime at 43.8% is slightly less than the rate for the previous year and for the preceding 5 years and is slightly below the anticipated range of 45% to 50%.
- 2.12. Road Policing and Road Crime are being addressed by Community Officers along with staff from the local Forth Valley Divisional Road Policing Unit. Their efforts are supplemented by the national Trunks Road Policing Group which covers activity on key main routes. The number of injury road collisions shows a decrease (36 to 33) from the previous year. The number of people killed or seriously injured has dropped slightly (6 to 5) and included one child who was seriously injured. There has been a marginal increase in slightly injured casualty figures from 36 to 37. There have been no fatalities during the reporting period. Despite focused efforts continuing to address the potential causes of collision, such as speeding and use of mobile phones while driving, there has been an increase in the compliance rate leading to a drop in the number of detections under these categories compared to last year which was exceptionally higher than preceding years.
- 2.13. Community Confidence and Engagement remains at the heart of local policing, and the number of complaints about the police and the nature of such complaints can be a measure of how well this is being achieved. The number of complaints under investigation up to the end of September 2014 is 17. These complaints contained a total of 23 allegations the majority of which (21) related to on-duty incidents. This equates to 19.6 complaints per 10,000 incidents. No significant trends in respect of individuals or particular locations are currently discernible. The number of complaints received does not follow a regular pattern month to month.
- 2.14. The service user survey previously employed to measure satisfaction levels has been replaced by a new standard national survey. Initial high level results show an overall satisfaction figure of 81.9% for policing in Forth Valley Division., and a public confidence rating of 76.5%. Most of the indicators of satisfaction shown in the attached table are in excess of 80%.
- 2.15. Some of the risks and threats which continue to present in Clackmannanshire are:
- Metal theft,
 - Skimming devices in Automated Teller Machines,
 - Bogus collection/theft of "charity" clothing,
 - Child neglect (including the level of care and hygiene in the home),
 - Local impact of serious organised crime groups,
 - Changes/trends in drugs supply including so called 'legal highs'.

By their nature, these remain longer-term threats and Forth Valley Division continues to focus on intervention and enforcement to address them.

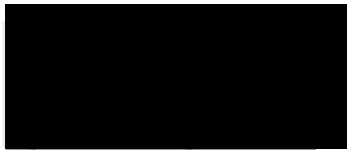
- 2.16. There were no significant new operational issues emerging during the previous reporting period.

2.17. There were no significant new operational issues emerging during the current reporting period.

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Clackmannanshire Policing Performance Scrutiny Report

Performance Indicators – 1 April 2014 to 30 September 2014

Appendix 1 (part 2)

Key		
PI Status	Five Year trend	Comparison to previous period
 Alert		
 Warning	 Improving	 Improving
 OK	 No change	 No change
 Unknown	 Getting worse	 Getting worse
 Data only		

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Protecting People							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							The period of Quarter 2 of 2014 for Clackmannanshire Area Command, like other Area Commands across Scotland was a particularly challenging period with regard to resourcing. Clackmannanshire Area Command supported the policing requirements of the Commonwealth Games, Scottish Referendum and Ryder Cup by providing resources which resulted in local abstractions. In addition police annual leave, which was suspended for the period of the CWG, has impacted on Clackmannanshire in keeping with the rest of Scotland. A supplementary Paper providing an insight into the level of abstractions accompanies this report.

NDA = no data available



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Clackmannanshire Policing Performance Scrutiny Report

Performance Indicators – 1 April 2014 to 30 September 2014

Appendix 1 (part 2)

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Protecting People							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
1	Number of Group 2 Crimes – Crimes of Indecency	 49.8	39	Reduce	48		<p>Context: In the great majority of crimes of indecency, the perpetrator is known to the victim – the number carried out by strangers remains extremely low. All such crimes are investigated with the same thoroughness regardless of when they were committed. The CID oversees every sexual offences case and these are scrutinised daily to ensure prompt progress of the investigation. In recent years there has been a growing confidence among victims to report these crimes. Third party reporting through other organisations is also being promoted through a portal on the Police Scotland website on which details of participating bodies are available.</p> <p>Update: The year to date figure for April – September 2014 shows an increase in the number of crimes recorded under Group 2 Crimes of Indecency with 9 more recorded during the period compared with the same period the previous year. There has been a marginal reduction on the 5 year average.</p> <p>Of the 48 crimes reported since 1 April 2014, 16 (33.3%) were committed before that date with all of those having occurred before 1 April 2013.</p> <p>Of the 32 crimes that occurred during the reporting period 24 were detected at an early stage. Of those that are outstanding there are no unknown offenders and enquiries are ongoing to maximise evidence in support of prosecution.</p>

NDA = no data available





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Performance Indicators – 1 April 2014 to 30 September 2014

Appendix 1 (part 2)

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Protecting People							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							Whilst it is appreciated there is a reported increase this should not be viewed as a negative. The level of historic reporting can be perceived as a positive indication of growing trust in victims who feel confident to report historical crimes. There is little doubt that the media focus on high profile national enquiries such as Operation Yewtree (Jimmy Saville etc.) has had an impact both locally and nationally.
2	Group 2 Crimes - Detection Rate	 70.8%	74.4%	Increase	79.2%		<p>Context: There are Standard Operating Procedures (SOPs) to direct investigations into these crimes. Enquiries can be protracted and detection rates can fluctuate month to month, but on average over the longer term are about 80%.</p> <p>Update: The detection rate for Qtrs 1&2 in 2014/15 sees an increase when compared with both the 5 year average and the same period last year.</p>
3	<i>Number of Rapes</i>	 5.4	5	Reduce	13		<p>Context: A dedicated Rape Investigation Unit has been established in Forth Valley Division. Their remit is to oversee the investigation into these crimes to ensure a common standard of investigation is followed in accordance with the force's Rape Investigation Protocol.</p> <p>Update: The reporting period sees an increase of 8</p>

NDA = no data available



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No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							<p>crimes compared with the previous year and a similar increase on the 5 year average. Out of the 13 rapes reported year to date, 5 occurred during this time frame whilst the other 8 occurred prior to 1st April 2013 and can be classed as historic reporting.</p> <p>The year to date increase can be attributed to the actions of one individual in respect of two victims within a domestic setting which accounts for 5 of these crimes. Due to sub-judice no further detail can be offered however by way of clarity and reassurance there has not been a spike involving different perpetrators and victims.</p>
4	Rape Detection Rate	 87.8%	60%	Increase	30.8%		<p>Context: In common with other crimes of indecency, detection of rapes often happens months after they are reported. This means that crimes recorded in any month may not be the same as crimes detected. This makes detection rates fluctuate considerably between months and may sometimes result in rates of over 100%. Forensic investigation is important, but is obviously less applicable for “historic” crimes.</p> <p>Update: The detection rate has fallen compared both with the previous reporting period and the 5 year average. Out of the 5 reported rapes that occurred during the reporting period enquiries are still ongoing into 4. Out of the 8 historic rapes, 3 have been detected so far and the</p>

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Performance Indicators – 1 April 2014 to 30 September 2014

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Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Protecting People							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							remaining 5 are subject of ongoing enquiry. As of 21 st November 2014 the detection rate sits at 78%, there are no unknown offenders and like Group 2 above evidence continues to be gathered in support of prosecution for those crimes yet to be detected.
5	Sexual Offences Liaison Officer deployed within 24 hours for all rapes	NDA	NDA	Maintain	100%		<p>Context: A Sexual Offences Liaison Officer (SOLO) is specially trained to provide support to victims of rape and early deployment has proven to be of great benefit to victims. The Target is a Forth Valley wide target to achieve 100% Sexual Offences Liaison Officer (SOLO) deployment within 24hrs of such a crime being reported. There is no previous comparative data available.</p> <p>Update: This target has been achieved for this reporting period.</p>
6	Level of repeat offending – Registered Sex Offender committing sexual offences / other offences (Forth Valley Div figures)	NDA	NDA	-	3 / 35		<p>Context: Management of offenders under the Multi Agency Public Protection Arrangements (MAPPA) is intended to limit the risk posed to the community. The level of management applied is commensurate with the perceived risk. There are currently 203 registered offenders – of these one is in the highest category (level 3) with 30 (14.7%) at level 2 and 172 at the lowest level 1 (84.7%)</p> <p>Update: 35 of the 203 offenders registered in Forth Valley Division re-offended after inclusion on the sex offenders</p>

NDA = no data available




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Clackmannanshire Police Plan 2014-17 : Performance Reporting							
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							register, and 3 of these persons have committed offences which involved a sexual element.
7	<i>Number of young people who offend</i>	NDA	844	Reduce	418		<p>Context: This figure is for the whole of Forth Valley Division. The population of 8 to 17 year olds is estimated at 34,307 and the number of young people who offender per 10k population is calculated at 51. In context the percentage of 8 to 17 years old who offend is 1.2%.</p> <p>Update: This 50.4% reduction may be as a result of the whole systems approach being successful.</p>
8	<i>Number of young people issued with Formal Warnings</i>	NDA	87	--	75		<p>Context: These figures are for the whole of Forth Valley.</p> <p>Update: This reduction is linked to the number of young people who commit crimes which, as shown above, has fallen significantly over the reporting period.</p>
9	<i>Number of young people who are referred to an Early & Effective Interventions co-ordinator.</i>	NDA	318	Increase	149		<p>Context: These figures are for the whole of Forth Valley. 33 offenders were aged between 8 and 15 years, whilst 8 were aged 16 or 17 years.</p> <p>Update: This reduction is linked to the number of young people who commit crimes which as shown above has fallen significantly over the reporting period with reduction of 53.1% (-169 referrals).</p>

NDA = no data available




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Clackmannanshire Policing Performance Scrutiny Report

Performance Indicators – 1 April 2014 to 30 September 2014

Appendix 1 (part 2)

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Protecting People							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
10	<i>Number of proactive internet based Child Protection investigations</i>	NDA	NDA	--	15		<p>Context: This figure is for the whole of Forth Valley Division and is a new measure therefore no comparative data is available. Over time this will provide an indication of pro-active work in this area.</p> <p>Update: There is no baseline data with which to compare performance.</p>
11	<i>Number of children referred to partner agencies</i>	NDA	NDA	--	247		<p>Context: This figure relates to the number of children 15 years and under (or 16-17 yrs if under a supervision order) reported to Scottish Children's Reporter Administration or to the Procurator Fiscal across the Forth Valley Division.</p> <p>Update: There is no baseline data with which to compare performance. A breakdown of the figures show that of these referrals they are split as follows: SCRA only = 81 SCRA/PF = 34 PF only = 132</p>
12	<i>% of police attendance at Child Protection case conferences</i>	NDA	NDA	--	228 (86.4%)		<p>Context: This figure relates to % of Police attendance as a result of invitations to partner agency child protection case conferences and is for the whole of the Forth Valley Division. These meetings include Pre-birth meetings, initial meetings and review meetings</p>

