CLACKMANNANSHIRE COUNCIL

Report to Resources & Audit Sub-committee

Date of Meeting: 10th June 2015

Subject: 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 4, 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

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

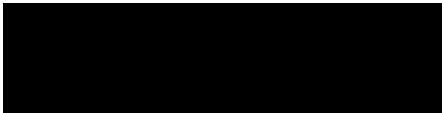Appendix 1 (Part 2) - Performance report

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	

Resources and Audit Sub-Committee, 10 June 2015

Subject: Police Performance Report for Clackmannanshire April 2014 to March 2015

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 March 2015.

1.2.   The format of the report follows the same as the previous quarters and aligned with the headings of the 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**).

1.3.   The Clackmannanshire Policing Performance Scrutiny Report table (Appendix 1) contains the current information on performance against selected performance indicators. This 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 in the format of a Covalent report which is now the reporting tool. A key to the icons precedes the table.

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 to 31 March 2015. There is a drop of 18.1% (-402) compared with the 5 year average from the figure at this time last year (1804 to 1817) however there has been a slight increase of 0.7% (13 crimes) when compared with the same period last year. Individually, Groups 3 (Crimes of Dishonesty) & 4 (Fireraising, Malicious mischief, Vandalism etc.) both saw long term reductions whilst Groups 1 (Crimes of Violence) and 2 (Crimes of Indecency) have both seen increases over the long term.

2.2.   The detection rate for Group 1 - 4 crimes (41.9%) is down on last year (43.6%) and is below the 5 year average (46.5%).

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 compared with the same period the previous year. The Covalent report is being developed to allow longer term comparison to be made where data is available. Data which has not previously been routinely collected but is now gathered will eventually allow for longer term comparison in the future. 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 61 during the reporting period last year to 116 this year. Crimes are recorded according to the date they are reported regardless of when they occurred and over a third of crimes (42) recorded in the year to date were historical in nature having been committed prior to 1 April 2013. An investigation into historical abuse committed by one offender has considerably contributed to the inflation of this group of offences. Although the offences were recorded in 2014/15 they have been detected in 2015/16 and this will have a positive effect on the detection rates going forward in the new financial year.

2.6.   Another objective under the Public Protection priority is to respond to hate crimes and offences. There have been 71 such crimes in the year to date with 55 (77.4%) of them being in respect of race. The rate for detecting offenders currently stands at 88.1%. 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 (697) shows a reduction (-34) from this period last year (731). There has been a long-term trend of reductions in the numbers of such incidents reported to police, although the decrease had 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 1-4 of 3,961 also show a reduction of approx. 11.9% (-536) against the previous year (4,497).

2.9.   In respect of violent crime, there has been an increase in Group 1 Crime compared with the figure for the same period last year (64 to 89). Serious assaults are up year to date from 34 to 43. There are no trends in respect of victims, offenders or locations. 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 (8 to 23). Most robberies consist of taking property from individuals, normally

mobile phones or small amounts of money. Detection rates in both categories remain at high levels.

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 (80 to 54) however work in the last quarter has closed this gap compared to that seen in the first two quarters. 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 (972) show an overall year to date decrease against the previous year (999). Housebreaking sees an increase from 114 to 141 however this is attributed to a rise in break-ins to sheds and garages and not residential premises. Shoplifting (243 to 262) and thefts from vehicles (48 to 60) continue to increase. 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.

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 (69 to 65) from the previous year. The number of people killed or seriously injured has increased slightly (8 to 9) and included one child who was seriously injured. There has been a reduction in slightly injured casualty figures from 76 to 72. 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 and a focus towards driver engagement and education rather than enforcement 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 March 2014 is 42. These complaints contained a total of 58 allegations the majority of which (53) related to on-duty incidents. This equates to 26.4 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. During the 4th Quarter a total of 28 Community meetings were held, all of which were attended personally by an officer and the relevant reports submitted.

2.15. 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 82.3% for policing in Forth Valley Division, and a public confidence rating of 79.1%. Most of the indicators of satisfaction shown in the attached table are in excess of 80%.

2.16. 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.

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

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

2.19. There are no financial implications for Clackmannanshire Council arising from this report.

Author(s)

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David Flynn	Chief Superintendent Forth Valley Division	

Clackmannanshire Local Policing Plan 2014-17

Performance Q4 2014-15

Guide to symbols used in this report

ACTIONS		PIs	
Expected Outcome		**Long Trend** **(Compared with same quarter last year)**	
✔	Meet target/complete within target dates	⬆	Performance has improved
⚠	Will complete, but outwith target	➖	Performance has remained the same
✖	Fail to complete or cancelled	⬇	Performance has declined
		❓	No comparison available - May be new indicator or data not yet available

NB Quarterly PI values are year to date.
Caveat: The figures in this report are not official statistics. This report provides data for the period 1 April 2014 to 31 March 2015.
Data for this period is provisional and should be treated as management information.

1 Protecting People and Places
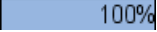
Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14 Value	2014/15 Target	Q4 2014/15 Value	Long Trend	Latest Note
SAP POL 13a	Number of Stop and searches conducted		1061		981	⬆	Context: There has been a particular focus on the ethical application of stop and search activities to help reduce the incidence and potential severity of the outcome of violent crime 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 in the levels of stop search compared with the previous year. The use of stop and search as a disruption tactic is linked in part with tackling antisocial behaviour and disorder. Over the last two years the general trend in both ASAB and disorder is downward and the reduction in stop search activity is reflective of this.
SAP POL 13b	Number of positive stop and searches conducted		353		213	⬇	Context: The main types of property uncovered during search are drugs, alcohol and weapons. Update: The conversion rate of positive stop searches has fallen from 33% last year to 22%. Whilst the number of positive stop searches has reduced, a focus has been using this as an intelligence led pro-active tool to tackle ASB, disorder and drugs offences.
SAP POL 19a	Number of domestic abuse incidents		731		697	⬆	Context: All domestic abuse incidents are subjected to a high level of scrutiny to ensure a victim oriented approach. Update: Targeting of repeat offenders and strong levels of support for victims have contributed to the long-term reductions, along with coordinated and cohesive work by all agencies involved. The number of these incidents continues to fall from last year.