NDA = no data available


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No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							<p>Update: There were 264 meetings held during the reporting period, 228 of which were attended by Police. Of those attended 16 were pre-birth, 53 initial and 159 were review meetings. Police reports are provided to all meetings not personally attended by officers.</p>
13	<i>E-Safety Partnership - No of persons engaged with at talks/events</i>	NDA	NDA	--	189		<p>Context: The partnership comprises Police, Education, Child Protection, Social Work, 3rd Sector Agencies and private technology industries and works with the Scottish Govt Child Internet Safety Stake Holders Group. This measure indicates the total number of persons engaged with at E-Safety Partnership events and presentations in the Clackmannanshire area. Children are placed into 3 age groups – 5-7yrs, 8-10yrs & 11-16yrs with a separate category for parents.</p> <p>Update: Events were delivered in the Clackmannanshire area to 89 x 5-8yrs 46 x 8-10 year olds, 21 x 11-16 year olds and 10 parents. In addition to the above figures basic Child Online Protection Centre (CEOP) training for professionals was delivered to 23 professionals from across Forth Valley from Education, Social work and Health services with a view to enabling them to cascade this to peers and service users. NB These figures have not changed since Qtr 1 due to CWG and leave commitments.</p>

NDA = no data available



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No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
14	<i>Number of adult at risk referrals made to partner agencies</i>	NDA	NDA	--	963		<p>Context: This figure relates to the Forth Valley Division and captures the number of adults identified by police to meet the Three point test under the Adult Support and protection (Scotland) Act 2007. Adults at Risk are defined as those over 16 yrs who are unable to safeguard their own well being, property, rights or other interest and are at risk and because they are affected by disability, mental disorder, illness or mental infirmity, are more vulnerable to being harmed than adults not so affected.</p> <p>Update: There is no baseline data with which to compare performance.</p>
15	<i>Number of hate crimes</i>	NDA	30	Reduce	37		<p>Context: Police now specifically identify all categories of hate crime committed in respect of personal characteristics such as disability and sexual orientation as well as race. However, race remains the single largest category. Additional support to victims of such crime is often an important element of the response.</p> <p>Update: There has been a slight increase in reported Hate crimes, from 30 reported in the first two Qtrs last year to 37 for the same period this year. Of the 37 this year 28 (75%) were Race Hate Crimes. A total of 9 hate crimes were against Police officers. Within Clackmannanshire there is no trend with regard to targeting a specific ethnicity with race issues involving victims from a</p>

NDA = no data available



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Performance Indicators – 1 April 2014 to 30 September 2014

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Clackmannanshire Police Plan 2014-17 : Performance Reporting							
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							variety of ethnicities including Scottish, English, Irish Pakistani, and Polish backgrounds.
16	Hate crimes and offences – detection rate	NDA	96.7%	Increase	86.8%		<p>Context: Detected crimes and offences include the number of crimes detected within the reporting period and do not correlate with the numbers reported to police during the reporting period as enquiries take time to progress.</p> <p>Update: Hate crime in any form is an absolute priority for Police Scotland and Clackmannanshire area Command. All incidents are progressed as high priority with a view to apprehending the perpetrators. In the main those charged with Hate crimes are held in Police Custody until their court appearance when appropriate restrictive bail conditions are sought and enforced. The victims are supported with a view to mitigating repetition. As a result of the priority these crimes are given a high detection rate has been achieved.</p>
17	Total domestic abuse incidents	NDA	346	--	376		<p>Context: The targeting of repeat offenders and strong levels of support for victims are both key to addressing the issue of domestic abuse.</p> <p>Update: There is an increase of 26.9% compared with the same period last year. Of the incidents reported that resulted in a crime being recorded, assault/threatening behaviour was the most common. The peak days for offending were Sunday, Saturday and Friday which</p>

NDA = no data available



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							together accounted for over 50% of incidents. This might suggest a link to the increased consumption of alcohol normally associated with weekends.
18	Total crimes and offences in domestic abuse incidents	NDA	234	--	297		<p>Context: This figure relates to the total number of crimes recorded that are attributed to domestic abuse.</p> <p>Update: The current figures show a marginal increase of 2.8% compared with the same period last year. The policing rigour that is applied to domestic violence from initial report through to the conclusion of the enquiry shows that whilst there has been a rise in the number of incidents, crimes and offences, this is positive in that perpetrators are being identified and they are being charged. Court restrictions the being placed on their behaviour and victims are being supported and protected.</p>
19	% of Domestic abuse incidents that result in a crime being recorded	NDA	346	--	376		<p>Context: This figure relates to the number of Domestic Abuse incidents reported that are subsequently investigated as crimes. All domestic abuse incidents are subjected to a high level of scrutiny to ensure a victim oriented approach. NB this figures relates to number of incidents not number of crimes.</p> <p>Update: The number of incidents recorded as a crime has increased by 8.7% re is no significant change in respect of performance in this area.</p>

NDA = no data available




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Clackmannanshire Policing Performance Scrutiny Report

Performance Indicators – 1 April 2014 to 30 September 2014

Appendix 1 (part 2)

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Protecting People							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
20	<i>Total crimes and offences in domestic abuse incidents detection rate</i>	NDA	74.4%	Increase	80.1%		<p>Context: High detection rates arising from thorough investigation may contribute to reductions in the incidence of domestic abuse by highlighting to the perpetrator the likelihood of arrest and subsequent criminal proceedings as a consequence of their action.</p> <p>Update: It is positive that the detection rate for these crimes has risen by 5.4 percentage points.</p>
21	<i>Number of detections for domestic abuse bail offences.</i>	NDA	25	--	32		<p>Context: This figure provides an indication of how many offenders have breached bail conditions imposed at court following incidents of a domestic nature.</p> <p>Update: The figures show an increase of 7 compared with last year and can be seen as a positive indication of robust policing of bail conditions.</p>
22	<i>Ensure 95% of domestic abuse initial bail checks are conducted within a prescribed timeframe (24hrs)</i>	NDA	NDA	95%	97.5%		<p>Context: This KPI relates to when a perpetrator of domestic abuse has been held in custody and released on bail from court. Once Police are notified they thereafter have 24hrs to trace the victim and notify them of the release to prevent further crime and reduce risk and harm to the victim and wider society.</p> <p>Update: This area is given a high degree of priority with all</p>

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							possible effort made to deliver these messages within the target time.
23	<i>No of individuals subject of Multi Agency Tasking and Coordinating - MATAC referrals (High risk perpetrators of domestic abuse)</i>	NDA	NDA	--	5		Context: This process started in June 2013 and therefore no previous comparative data is available.
24	<i>No of individuals subject of Multi Agency Risk Assessment Conferences - MARAC referrals (High risk victims of domestic abuse)</i>	NDA	NDA	--	6		Context: This process started in August 2013 and therefore no previous comparative data is available.
25	<i>CONTEST – measures to be developed locally</i>	This	measure	is being	developed.		<p>Context: CONTEST is the UK Government’s Counter Terrorism Strategy which is organised around 4 work streams, each comprising a number of key objectives:</p> <p><u>Pursue:</u> to stop terrorist attacks</p> <p><u>Prevent:</u> to stop people becoming terrorists or supporting terrorism</p> <p><u>Protect:</u> to strengthen our protection against a terrorist attack</p> <p><u>Prepare:</u> to mitigate the impact of a terrorist attack</p> <p>Update:</p>

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Protecting Places							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
26	<i>Total number of Group 4 crimes</i>	 497.2	365	Reduce	329		<p>Context: Group 4 Crimes include Fireraising, Vandalism, Reckless Conduct (with a Firearm) and Culpable and Reckless Conduct (not firearms). Vandalism typically makes up 94% of this crime type.</p> <p>Update: There has been a 9.9% reduction in the total number of reported Group 4 crimes year to date and a further reduction of 33.8% crimes compared with the 5 year average.</p>
27	<i>Group 4 crimes detection rate</i>	 34.1%	32.9%	Increase	24.3%		<p>Context: Perpetrators are normally local to the community in which crimes are committed, and community officers focus on identifying them.</p> <p>Update: The detection rate for Group 4 crime is down by 8.6 points compared with last year and by 9.8 points compared with the 5 year average. The detection rate has dipped however taking cognisance of the resourcing</p>

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							challenges during the last quarter and priority being given to more serious crime, acts of vandalism will fall for review and investigation as such challenges ease. Improvement in detecting Group 4 criminality is anticipated as we move forward to quarters 3 and 4.
28	Number of vandalism	↑ 466.6	330	Reduce	309	↑	<p>Context: Most common types of damage are to house windows and vehicles.</p> <p>Update: There has been a welcome 6.4% reduction in the number of reported vandalism and a notable fall of 33.8% when compared with the 5 year average.</p>
29	Vandalism detection rate	↓ 32.8%	29.4%	Increase	23%	↓	<p>Update: The detection rate for vandalism has dropped by 6.4 points compared with last year's figures and is 9.9 points lower than the 5 year average. As per KPI 27 this will be addressed over the coming period.</p>
30	Number of Fireraisings	↑ 17.8	18	Reduce	11	↑	<p>Update: Crimes of Fireraising are down 38.9% when compared with the same period last year and down 38.2% on the 5 year average.</p>
31	Fireraising detection rate	↓ 31.3%	55.6%	Increase	27.3%	↓	<p>Update: The detection rate for crimes of Fireraising is down 28.3 points compared with the same period last year and down 4 points on the 5 year average. There has been no specific pattern or individual associated with these</p>

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							crimes.

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Dealing with Antisocial Behaviour							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
32	Number of complaints regarding disorder	NDA	2610	Reduce	2232		<p>Context: As incidents of disorder often feature noise/neighbour disputes, work is being undertaken to identify locations where there are repeat occurrences to allow preventive /intervention strategies to be developed by partner agencies. High visibility patrols are directed in accordance with intelligence and information about incidents of recurring disorder involving particular locations or individuals. This includes local community information which identifies any recurring disorder</p> <p>Update: There has been a continued reduction in incidents of disorder against last year which follows the long term trend over the past few years. The number of incidents of disorder reported for the first two Qtrs of 2014 has continued to fall, down by 378 (14.5%) when compared with the same period last year. The Local Community Planning Group MATAC meets on a fortnightly basis and has representation from a number</p>

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							of Local Authority / Housing Groups. The MATAC maintains an overview of ASB whether it be specific to a person or place. Through early identification of issues partners are able to deploy prevention / intervention or enforcement activities at their respective disposals with a view to early resolution of measures arising. The MATAC also enjoys the attendance of elected representatives who have an open invitation to attend / assist. A multitude of issues have thus far been addressed which is reflected, in part, in positive performance measures.

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Violent Crime							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
33	Total number of Group 1: Crimes of Violence	 37.6	32	Reduce	30		Context: The first two Qtrs of 2014/14 have seen a slight reduction in the overall level of violent crime compared with the same period last year, and a drop compared with the 5 year average. The majority of these crimes are detected with the detection rate for this period currently standing at 90%. There are no notable patterns in respect of location or perpetrator, although consumption of alcohol is a common feature in a number of incidents. The Criminal

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							<p>Investigation Department has primary responsibility for the investigation of such incidents.</p> <p>Update: Group1 crimes of violence are scrutinised on a daily basis and at present there are no clear trends of concern. Serious Assaults account for half of Group 1 crime. A rise in the numbers of reported robbery during the current period has contributed to the overall numbers in this group which has reduced slightly (-6.3%) compared with the same period last year and is down 20.2% on the 5 year average. The influence of alcohol and drugs on violent crime is a major contributing factor in incidents of common and serious assault. A number of measures / initiatives are being progressed to reduce such influence in the longer term within the Clackmannanshire Area Command.</p>
34	Number of reported Attempted Murder	 4.6	2	Reduce	0		<p>Context: The overall trend for this crime type is downward compared with the 5 year average however generally numbers are low therefore there may be fluctuations.</p> <p>Update: No such crimes were reported during this period.</p>
35	Number of reported Serious Assault		18	Reduce	15		<p>Context: The weekend period is the peak period for serious assaults, often linked to the consumption of</p>

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No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
		19.4					<p>alcohol. Most offenders are male. Most assaults are carried out by kicks and punches rather than by use of a weapon.</p> <p>Update: The number of serious assaults is slightly lower than the same period last year and also lower than the 5 year average. Continuous analysis has not indicated any discernable pattern with no single location falling for specific interest. Such incidents are prioritised for investigation and, in the main, locally the victim and perpetrator are known to each other. Whilst alcohol is a contributing factor in such incidents, few acts are perpetrated within or immediately outside licensed premises.</p>
36	Number of reported Robbery	↓ 4.6	3	Reduce	10	↓	<p>Context: This category also includes assault with intent to rob. Most crimes involve theft of items from individuals such as mobile phones and small amounts of cash. All cases, regardless of the property taken, are given the priority afforded to crimes of violence and are overseen by the Criminal Investigation Department. Numbers are generally low in this category and fluctuations can be seen from month to month</p> <p>Update: There is no discernable pattern in terms of M/O, victim or offender. The number of robberies averages at just over two per month over the longer term however this 1st Qtr saw an increase in this number and</p>

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							this impact may be seen on the year to date figures for the rest of the year. No patterns or trends have emerged which might inform proactive strategies. Most incidents involve the taking of items such as mobile phones and small sums of money, and are often committed by individuals living a chaotic lifestyle. The majority of incidents involve threats of violence rather than acts of violence.
37	Number of reported Petty (common) Assault	 329.4	308	Reduce	371		<p>Context: A large number of these assaults occur in residential property or in gardens or nearby streets and involve people known to each other. Alcohol is often a contributory factor.</p> <p>Update: The first two Qtrs in 2014 have seen an increase of 20.5% compared with the same period last year and up 12.6% on the 5 year average. 33% of assaults in Clackmannanshire are domestic related with a considerable volume occurring within a residential setting.</p> <p>In respect of those occurring within public space, where patterns are identified patrol plans are in place to have staff available at the times and locations where incidents in public are likely to occur.</p> <p>Currently approx. 4 in every 5 assaults are detected, locally, in the main, the perpetrator knows his / her victim. Very few common assaults occur locally where the perpetrator / victim are not known to each other.</p>

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38	<i>Number of detections for Carrying Knives etc & Possession of Offensive Weapons</i>	 35.8	25	Increase	20		<p>Context: This crime type is normally as a result of proactive police work and is linked to stop and search activity (See KPIs 82 & 83).</p> <p>Update: The general trend is that detections for this crime type have reduced in this area.</p>
39	<i>Attempted Murder detection rate</i>	 100%	100%	Maintain	N/A		<p>Context: Due to low numbers of these crimes detection rates appear as a high percentage.</p> <p>Update: No instance of this crime type was reported within the review period therefor this indicator is not applicable.</p>
40	Serious Assault detection rate	 88.8%	100%	Increase	80%		<p>Context: Crimes are recorded on the date they are reported regardless of when they occurred. Detections are recorded on the date a perpetrator is charged, regardless of when the crime was committed. This can mean that in any given month more detections are recorded than the number of crimes that are reported in a particular category. As the detection rate is calculated as the proportion of crimes detected against those recorded over a specific period, this can result in detection rates of more than 100%.</p> <p>Update: Group1 crimes of violence are scrutinised on a</p>

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							daily basis and at present there are no trends or patterns in respect of perpetrators, victims or locations. The detection rate for these crimes has dropped when compared to both the previous year (down 20 percentage points) and the 5 year average (down 8.8 percentage points) however Operation Tetra commenced on 1 st July 2014 and is aimed at increasing detections relating to serious violent crime.
41	Robbery detection rate	 89.3%	100%	Maintain	100%		<p>Context: The CID have primary responsibility for investigation of robberies which are closely scrutinised to discern any emerging trends in respect of location, victim or perpetrator.</p> <p>Update: All robberies have been detected with perpetrators reported to the Procurator Fiscal for consideration of prosecution. Where preventative / supportive measures can be put in place to prevent repetition this has been completed.</p>
42	Petty (Common) assault detection rate	 82.4%	75.6%	Increase	78.7%		<p>Update: There has been an increase of 3.1 percentage points in the detection rate compared with the previous year however it is still 3.7 percentage points below that of the 5 year average. This may improve as enquiries into these incidents progress.</p>

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Disrupting Organised Crime							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
43	<i>Number of indentified Serious and Organised Crime Groups (SOCGs)</i>	NDA	NDA	--	2		Context: This figure is for the number of Serious and Organised Crime Groups for the whole of the Forth Valley Division and cannot be broken down to Area Command Level.
44	<i>Number of arrests of Serious and Organised Crime Group members</i>	NDA	50	Increase	32		Context: This figure is for the whole of the Forth Valley Division and cannot be broken down to Area Command Level.
45	Number of detections for drugs supply, drugs productions, drugs cultivation	 45.8	46	Increase	23		<p>Context: Detections for this type of crime is usually as a result of community derived information. Community Teams have an important role in disrupting drug dealing at a local level.</p> <p>Update: Performance is up down 50% compared with the same period last year and down 49.8% compared with the 5 year average. Work is ongoing to develop intelligence with the aim of continuing to identify and tackle drug dealers in our communities however the level of police abstraction in Clackmannanshire during quarter 2 has had a significant impact on proactivity specific to this area of business. It is anticipated this will be recovered in the coming quarters 3 and 4.</p>
46	<i>Signpost Custody Referrals</i>	NDA	13	--	11		Context: Arrest Referral targets drug and alcohol related offenders at the point of arrest and links individuals with addiction needs into Addiction Services

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							via the Single Point of Referral across Forth Valley. Update: Contextual information is being developed for future reports.
47	Prevent Serious Organised Crime Groups from involvement in legitimate enterprise (Forth Valley Div figures)	NDA	£176,000	£623,150	£1,500,000	↑	Context: This measure is part of the Police Scotland “Letting our Communities Flourish” strategy. It is used as a disruption tactic to deter and prevent the operation of quasi-legitimate businesses associated with Serious and Organised Crime Groups. These figures relate to Forth Valley Division and are not broken down to Local Authority Level. Update: An assessment is made of the potential value of business to which prevention tactics can be applied which for Forth Valley Division amounted to £623,150 for the first six months of the financial year. The result achieved to date is £1,500,000 which corresponds to 240% over the planned amount.
48	Applications for confiscation of assets under Proceeds of Crime legislation (Forth Valley Div figures)	NDA	£236,920	£1,530,000	£591,983	↓	Context: This measure quantifies the cash or value of assets or income seized by Police under the Proceeds of Crime Act legislation in order to disrupt the criminal activities of members of organised crime groups. These figures are calculated for the whole of Forth Valley Division and are not broken down to Local Authority Level.

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Crimes of Dishonesty							
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49	Total Number Group 3 Acquisitive Crime	↑ 614.6	491	Reduce	532	↓	<p>Context: Group 3 crime is known as acquisitive crime and includes Housebreaking, Opening Lockfast Places (OLP), Motor Vehicle crime, Common Theft, Shoplifting and Fraud.</p> <p>Update: The current period the reported level of these crimes which has increased by 41 crimes (+8.4%) compared with the previous year however there has been a welcome drop of 82 crimes (13.4%) compared with the 5 year average which indicates a positive longer term reduction.</p> <p>The increases during the reporting period can be attributed to rises in Housebreaking, Shoplifting and motor vehicle related thefts whilst there has been a reduction in crimes of Fraud.</p>
50	<i>Fraud</i>	↑ 49	46	Reduce	31	↑	<p>Context: Fraud covers a wide range of crime types including Taxi Hire Frauds, Bogus Callers committing doorstep crime on usually vulnerable people, online fraud schemes such as bogus lottery wins and inheritance scams to name but a few.</p> <p>Update: There were 15 fewer crimes (-32.6%) in the current reporting period compared with the previous year and down by 18 crimes (-36.7%) compared to the 5 year average.</p> <p>There is no obvious reason for this reduction however public awareness of these methods is growing as a</p>

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							result of increased media attention. Awareness would have impacted on fraudsters ability carry out further crimes. Similarly 'door step' crime initiatives locally and nationally are likewise impacting upon and preventing further crimes occurring.
51	Theft by shoplifting	 125.8	112	Reduce	137		<p>Context: The most common type of retail premises for shoplifting has been supermarket type premises, with alcohol, foodstuffs and clothing being the most common type of goods taken.</p> <p>Update: Compared with the previous year, the lowest in the last 5 years, reported crimes of shoplifting are up 22.3% and up 8.9% compared with the 5 year average. The increase in these crimes can be attributed to the enhanced store security regimes across Clackmannanshire with robust reporting in support of long term deterrence to be welcomed.</p>
52	<i>Total No. Group 3 : Acquisitive Crime - detection rate</i>	 48.3%	48.1%	Increase	43.8%		<p>Context: This measure relates to the overall detection rate for all acquisitive (Group 3) crime. The nature of investigations into this crime type often means that detections will occur over time as forensic and other enquires yield information which means this figure will be reasonable expected improve over time.</p> <p>Update: The overall detection rate for acquisitive crimes has dropped by 4.3 percentage points compared</p>

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							with same period last year and is down by 4.5 points on the 5 year average. Policing challenges over the summer period (CWG, Ryder Cup & Referendum) has seen Clackmannanshire, along with other Area Commands, support these national events by providing staff. As a results of these extractions there has been prioritisation toward those involved in violent crime. Operations are now in place to provide a focus on targeting those involved in acquisitive crime.
53	<i>Fraud - detection rate</i>	 71.7%	68.%	Increase	61.3%		<p>Context: Due to the detailed investigation nature of fraud crimes, enquiries may be protracted and these figures may rise over time.</p> <p>Update: The overall detection rate for Fraud related crimes is down by 10.4 percentage points compared with same period last year and down 7.6 when compared with the longer term 5 year average. As above, policing challenges over the summer period (CWG, Ryder Cup & Referendum) has seen Clackmannanshire, along with other Area Commands, support these national events by providing staff. As a results of these extractions there has been prioritisation toward those involved in violent crime. Operations are now in place to provide a focus on targeting those involved in acquisitive crime.</p>

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54	Theft by shoplifting detection rate	↓ 90.2%	90.2%	Increase	80.3%	↓	<p>Context: Police work in partnership with retailers to combat shoplifting particularly organised crime groups.</p> <p>Update: The detection rate of this crime type is normally high although there has been a drop of 9.9 percentage points over the review period when compared with both the same period last year and the 5 year average. As above, policing challenges over the summer period (CWG, Ryder Cup & Referendum) has seen Clackmannanshire, along with other Area Commands, support these national events by providing staff. As a results of these extractions there has been prioritisation toward those involved in violent crime. Operations are now in place to provide a focus on targeting those involved in acquisitive crime.</p>
55	Theft by housebreaking (All Types)	↑ 74.8	45	Reduce	55	↓	<p>Context: Housebreakings (HBs) or attempts are classified in three categories by police. These are Commercial Property, Residential Dwellings and Other Domestic Buildings such as garages and sheds.</p> <p>Many crimes are opportunistic, most occurring when occupants are out. Police continue to provide security advice to communities to reduce such opportunities.</p> <p>Update: During the review period although there has been an increase of 10 crimes (up 22.2%) these have occurred at sheds and garages or commercial premises</p>
56	<i>Theft by housebreaking (residential)</i>	↑ 34	20	Reduce	16	↑	

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No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							<p>rather than residential properties where we can see a reduction of 4 compared with the same period last year and down 18 crimes compared with the 5 year average. Overall the long term trend for these crimes is a reduction with 13% less as a group and residential HB have dropped by 52.9%.</p> <p>There were 22 residential, 17 commercial and 22 housebreakings at sheds and garages during the reporting period.</p> <p>Rises in residential crime that have been observed elsewhere in the Division have not been experienced in Clackmannanshire. Analysis of residential housebreaking shows cross-over with a number of persons / households that come to police / local authority attention as regards ASB.</p>
57	Theft by housebreaking (All Types) detection rate	 34.4%	17.8%	Increase	16.4%		<p>Context: As part of the investigation process for HB's Scenes of Crime examinations are carried out whenever possible. The results of these examinations can take time to process however positive forensic leads can lead to crimes being detected some months after they have been committed and therefore this figure may further increase in time.</p> <p>Update: At the time of writing this report the detection rate for these crimes has fallen to 16.4% which is 1.4</p>

NDA = no data available



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Clackmannanshire Policing Performance Scrutiny Report

Performance Indicators – 1 April 2014 to 30 September 2014

Appendix 1 (part 2)

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Crimes of Dishonesty							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							<p>points lower than the same period last year and 18 points lower than the 5 year average.</p> <p>As above, policing challenges over the summer period (CWG, Ryder Cup & Referendum) has seen Clackmannanshire, along with other Area Commands, support these national events by providing staff. As a results of these extractions there has been prioritisation toward those involved in violent crime. Operations are now in place to provide a focus on targeting those involved in acquisitive crime.</p>
58	Theft by housebreaking residential detection rate	 36.5%	20	Increase	31.3		<p>Update: It is encouraging that despite the rise in the number of reported crimes in this group there has also been an increase in the number of detections for these crimes compared with the same period last year up 11.3 points on last year however still 5.3 points behind the 5 year average.</p> <p>As above, policing challenges over the summer period (CWG, Ryder Cup & Referendum) has seen Clackmannanshire, along with other Area Commands, support these national events by providing staff. As a results of these extractions there has been prioritisation toward those involved in violent crime. Operations are now in place to provide a focus on targeting those involved in acquisitive crime.</p>

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Clackmannanshire Policing Performance Scrutiny Report

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Appendix 1 (part 2)

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Crimes of Dishonesty							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Making Roads Safer							
No.	Performance Indicator	3 / 5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
59	Number of injury road collisions	 41.5	36	Reduce	33		<p>Context: The long term trend is for injury road collisions to reduce. There are a number of factors which contribute to this reduction including improvements to vehicle safety, better roads engineering and police enforcement of provisions known to impact on the likelihood of injury collisions. The latter includes speeding and wearing of seat belts. Police use analysis of collision data to highlight roads which may present a particular risk and produce a plan to address the factors which can contribute to that risk. This may include the use of static or mobile speed cameras, high visibility patrol and enhanced publicity about driver behaviour. In some instances where data identifies a particular risk group, there will be special initiatives to counter this. The majority of collisions resulting in serious injury occurred on rural roads with a speed limit of 60 mph. The attached table and maps provide greater detail in relation to collisions and casualties.</p>

NDA = no data available





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Clackmannanshire Policing Performance Scrutiny Report

Performance Indicators – 1 April 2014 to 30 September 2014

Appendix 1 (part 2)

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Making Roads Safer							
No.	Performance Indicator	3 / 5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							<p>NB – Data for collisions is calculated over a 3 year average and for enforcement it is calculated over 5 years.</p> <p>Update: The figures shown provide a comparison over the first two quarters of 2014/15 with the same period the previous year. Although there may be increases and decreases at different times in the figures compared across any 3 month period, the long-term trend over the past decade shows a significant reduction in the number of injury road collisions. The first two Qtrs have followed this trend with an 8.3% reduction compared with the previous year and a 20.6% reduction compared with the 3 yr average.</p>
60	Number of people killed or seriously injured	 6.3	6	Reduce	5		<p>Context: The comments above in relation to injury collisions apply generally to casualties as well. The definition of serious injury is given in the information pack issued to members.</p> <p>Update: There were no fatalities during this period or the same period last year. There has been a reduction of 1 seriously injured casualty compared with both the previous year and 3 yr average. .</p>
61	Number of children killed or seriously injured	 0.6	1	Reduce	1		<p>Context: No child fatalities have been reported in the previous 3 year period however there was one serious child casualty during both the reporting period this year and last.</p>

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Clackmannanshire Policing Performance Scrutiny Report

Performance Indicators – 1 April 2014 to 30 September 2014

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Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Making Roads Safer							
No.	Performance Indicator	3 / 5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							Update: Joint tasking with DRPU is contributing to this reduction.
62	<i>Number of people slightly injured</i>	 44.6	36	Reduce	37		Update: This category follows the longer term downward trend however there has been a marginal increase of 1 compared with last year.
63	<i>Number of Drivers under the influence of Drink or Drugs</i>	13	14	--	9		Context: This measure indicates pro-activity in combating the risks posed by persons driving under the influence of alcohol or drugs. Update: There has been a drop of 35.7% in the number of drivers caught driving under the influence when compared with last year a drop of 30.7% when compared with the 3 year average.
64	Number of dangerous driving offences	12.6	16	--	12		Context: Dangerous driving is recognised as a contributory factor in road collisions. Regular speed checks and other initiatives provide the opportunity not only for enforcement of the legislation but also the education of drivers.
65	Number of speeding offences	149	221	--	118		Context: Speeding and the use of mobile phones while driving are recognised as two potential contributory factors in road collisions. Regular speed checks and other initiatives provide the opportunity not only for enforcement of the legislation but also the education of

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Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Making Roads Safer							
No.	Performance Indicator	3 / 5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							<p>drivers. Operational campaigns against speeding, mobile phones etc are widely publicised and results reported on through various media.</p> <p>Standard Actions: Analysis of accident data and other roads information highlight locations where enforcement and prevention might be most effective, and resources are deployed accordingly. Operational campaigns against speeding, mobile phones etc. are widely publicised and results reported on through various media.</p> <p>At a local level, speeding is often identified as a local community priority through the process of Police and Communities Together (PACT) and often features in the Multi Member Ward Plans. The response will be tailored to local circumstances, and results reported through PACT.</p> <p>NB – last year’s exceptionally high figure has had an impact on the 5 year average however this year’s figure is in line with those seen in previous years.</p>
66	Number of seat belts offences	182.4	196	--	92		<p>Context: Not wearing a seat belt is recognised as a potential contributory factor in injury road collisions. Regular speed checks and other initiatives provide the opportunity not only for enforcement of the legislation but also the education of drivers.</p> <p>Update: Despite proactive activity, the compliance rate</p>


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Clackmannanshire Policing Performance Scrutiny Report Performance Indicators – 1 April 2014 to 30 September 2014

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Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Making Roads Safer							
No.	Performance Indicator	3 / 5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							has resulted in this reduction. Most vehicles are now fitted with audible alarms which activate when seat belts are not worn which assists in reducing instances of people forgetting to fasten them.
67	Number of mobile phone offences	74	75	--	56		<p>Context: Speeding and the use of mobile phones while driving are recognised as two potential contributory factors in road collisions. Regular speed checks and other initiatives provide the opportunity not only for enforcement of the legislation but also the education of drivers. Operational campaigns against speeding, mobile phones etc are widely publicised and results reported on through various media.</p> <p>Update: The level of driver engagement in Clackmannanshire has been reviewed and is consistent this year with more warnings being given by way of education rather than immediate enforcement.</p>

Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Cross Cutting Themes							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response

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Clackmannanshire Policing Performance Scrutiny Report

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Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Cross Cutting Themes							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
Alcohol							
68	<i>Number of problematic licensed premises inspections carried out (On/Off Sales Premises)</i>	NDA	2	--	0		<p>Context: This area of work and the following two indicators form part of the multi agency partnership drawn together in the action plan for the Single Outcome Agreement Prevention and Intervention area around Alcohol and Antisocial Behaviour offending.</p> <p>Licensing issues within Clackmannanshire Area Command are scrutinised daily with appropriate referral via the licensing department to the licensing board for consideration. Incidents/events occurring within licensed premises will be followed up as a priority with joint visits including involvement with both Police Licensing officers and Local Authority Licensing Officers. The objective is to ensure that where incidents occur there is no repetition, that licensing staff are fully supported and aware of their responsibility and where there is identified gaps in understanding licensing legislation, these are progressed and addressed.</p> <p>Update : Through daily management and oversight of licensed premises where crimes and intelligence exist indicating that they should be classed as a 'problematic premises', there have been no licensed premises classed as such. The definition of 'problematic premises' is:- 'Evidence exists of a licensed premises operating in a manner inconsistent with the licensing objectives or out with the conditions of a Premises Licence and where</p>

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Cross Cutting Themes							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							local police intervention or support has failed or is unlikely to succeed in resolving the issues'.
69	<i>Number of Monitored Premises subject to interventions</i>	NDA	2	--	0		<p>Context: As indicator 68, however the definition of a 'monitored premises' is any licensed premises which requires additional supervision or support.</p> <p>Update: There have been no premises falling into this category. This reduction may be as a result of close monitoring and management of licensed premises and may depict the compliance of licensing regulations / policy.</p>
70	<i>Number of Test Purchase Operations</i>	NDA	19	--	0		<p>Context: As indicator 68. Off-sales proprietors are regularly visited by local community officers where alcohol fuelled anti-social behaviour has been identified in the local area with a view to ensuring their awareness, and that of their staff, so as to inhibit the sale of any alcohol from their premises to those involved in ASB.</p> <p>Update: An increase in compliance has led to this reduction as well as very few premises being highlighted to police as non-complying.</p>
71	Number of detections for Consuming Alcohol	NDA	19	--	8		<p>Context: This small reduction might also indicate a general reduction in such behaviour.</p>

NDA = no data available







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No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
	in a designated place (where appropriate byelaws exist)						Update: Despite proactivity, there has been a reduction in the number of persons caught breaching these byelaws. This reduction can be logically linked with reductions also seen in KPI's 7, 8 (Children offending or warned) and 32 (Incidents of Anti-social Behaviour).
Community Confidence and Satisfaction							
72	Public confidence in the police (% satisfied) (Divisional Level)	NDA	NDA	--	76.5%		<p>Context: The method previously used by Central Scotland Police to gather information on public satisfaction has recently been replaced by a national process. CSP data is no longer comparable with the national figures, hence there are no data for previous years. Community confidence and satisfaction remains at the core of the approach in Forth Valley Division. Staff are encouraged to focus on the needs of the individual at all stages of contact across all types of situation.</p> <p>Update: Data is currently only available for Forth Valley Division as a whole. All indicators are positive at this time.</p>
73	Treatment by staff on first contact (Divisional Level)	NDA	NDA	--	92.7%		
74	Service received at first contact (Divisional Level)	NDA	NDA	--	90.1%		
75	Treatment by officers attending incident (Divisional Level)	NDA	NDA	--	85.9%		
76	Fair treatment by police in dealing with incident (Divisional Level)	NDA	NDA	--	90.2%		
77	Treated with respect by police in dealing with incident (Divisional Level)	NDA	NDA	--	93.2%		

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Clackmannanshire Policing Performance Scrutiny Report

Performance Indicators – 1 April 2014 to 30 September 2014

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Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Cross Cutting Themes							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
	Level)						
78	Adequately informed re progress of incident (Divisional Level)	NDA	NDA	--	64.6%		
79	Average length of time taken to attend at the scene of Emergency (Grade 1) classified incidents (Divisional Level)	NDA	NDA	--	8mins 41secs	NDA	<p>Context: The format previously used by Central Scotland Police to publish information on attendance at emergency calls has recently been replaced by a national one. The data from the new format is currently being collated, and this will be reported in due course.</p> <p>Update: This is currently a Forth Valley figure; a local breakdown of this has been requested and whilst not available at the time of writing, this will be brought to the committee when available.</p>
80	Number of complaints about the police	NDA	NDA	--	17		<p>Context: In order to ensure consistency across all Divisions in the reporting of levels of complaints about the Police a common reporting format has been developed in relation to Police Complaints. The data contained in this section of the Performance Scrutiny Report now applies only to the Clacks Area Command and reflects the categories which are currently provided from the national performance system.</p> <p>Due to the change in the way data is now collated there are no comparative figures for the previous year. A single complaint may contain a number of allegations. These may relate to the behaviour of individual members of staff either "On Duty" or "Off Duty", or to an</p>

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Clackmannanshire Policing Performance Scrutiny Report

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Cross Cutting Themes							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							<p>issue in respect of the “Quality of Service” delivered by the organisation. NB One complaint might contain a combination of the different types of Allegations.</p> <p>Update: To allow some measure of proportionality, this figure is also expressed per 10,000 police incidents. This gives a result of 19.6 complaints per 10,000 Police Incidents.</p> <p>For the period April - September there have been a total of 23 allegations – these are classified as 21 On Duty, 1 Off duty and 1 Quality of Service.</p> <p>There have been no discernible patterns or trends from the complaints in respect of individuals, police business units or locations.</p>
Engagement							
81	<i>Number and percentage of community council meetings personally attended by officer</i>	NDA	NDA	--	TBC		<p>Context: This indicator is new and continues to be developed. The aim is to have a Community Officer attend as many meetings as possible.</p> <p>Update: A review of reporting police attendance at these meetings is underway with view to establishing accurate figures for this KPI. An update will be provided to the Committee when this review has been completed.</p>
82	<i>Number and percentage of community council meetings receiving</i>	NDA	NDA	--	TBC		<p>Context: This indicator is new and continues to be developed. The aim is to achieve 100% report submission rates where an officer is unable to attend a</p>

NDA = no data available



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Clackmannanshire Police Plan 2014-17 : Performance Reporting							
Cross Cutting Themes							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
	<i>standard update report</i>						community council meeting in person. Update: A review of reporting police attendance at these meetings is underway with view to establishing accurate figures for this KPI. An update will be provided to the Committee when this review has been completed.
Stop and Search							
83	Stop and searches conducted	NDA	615	--	504		Context: There has been a particular focus on stop and search activities to help reduce the incidence and potential severity of the outcome off violence and address the misuse of drugs and alcohol. These activities are not random but are intelligence-led and targeted. Update: Year to date there has been a reduction the levels of stop / search. Stop / Search continues to be intelligence led, however such reduction is consistent with the downward trend as regards ASB.
84	Number and percentage of positive stop and searches conducted	NDA	213 (34.6%)	Increase	131 (25.9%)		Context: The main types of property uncovered during search are drugs, alcohol and weapons Update: Whilst the number of positive stop searches has reduced, a focus has been on using this as an intelligence led pro-active tool. The proportion of searches yielding positive results, is down from 34.6%

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**Clackmannanshire Policing Performance Scrutiny Report
Performance Indicators – 1 April 2014 to 30 September 2014**

Appendix 1 (part 2)

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Cross Cutting Themes							
No.	Performance Indicator	5 Year Average	Apr - Sep 2013	Target	Apr - Sep 2014	Short Trend	Context and Actions/Response
							last year to 25.9% for the same period this year. The most common positive result of stop searches is alcohol (40%) followed by drugs (44%) whilst weapons account for 8%.
Service Improvement							
85	<i>Percentage of planned improvement activities in Divisional Improvement Plan (DIP) achieved: Within planned timescale</i>	NDA	NDA		NDA		A national model for Service Improvement Plans is being developed and it may be into 2015/16 before this can be reported here.
86	<i>Percentage of planned improvement activities in Divisional Improvement Plan (DIP) achieved: Within one month of end of timescale</i>	NDA	NDA		NDA		

NDA = no data available

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ROAD COLLISION STATS
Period Comparison Fiscal Years 13/14 and 14/15
1 April to 30 September
CLACKMANNANSHIRE AREA COMMAND (All Casualties) (Appendix 1 - Part 3)

Station	Fatal Casualties			Serious Casualties			Slight Casualties			Collisions		
	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg
Alloa	0	0	0.3	5	2	2.3	21	23	23.3	20	19	20.3
Tillicoultry	0	0	0	1	3	1.7	8	9	14	9	10	12.3
Tullibody	0	0	0	0	0	2	7	5	7.3	7	4	9
Area Total	0	0	0.3	6	5	6	36	37	44.6	36	33	41.6

Station	Drink Involved			Drink Driving		
	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg
Alloa	0	0	2.3	14	9	13
Tillicoultry	0	1	0.3	4	4	5.7
Tullibody	1	0	1	2	6	6
Area Total	1	1	3.6	20	19	24.7

** Casualty figures for motorcycles are only motorcycle riders and passengers and not include casualties from other classes of vehicle or pedestrian.

ROAD COLLISIONS THAT INCLUDED CHILDREN

Station	Fatal Casualties			Serious Casualties			Slight Casualties			Total Number of Collisions		
	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg
Alloa	0	0	0	1	1	0.3	9	2	7	10	3	7
Tillicoultry	0	0	0	0	0	0	0	0	1.3	0	0	1.3
Tullibody	0	0	0	0	0	0.3	2	1	1.7	2	1	2
Area Total	0	0	0	1	1	0.6	11	3	10	12	4	10.3

ROAD COLLISIONS INVOLVING MOTORCYCLISTS

	Fatal Casualties**			Serious Casualties**			Slight Casualties**			# of Collisions involving Motorcyclists		
	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg	4/2013 - 09/2013	4/2014 - 09/2014	3 fiscalYr Avg
Alloa	0	0	0	0	0	0	0	1	1.3	0	1	1.3
Tillicoultry	0	0	0	0	1	0.3	2	1	0.7	3	2	1
Tullibody	0	0	0	1	0	0.3	1	0	0.3	1	0	0.3
Area Total	0	0	0	1	1	0.6	3	2	2.3	4	3	2.6

Fiscal Year 2014/2015
1 April to 30 September
Clackmannanshire
Council Area

Appendix 1 (Part 4)



APPENDIX 1 part 5

REQUEST FOR INFORMATION RELATING TO THE IMPACT ON LOCAL POLICING RESOURCES OF THE COMMONWEALTH GAMES 2014.

The Commonwealth Games 2014 placed unprecedented resource demands on Police Scotland and this impacted on every Local Policing Division and Department across the country. This required somewhere in the region of 111,000 deployments from across Scotland throughout the duration of the Games to multiple venues around Glasgow but also in Edinburgh and Dundee.

To ensure Police Scotland delivered a safe and secure Games all police officer annual leave was cancelled between 6 July and 5 August with summer leave having to be condensed into the period immediately before and after these dates.

Between 6 July and 5 August Forth Valley Division on any given day committed between 7 (1%) and 247 (40%) of our police officers to Commonwealth Games deployments. To ensure appropriate resource levels were maintained within the Division all officers worked 12 hour shifts on 8 days during this period. A number of police staff were also engaged on Commonwealth Games activity however there was no impact on their leave or days off.

Minimum police officer levels were maintained throughout the period of the Commonwealth Games to ensure the Division could react to the demands we faced policing our communities and additional regional/national resources were made available as and when required and deployed on several occasions into the Division and Clackmannanshire in particular.

Proactive Policing was impacted however examination of crime, incident and wider demand data indicates that the Division was able to respond and deal with all the challenges faced during the period.

All Police Officers and Staff, whether deployed to the Games or retained within the Division worked exceptionally hard, demonstrated tremendous flexibility and regularly went that extra mile to ensure that the Games were a success and that the communities within the Division and Clackmannanshire Area Command were policed as effectively as possible.





I would be happy to answer any questions from members in relation to this.

Davie Flynn
Chief Superintendent
Local Police Commander
Forth Valley Division














Generated on: 22nd November 2014







PI Description	3/5 Yr	2013/14	2013/14	Q2 2014/15		Latest Note
	Value	Value	Target	Value	Short Trend	
Number of serious assaults	19.4	18	Reduce	15		<p>Context: The weekend period is the peak period for serious assaults, often linked to the consumption of alcohol. Most offenders are male. Most assaults are carried out by kicks and punches rather than by use of a weapon.</p> <p>Update: The number of serious assaults is slightly lower than the same period last year and also lower than the 5 year average. Continuous analysis has not indicated any discernable pattern with no single location falling for specific interest. Such incidents are prioritised for investigation and, in the main, locally the victim and perpetrator are known to each other. Whilst alcohol is a contributing factor in such incidents, few acts are perpetrated within or immediately outside licensed premises.</p>
Detection rate for serious assaults	88.8	100%	Increase	80%		<p>Context: Crimes are recorded on the date they are reported regardless of when they occurred. Detections are recorded on the date a perpetrator is charged, regardless of when the crime was committed. This can mean that in any given month more detections are recorded than the number of crimes that are reported in a particular category. As the detection rate is calculated as the proportion of crimes detected against those recorded over a specific period, this can result in detection rates of more than 100%.</p> <p>Update: Group1 crimes of violence are scrutinised on a daily basis and at present there are no trends or patterns in respect of perpetrators, victims or locations. The detection rate for these crimes has dropped when compared to both the previous year (down 20 percentage points) and the 5 year average (down 8.8 percentage points) however Operation Tetra commenced on 1st July 2014 and is aimed at increasing detections relating to serious violent crime.</p>
Number of robberies	4.6	3	Reduce	10		<p>Context: This category also includes assault with intent to rob. Most crimes involve theft of items from individuals such as mobile phones and small amounts of cash. All cases, regardless of the property taken, are given the priority afforded to crimes of violence and are overseen by the Criminal Investigation Department. Numbers are generally low in this category and fluctuations can be seen from month to month</p> <p>Update: There is no discernable pattern in terms of M/O, victim or offender. The number of robberies averages at just over two per month over the longer term however this 1st quarter saw an increase in this number and this impact may be seen on the year to date figures for the rest of the year. No patterns or trends have emerged which might</p>


						inform proactive strategies. Most incidents involve the taking of items such as mobile phones and small sums of money, and are often committed by individuals living a chaotic lifestyle. The majority of incidents involve threats of violence rather than acts of violence.
Detection rate for robberies	89.3%	100%	Maintain	100%		Context: The CID have primary responsibility for investigation of robberies which are closely scrutinised to discern any emerging trends in respect of location, victim or perpetrator. Update: All robberies have been detected with perpetrators reported to the Procurator Fiscal for consideration of prosecution. Where preventative / supportive measures can be put in place to prevent repetition this has been completed.
Number of minor assaults	329.4	308	Reduce	371		Context: A large number of these assaults occur in residential property or in gardens or nearby streets and involve people known to each other. Alcohol is often a contributory factor. Update: The first two quarters in 2014 have seen an increase of 20.5% compared with the same period last year and up 12.6% on the 5 year average. 33% of assaults in Clackmannanshire are domestic related with a considerable volume occurring within a residential setting. In respect of those occurring within public space, where patterns are identified patrol plans are in place to have staff available at the times and locations where incidents in public are likely to occur. Currently approx. 4 in every 5 assaults are detected, locally, in the main, the perpetrator knows his / her victim. Very few common assaults occur locally where the perpetrator / victim are not known to each other.
Detection rate for minor assaults	82.4%	75.6%	Increase	78.7%		Update: There has been an increase of 3.1 percentage points in the detection rate compared with the previous year however it is still 3.7 percentage points below that of the 5 year average. This may improve as enquiries into these incidents progress.
Number of disorder complaints	NDA	2610	Reduce	2232		Context: As incidents of disorder often feature noise/neighbour disputes, work is being undertaken to identify locations where there are repeat occurrences to allow preventive /intervention strategies to be developed by partner agencies. High visibility patrols are directed in accordance with intelligence and information about incidents of recurring disorder involving particular locations or individuals. This includes local community information which identifies any recurring disorder Update: There has been a continued reduction in incidents of disorder against last year which follows the long term trend over the past few years. The number of incidents of disorder reported for the first two quarters of 2014 has continued to fall, down by 378 (14.5%) when compared with the same period last year. The Local Community Planning Group MATAC meets on a fortnightly basis and has representation from a number of Local Authority / Housing Groups. The MATAC maintains an overview of ASB whether it be specific to a person or place. Through early identification of issues partners are able to deploy prevention / intervention or enforcement activities at their respective disposals with a view to early resolution of measures arising. The MATAC also enjoys the attendance of elected representatives who have an open invitation to attend / assist. A multitude of issues have thus far been addressed which is reflected, in part, in positive performance measures.











Public perceptions of safety in communities	NDA	NDA	Increase	NDA		A new method of public surveying is in place and is now measured via a nationally standardised process which on a monthly basis samples service users locally in relation to their confidence and satisfaction in the way their complaint was handled. There is no measure in relation to public perception of safety as part of this process.
Number of Persons charged with Drug Dealing	45.8	46	Increase	23		Context: Detections for this type of crime is usually as a result of community derived information. Community Teams have an important role in disrupting drug dealing at a local level. Update: Performance is up down 50% compared with the same period last year and down 49.8% compared with the 5 year average. Work is ongoing to develop intelligence with the aim of continuing to identify and tackle drug dealers in our communities however the level of police abstraction in Clackmannanshire during quarter 2 has had a significant impact on proactivity specific to this area of business. It is anticipated this will be recovered in the coming quarters 3 and 4.
Number of acquisitive crimes (Group 3)	614.6	491	Reduce	532		Context: Group 3 crime is known as acquisitive crime and includes Housebreaking, Opening Lockfast Places (OLP), Motor vehicle crime, Common Theft, Shoplifting and Fraud. Update: The current period the reported level of these crimes which has increased by 41 crimes (+8.4%) compared with the previous year however there has been a welcome drop of 82 crimes (13.4%) compared with the 5 year average which indicates a positive longer term reduction. The increases during the reporting period can be attributed to rises in Housebreaking, Shoplifting and motor vehicle related thefts whilst there has been a reduction in crimes of Fraud.
Number of applications for confiscation of criminal assets	NDA	£236,920	£1,530,000	£591,983		Context: This measure quantifies the cash or value of assets or income seized by Police under the Proceeds of Crime Act legislation in order to disrupt the criminal activities of members of organised crime groups. These figures are calculated for the whole of Forth Valley Division and are not broken down to Local Authority Level.
Cash value of police interventions to reduce SOCG access to legitimate enterprise	NDA	£176,000	£623,150	£1,500,000		Organised Crime Groups (OCG) often use legitimate enterprises such as security firms or taxi companies to disguise or redirect monies associated with criminal activity. An assessment is made of the potential value of business to which prevention tactics can be applied which for Forth Valley Division amounted to £623,150 for the first six months of the financial year. The result achieved to date is £1,500,000 which corresponds to 240% over the planned amount.
Number of domestic abuse incidents	NDA	346	--	376		Context: The targeting of repeat offenders and strong levels of support for victims are both key to addressing the issue of domestic abuse. Update: There is an increase of 26.9% compared with the same period last year. Of the incidents reported that resulted in a crime being recorded, assault/threatening behaviour was the most common. The peak days for offending were Sunday, Saturday and Friday which together accounted for over 50% of incidents. This might suggest a link to the increased consumption of alcohol normally associated with weekends.
Detection rate for domestic abuse crimes/offences	NDA	74.4%	Increase	80.1%		Context: High detection rates arising from thorough investigation may contribute to reductions in the incidence of domestic abuse by highlighting to the perpetrator the likelihood of arrest and subsequent criminal proceedings as a consequence of their action. Update: It is positive that the detection rate for these crimes has risen



















						by 5.4 percentage points.
Percentage of domestic abuse bail checks carried out in 24 hours	NDA	NDA	95%	97.5%		Context: This KPI relates to when a perpetrator of domestic abuse has been held in custody and released on bail from court. Once Police are notified they thereafter have 24hrs to trace the victim and notify them of the release to prevent further crime and reduce risk and harm to the victim and wider society. Update: This area is given a high degree of priority with all possible effort made to deliver these messages within the target time.
Number of crimes of indecency (Group 2)	49.8	39	Reduce	48		Context: In the great majority of crimes of indecency, the perpetrator is known to the victim – the number carried out by strangers remains extremely low. All such crimes are investigated with the same thoroughness regardless of when they were committed. The CID oversees every sexual offences case and these are scrutinised daily to ensure prompt progress of the investigation. In recent years there has been a growing confidence among victims to report these crimes. Third party reporting through other organisations is also being promoted through a portal on the Police Scotland website on which details of participating bodies are available. Update: The year to date figure for April – September 2014 shows an increase in the number of crimes recorded under Group 2 Crimes of Indecency with 9 more recorded during the period compared with the same period the previous year. There has been a marginal reduction on the 5 year average. Of the 48 crimes reported since 1 April 2014, 16 (33.3%) were committed before that date with all of those having occurred before 1 April 2013. Of the 32 crimes that occurred during the reporting period 24 were detected at an early stage. Of those that are outstanding there are no unknown offenders and enquiries are ongoing to maximise evidence in support of prosecution. Whilst it is appreciated there is a reported increase this should not be viewed as a negative. The level of historic reporting can be perceived as a positive indication of growing trust in victims who feel confident to report historical crimes. There is little doubt that the media focus on high profile national enquiries such as Operation Yewtree (Jimmy Saville etc.) has had an impact both locally and nationally.
Detection rate for crimes of indecency	70.8%	74.4%	Increase	79.2%		Context: There are Standard Operating Procedures (SOPs) to direct investigations into these crimes. Enquiries can be protracted and detection rates can fluctuate month to month, but on average over the longer term are about 80%. Update: The detection rate for quarters 1 & 2 in 2014/15 sees an increase when compared with both the 5 year average and the same period last year.
Percentage of rapes to which SOLO officers deployed within 24 hours	NDA	NDA	Maintain	100%		Context: A Sexual Offences Liaison Officer (SOLO) is specially trained to provide support to victims of rape and early deployment has proven to be of great benefit to victims. The Target is a Forth Valley wide target to achieve 100% Sexual Offences Liaison Officer (SOLO) deployment within 24hrs of such a crime being reported. There is no previous comparative data available. Update: This target has been achieved for this reporting period.
Detection rate for hate crimes and	NDA	96.7%	Increase	86.8%		Context: Detected crimes and offences include the number of crimes detected within the reporting period and do not correlate with the











offences						<p>numbers reported to police during the reporting period as enquiries take time to progress.</p> <p>Update: Hate crime in any form is an absolute priority for Police Scotland and Clackmannanshire area Command. All incidents are progressed as high priority with a view to apprehending the perpetrators. In the main those charged with Hate crimes are held in Police Custody until their court appearance when appropriate restrictive bail conditions are sought and enforced. The victims are supported with a view to mitigating repetition. As a result of the priority these crimes are given a high detection rate has been achieved.</p>
Number of Inspection reviews under MAPPA arrangements completed in timescales	NDA	NDA	Increase	NDA		This data is not available for this report as it is not routinely captured.
Number of offenders on sex register who re-offend in respect of sexual crimes (Forth Valley Division figures)	NDA	NDA	-	3 / 35		<p>Context: Management of offenders under the Multi Agency Public Protection Arrangements (MAPPA) is intended to limit the risk posed to the community. The level of management applied is commensurate with the perceived risk. There are currently 203 registered offenders – of these one is in the highest category (level 3) with 30 (14.7%) at level 2 and 172 at the lowest level 1 (84.7%)</p> <p>Update: 35 of the 203 offenders registered in Forth Valley Division re-offended after inclusion on the sex offenders register, and 3 of these persons have committed offences which involved a sexual element.</p>
Number of people Killed or Seriously Injured in road collisions (KSI)	 6.3	6	Reduce	5		<p>Context: The comments above in relation to injury collisions apply generally to casualties as well. The definition of serious injury is given in the information pack issued to members. NB – Data for collisions is calculated over a 3 year average and for enforcement it is calculated over 5 years.</p> <p>Update: There were no fatalities during this period or the same period last year. There has been a reduction of 1 seriously injured casualty compared with both the previous year and 3 yr average. .</p>
Number of Injury Road Collisions	 41.5	36	Reduce	33		<p>Context: The long term trend is for injury road collisions to reduce. There are a number of factors which contribute to this reduction including improvements to vehicle safety, better roads engineering and police enforcement of provisions known to impact on the likelihood of injury collisions. The latter includes speeding and wearing of seat belts. Police use analysis of collision data to highlight roads which may present a particular risk and produce a plan to address the factors which can contribute to that risk. This may include the use of static or mobile speed cameras, high visibility patrol and enhanced publicity about driver behaviour. In some instances where data identifies a particular risk group, there will be special initiatives to counter this. The majority of collisions resulting in serious injury occurred on rural roads with a speed limit of 60 mph. The attached table and maps provide greater detail in relation to collisions and casualties.</p> <p>Update: The figures shown provide a comparison over the first two quarters of 2014/15 with the same period the previous year. Although there may be increases and decreases at different times in the figures compared across any 3 month period, the long-term trend over the past decade shows a significant reduction in the number of injury road collisions. The first two quarters have followed this trend with an 8.3% reduction compared with the previous year and a 20.6% reduction</p>















						compared with the 3 year average.
Number of People charged with mobile phone offences	74	75	--	56		Context: Speeding and the use of mobile phones while driving are recognised as two potential contributory factors in road collisions. Regular speed checks and other initiatives provide the opportunity not only for enforcement of the legislation but also the education of drivers. Operational campaigns against speeding, mobile phones etc. are widely publicised and results reported on through various media. Update: The level of driver engagement in Clackmannanshire has been reviewed and is consistent this year with more warnings being given by way of education rather than immediate enforcement.
Number of people charged with speeding offences	149	221	--	118		Context: Speeding and the use of mobile phones while driving are recognised as two potential contributory factors in road collisions. Regular speed checks and other initiatives provide the opportunity not only for enforcement of the legislation but also the education of drivers. Operational campaigns against speeding, mobile phones etc. are widely publicised and results reported on through various media. Standard Actions: Analysis of accident data and other roads information highlight locations where enforcement and prevention might be most effective, and resources are deployed accordingly. Operational campaigns against speeding, mobile phones etc. are widely publicised and results reported on through various media. At a local level, speeding is often identified as a local community priority through the process of Police and Communities Together (PACT) and often features in the Multi Member Ward Plans. The response will be tailored to local circumstances, and results reported through PACT. NB – last year's exceptionally high figure has had an impact on the 5 year average however this year's figure is in line with those seen in previous years.
Number of people charged with disqualified driving offences	NDA	1	Increase	3		The number of persons detected under this category remains low. Details of known disqualified drivers, and particularly those known to re-offend, are available to staff. The focus which has been given to this offence may be discouraging potential offenders.
Number of vehicles seized under S 165 RTA and Drink/Drug driving guidelines (Forth Valley Division figures)	NDA	NDA	Increase	NDA		This data is not available for this report as it is not routinely captured.
Emergency calls response rates	NDA	NDA	Maintain	8mins 41secs		Clackmannan is a relatively compact area which assists in the ability to readily meet the current target response time of 20 minutes for rural locations. The average attendance time for all emergency calls is about 8 minutes which indicates that emergency calls are being attended well within the anticipated timescale.
Satisfaction with service delivered by Police Scotland	NDA	NDA	Increase	76.5%		Context: The method previously used by Central Scotland Police to gather information on public satisfaction has been replaced by a nationally standardised process which samples service users on a monthly basis in relation to their confidence and satisfaction in relation to the way their complaint was handled. Legacy CSP data is no longer comparable with the national figures, hence there is no comparative data for previous years. Community confidence and satisfaction remains at the core of the approach in Forth Valley Division. Staff are encouraged to focus on the needs of the individual at all stages of contact across all types of situation. Data is currently only available for Forth Valley Division as a









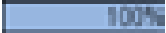



						whole. All indicators are positive at this time.
Number of complaints about Police per 10,000 incidents	NDA	NDA	--	19.6		<p>Context: In order to ensure consistency across all Divisions in the reporting of levels of complaints about the Police a common reporting format has been developed in relation to Police Complaints. The data contained in this section of the Performance Scrutiny Report now applies only to the Clacks Area Command and reflects the categories which are currently provided from the national performance system.</p> <p>Due to the change in the way data is now collated there are no comparative figures for the previous year.</p> <p>A single complaint may contain a number of allegations. These may relate to the behaviour of individual members of staff either "On Duty" or "Off Duty", or to an issue in respect of the "Quality of Service" delivered by the organisation. NB One complaint might contain a combination of the different types of Allegations.</p> <p>Update: To allow some measure of proportionality, this figure is also expressed per 10,000 police incidents. This gives a result of 19.6 complaints per 10,000 Police Incidents.</p> <p>For the period April - September there have been a total of 23 allegations – these are classified as 21 On Duty, 1 Off duty and 1 Quality of Service. There have been no discernible patterns or trends from the complaints in respect of individuals, police business units or locations.</p>

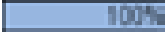









Action	Due Date	Progress	Expected Outcome	Latest Note
Target patrols to areas identified with high ASB/Disorder and Violence	31/03/15			Analytical products produced weekly identify areas with high incidence of these issues, which allows managers to direct resources accordingly. There is a general long-term downward trend in such incidents.
Target perpetrators of violent crime and ensure appropriate enquiry	31/03/15			Intelligence products are used to identify patterns in respect of perpetrators of violence and repeat locations. Preventive measures are considered and robust enquiry is carried out where offences have been committed. Long term rates for such crimes are decreasing, and detection rates remain high.
Work in partnership to address ASB	31/03/15			There are a number of established partnership arrangements including those addressing noise and neighbour nuisance. The Community Safety Partnership is a focus for joint working. One recent initiative to discourage ASB and promote social responsibility is the deployment of Schools Based Officers in certain secondary schools.
Work in partnership with the licensed trade to deliver a safe environment in Clacks.	31/03/15			One of the Divisional Licensing Officers has direct and specific responsibility for all licensing matters in Clackmannanshire. The approach is very much one of encouragement to adhere to the licensing principles and objectives, with personal contact a notable feature of this area of work.
Take action against licensed premises/individuals who do not meet their statutory obligations.	31/03/15			Whilst encouragement and education is the preferred approach, all appropriate checks are undertaken routinely to ensure that those involved in the licensed trade are satisfying their obligations and responsibilities under the legislation. Digressions are reported to the appropriate regulatory authority when appropriate.

Action	Due Date	Progress	Expected Outcome	Latest Note
Work with partners to identify and tackle violence in homes in Clackmannanshire.	31/03/15			A number of different agencies have reports of incidents in a house and information sharing protocols are used to make partners aware of them. This can build a picture of issues such as domestic incidents, anti-social behaviour, noisy parties and neighbour disputes which are often pre-cursors to violence. Vulnerable Person Reports (VPR) are submitted by officers where there are concerns about an individual's circumstances. This would include any perceived risk of that person being potentially subject to violence in the home.
Target and disrupt Serious Organised Crime Groups (SOCC) and, in particular, their access to legitimate business contracts	31/03/15			There is a comprehensive approach taken to the identification of Serious Organised Crime Groups (SOCC) which involves both local and national resources. Once membership and activities are ascertained, specific plans are developed to disrupt the SOCC.
Work with partners to disrupt SOCCs and, in particular, their access to legitimate business contracts	31/03/15			Part of the approach to SOCCs is to share information with and involve partner agencies which can bring their own sanctions to bear against SOCC activities. This has proven to be effective through operations targeting issues such as payment of tax and National Insurance, licensing of assets and benefits claims. Local authorities have co-operated in this approach by ensuring that any contracts which they award are not given to businesses with SOCC links.
Tackle Drug Dealers operating in Clackmannanshire	31/03/15			The impact of resource commitments to the CWG is seen here as there has been a significant drop in the number of persons charged with drug dealing compared to last year, with figures almost half the 5 year average. Many of the operations targeting dealers are undertaken by community officers acting on information received from communities. Support is also provided by resources from the national Specialist Crime Division.
Work alongside partners to reduce harm caused by drugs in local communities	31/03/15			There is close working with the Clackmannanshire Alcohol and Drugs Partnership to ensure a multi-agency approach to reducing harm.
Target known offenders involved in acquisitive crime particularly housebreaking and metal theft	31/03/15			The activity strands of intelligence, prevention and enforcement are used to combat recidivist criminals. Often there is significant information available about known offenders, their methods and their associates, and forensic evidence can also be targeted on the basis of such knowledge.
Support victims of crime and provide updates on the progress of enquiries	31/03/15			The police approach is victim-orientated and will include helping to identify other agencies which might be able to provide assistance specific to a person's requirements. Victims are keen to be updated on incidents, and instructions have been passed to officers to ensure that these are supplied within specific timescales. The crime reporting system is used to ensure that updates are passed.
Implement CONTEST strategy	31/03/15			Implementation of the strategy is focused via the Forth Valley Multi Agency CONTEST Group. Membership includes Police, local authorities, Fire & Rescue, Prison Service and Health. Most recent meeting in August set out plans for the four strands of Prevent, Pursue, Protect and Prepare. Key element is to deliver awareness training to staff in the organisations, and some such training has already taken place.
Target repeat domestic abuse offenders	31/03/15			A marker is attached to locations of domestic abuse incidents which identifies them as repeat incidents if police are called back there. This allows them to take this fact into consideration when dealing with a suspect. Occasions of repeat offending may also influence any bail conditions set. A Standard Operating Procedure (SOP) is available to staff to guide investigations and actions, and officers may often revisit victims to ensure that offenders are adhering to bail conditions and take appropriate

Action	Due Date	Progress	Expected Outcome	Latest Note
				action on any breach. All perpetrators receive a warning letter prior to appearance at court explaining potential future police actions and the implications of bail conditions. Repeat offenders and those breaching bail conditions will invariably be kept in custody for the earliest court appearance possible. RFG Methodology has been developed for scoring and targeting perpetrators in terms of how current their offending is (recency), how many offences they are known to have perpetrated (frequency), and how serious their offending is (gravity). See also Domestic Abuse Investigation Unit
Introduce a structured risk assessment to identify repeat domestic abuse offenders and vulnerable victims	31/03/15			The introduction of the new Domestic Abuse, Stalking and Harassment and Honour Based Violence (DASH 2009) Risk Identification, Assessment and Management Model means that all police staff and a large number of partner agencies will be utilising a common checklist for identifying and assessing risk. The Risk Identification Checklist (RIC) is completed for all Domestic Abuse Incidents by the officer attending an initial report of a Domestic Abuse Incident.
Introduce a dedicated Domestic Abuse Investigation Unit (DAIU) that will ensure robust investigation of repeat offenders	31/03/15			Unit has been introduced to ensure that in incidents which involve protracted investigation, serial perpetrators or where a high tariff perpetrator remains outstanding, matters are brought to a conclusion timeously and/or the assistance of the national Domestic Abuse Task Force (DATF) sought. The Unit will routinely target prolific high tariff, violent and serial perpetrators, ensuring that they are held to account for their actions wherever possible through the Criminal Justice System.
Work with partners to address domestic abuse in Clackmannanshire and seek ways to support victims and tackle offenders	31/03/15			In preventing Domestic Abuse, sporadic and discretionary visits to the perpetrator's home are beneficial in demonstrating to the perpetrator that the police and other agencies are aware of their offending behaviour. All partner agencies can undertake communication with the victim, in order to provide appropriate information and referral to support organisations, both statutory and voluntary. There is also an opportunity to sign-post either party (as required) to relevant support agencies, thereby adding education and encouragement to enforcement as a means of tackling offender behaviour. The willingness of partner agencies to provide information to the police about domestic incidents is important in supporting victims and preventing re-occurrences. There are also various types of remote alarm which can be provided to victims in appropriate circumstances.
Ensure that tackling domestic abuse is at the heart of the community policing approach.	31/03/15			Whilst the Domestic Abuse Investigation Unit concentrates on serious and serial incidents, most instances of domestic abuse are tackled by local officers who resolve immediate situations, ensure the wellbeing of victims and compile substantial reports to ensure that the most appropriate support is available through police and partners. This response is delivered consistently by the application of the Domestic Abuse Standard Operating Procedure (SOP). This focus on domestic abuse has seen long-term reductions in the number of incidents and high detection rates.
Identify problem road locations using collision intelligence and community information	31/03/15			A monthly tactical assessment is produced which identifies the location, frequency and severity of road collisions in Clackmannanshire with a view to determining trends which may need to be addressed. By adding road safety priorities from community consultation, a picture of road safety considerations is gained, and appropriate responses planned. This may include increased patrols or static radar checks, or discussion with partners about additional signage or engineering. Road safety concerns raised at community forums are also fed into the process for planning

Action	Due Date	Progress	Expected Outcome	Latest Note
				responses.
Target road traffic offenders - particularly drink driving and driving whilst disqualified	31/03/15			Good information is the cornerstone of this activity. This may come from officers, communities or court/DVLA data. This information allows police to prioritise people who represent the greatest risk on our roads. Consequent tasking to local and traffic officers means police have the right people at the right place at the right time to detect offenders. Equipment in police vehicles has automatic access to relevant data which allows us to be more effective when patrolling or performing specific road checks.
Work with VOSA and other partner agencies to carry out high profile road policing operations across Clackmannanshire	31/03/15			There have been a number of static checks across Forth Valley which uncovered crimes and offences, and also revealed circumstances surrounding individuals and businesses which allowed partner agencies to apply their own sanctions.
Work with partners to provide engineering solutions for safer roads networks	31/03/15			There are regular meetings with partners in local authority roads departments as part of the analysis process aimed at identifying problem locations. Discussion among partners allows proposals for addressing issues to be advanced. These will often involve "engineering" solutions in their widest sense, such as improved signage, variations in speed limits and creation of speed restriction features such as road humps.
Work with partners to educate road users about road safety	31/03/15			Prior to the formation of Police Scotland, a variety of road safety structures existed to deliver a range of services in support of local Road Safety Partnerships. The 1988 Road Traffic Act puts a 'statutory duty' on the local authorities to deliver an appropriate road safety education service. Often this was undertaken in partnership with local forces. During the transitional period in which legacy force protocols transfer to Police Scotland, Divisional Road Policing Unit (DRPU) Inspectors will assume responsibility for liaison with local authorities and existing local Road Safety Partnerships. This will ensure that initiatives are supported and local concerns addressed. There will be no 'gaps in service' nationally and DRPU Inspectors will act as interim guardians of this service delivery.
Prioritise investigation of crimes against the most vulnerable persons in communities	31/03/15			Each crime reported is subject to scrutiny by local police managers and by the Crime Management Unit. This allows for the early identification of victims such as children and adults who may be vulnerable because of factors such as age or incapacity. Vulnerable Person Reports (VPR) are submitted routinely which detail the concerns re vulnerability. Specialist officers in the Public Protection Unit can be used to deal with particularly serious instances.
Establish a rape investigation team	31/03/15			Dedicated Rape Investigation Team now operating in Forth Valley Division.
Work with partners to ensure the safety of children and implement GIRFEC	31/03/15			Sex Offender Disclosure Scheme "Keeping Children Safe" allows public to raise child protection concerns which police and partners will act upon. It allows consideration of whether information held by agencies indicates that an individual might pose a threat of serious harm to a child and if that information needs to be released to a parent or carer of the child. In addition, the initial notification of concern may lead to other more immediate actions under the Child Protection SOP depending upon the circumstances. Partnership working takes place strategically through the work of the Child Protection Committee and operationally via Child Protection Case Conferences and Child Protection Plans. The focus of child protection is the Public Protection Unit at Larbert, which includes Multi-Agency Assessment and Screening Hub (MAASH), Family Unit, Young Runaways Project, Early and Effective Intervention (EEI) team

Action	Due Date	Progress	Expected Outcome	Latest Note
				and the Offender Management Unit, as well as the co-location and joint working with partners such as Social Work, Health and Education. All of this activity is directed towards supporting the GIRFEC approach.
Work with partners to develop and implement a prevention-focused approach to reducing numbers of vulnerable victims and preventing offending both by and against such vulnerable persons.	31/03/15			All of the activity above is focused upon early identification of children who may become victims of crime or who are in circumstances which might lead to them offending. This prevention focused approach reduces potential harm to children through submission of Vulnerable Persons Reports and timely consequent action; whilst Early and Effective Intervention has achieved considerable success in reducing the number of children referred to the Fiscal or reported by considering alternative disposals best suited to the child's circumstances. Adult Protection measures are also in place to achieve similar outcomes and the Offender Management Unit exists to assess and manage the risk posed by sex or violent offenders.
Work with partners through MAPPA to protect communities from serious harm that some offenders may still present after conviction	31/03/15			The Multi Agency Public Protection Arrangements and associated procedures apply categories and classifications of risk to offenders and produce appropriate offender management plans based upon them. This ensures that those presenting the highest risk of harm receive the most focused attention and engagement from police and partners.
Work with partners to identify and support victims of hate crimes and tackle offenders	31/03/15			The Multi Agency Hate Response Strategy (MAHRS) exists to provide a strong multi-agency partnership that engages with the local community and is responsive to its diverse needs in respect of tackling hate incidents. Its aim is to monitor and tackle incidents motivated by hatred, prejudice or malice targeted towards an identifiable group. The Lay Advisors Group for the Forth Valley provides opinion and comment from various social groups on police actions, operations and initiatives with a view to assessing community impact. Police Scotland publishes a Hate Crime SOP which, among other things, is intended to prevent repeat incidents and reduce repeat victimisation. It also directs provision of advice on crime prevention/security/personal safety. The National Safer Communities Department of Police Scotland can also provide advice, assistance and support to divisional efforts.
Work with partners to support and protect from harm, our most vulnerable adults.	31/03/15			An Adult Protection Unit has been established within the Divisional Public Protection Unit. Its work focuses on the investigation of crimes against vulnerable adults but also extends to associated tasks undertaken with partners to provide support and protection. Actions and responsibilities of police and other agencies are detailed in an Adult Support and Protection SOP. Whilst this relates to adults "at risk of harm" the procedures also cover other identifiable vulnerabilities. A Vulnerable Persons Report will always be submitted where any element of vulnerability is identified. This allows Police and partner agencies to assess the response and support required. Police and partners are members of local Adult Protection Committees which produce and oversee inter-agency guidelines and procedures. Police will seek to help resolve immediate risks and signpost issues for other agencies to provide longer term support.
Publish multi-member ward plans for all wards in Clackmannanshire based on consultation with communities	31/03/15			All plans have been published and are available on the Community Policing section of the Police Scotland website. The priorities contained in the plan reflect the results of local consultation.
Publish 6 monthly updates and review/publish plans on an annual basis	31/03/15			6 monthly update of Multi Member Ward plans completed and work will be undertaken on refreshed plans for 2014/15. The Local Policing Plan 2014 -17 will also be reviewed.

Action	Due Date	Progress	Expected Outcome	Latest Note
Nominate an Inspector and dedicated officers for each multi-member ward with identifiable officers for each.	31/03/15	 100%		Community Inspectors, Sergeants and Teams have been established for all communities. These individuals are identified on the associated community policing webpage which also contains the MMW plans.
Ensure policing teams attend local community forums to provide information and record feedback.	31/03/15	 50%		Police are represented at community forums and provide information on performance against local plans and priorities and seek community views on local issues and concerns. This process helps to inform local police planning.
Carry out regular public consultation to inform policing priorities and assess public satisfaction with service.	31/03/15	 50%		A nationally standardised approach has been implemented with public satisfaction consultation being undertaken on a monthly basis with local service users.
Report on complaints and complaints handling procedures to the local governance body in Clackmannanshire	31/03/15	 50%		Currently, there is local reporting to the Resources and Audit Sub Committee on the number of complaints and associated allegations, both in respect of individuals' actions and of organisational service delivery. Assessment is ongoing nationally of the format of information which might be produced from the revised complaints IT system. The complaints handling procedure is explained in detail in the information pack issued to members.
Work with partners in preparedness for any major event or incident.	31/03/15	 50%		There are well-established structures and processes in place among local authorities, emergency services and businesses to implement plans for responses to major incidents and events. These plans are practised through exercises involving all partner agencies, and are subject to regular review and inclusion of lessons learned.