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14 Value	2014/15 Target	Q4 2014/15 Value	Q4 2014/15 Long Trend	Latest Note
SAP POL 19b	Detection rate for domestic abuse crimes/offences		76.7%		75.7%	⬇	Context: All domestic abuse incidents are scrutinised at daily management meetings and apprehension of offenders is a priority task. Offenders are likely to be kept in custody and to appear at court on the next lawful day. This type of robust and timely action makes clear to perpetrators what the consequences of their action will be, and may have contributed to the reduction in incidents. Although the perpetrator is always identified in these incidents, there are often no persons present other than the victim and supporting evidence must often be gathered from disparate sources including medical and forensic. Providing corroboration for the victim's evidence by these means is essential but can be challenging. Update: Year to date a total of 602 crimes were recorded from reported incidents of domestic abuse. This figure is up 22.9% on the last year and is indicative of the growing confidence of victims and the work being undertaken by the Domestic Abuse Unit as many cases of historic abuse are uncovered and investigated. The detection rate for domestic abuse crimes/offences has dropped by 1% compared with the year to date figure for the previous year however remains high.
SAP POL 19c	Percentage of domestic abuse bail checks carried out in 24 hours		N/A	95%	98.9%	❓	Context: These checks can provide reassurance to the victim and the opportunity to explain the terms and impact of the bail conditions thus hopefully deterring any future reoffending. Update: The target for these checks has been consistently met and exceeded throughout 2014/15.

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14	2014/15	Q4 2014/15		Latest Note
			Value	Target	Value	Long Trend	
SAP POL 20a	Number of crimes of indecency (Group 2)	83.8	61		116	⬇	Context: The detailed work undertaken by the Public Protection Unit including the Domestic Abuse Unit can uncover sexual crimes of a historic nature and in these cases the victim and offender are obviously known to each other. There has been a rise nationally in the number of these types of investigation with victims better informed and supported leading to an increase in confidence to report sexual abuse. Update: Whilst the number of Crimes of Indecency has risen year to date, so too have the number of historic cases reported and these are contributing to the overall rise accounting for 36.2% of the year to date figure. The number of Rapes have increased from 5 to 40, with 25 of these (62.5%) being historic enquiries. The increase in Group 2 crime is primarily as a result of an ongoing investigation where complaints, arising from a domestic setting, are historical in nature yet reported this year. Due to enquiries being very much 'live' it would be inappropriate to comment further at this time. By way of reassurance however there is no immediate risk to the wider public as regards these allegations. This investigation accounts of 27 of the Group 2 charges in the period 2014/15 which has inflated recorded crime in terms of crime recorded last year relative to historical matters. Post 1st April 2015, those charges have now been moved to detected with the conclusion of enquiries. This will result in detected figures for 2015/16 will now likewise be inflated.

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14	2014/15	Q4 2014/15		Latest Note
			Value	Target	Value	Long Trend	
SAP POL 20b	Detection rate for crimes of indecency	74.4%	72.1%		67.2%	⬇	Context: 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 and detection rates can exceed 100%. Detection rates can move markedly up or down within comparator periods because of the nature of investigations into such crimes and the need to often await forensic results. Crimes are recorded as the date they are reported and not the date they are committed. For example crimes committed prior to April 2014 but reported at any point in the reporting period will show as a crime for 2014/15. Equally, the date a crime is counted as detected is when a person is charged, so a detection during the reporting period shows in the detection rate for 2014/15 regardless of when the crime was committed or reported. Update: The detection rate has dropped in the final quarter of 2014/15 and stands at 67.2%, 4.9 percentage points lower than the previous year. As previously indicated with the inflated figures in respect of reported crime the overall detection rate is affected by the historic cases. Whilst these were not categorised as detected at the end of 2014/15, as of April 2015 enquiries into these matters reached a conclusion and these crimes have now been moved to detected status and will therefor show an inflated positive figure for the period 2015/16.
SAP POL 21a	Percentage of rapes to which SOLO officers deployed within 24 hours		N/A	100%	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. This contact was achieved within 24 hours for all rapes during the reporting period. Update: The target has been achieved and maintained throughout the reporting period.

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14	2014/15	Q4 2014/15		Latest Note
			Value	Target	Value	Long Trend	
SAP POL 22a	Detection rate for hate crimes and offences		90.8%		88.1%	⬇	Context: These crimes are given priority at daily management meetings and resources are allocated to progress enquiries quickly and robustly. This approach is reflected in the high solvency rates. Update: There have been 71 such crimes in the year to date with race (55) being the single largest category (77.4%). Race Remains the greatest hate crime motivation within Clackmannanshire but is not exclusive to any one ethnic grouping as the victims were of English, Polish, Nigerian, Pakistani, Turkish, Slovenian and Indian backgrounds. Police officers on duty are often the target of hate crimes with use of offensive language relating to race or sexuality, although there usually appear to be no grounds for its use. There were 21 hate crimes directed at Police, 16 of which were due to Race.
SAP POL 23a	Number of Inspection reviews under MAPPA arrangements completed in timescales		N/A		0	[?]	Intrusive inspections of Registered Sex Offenders are conducted to a corporate model to examine various processes linked to the management of and record keeping of individuals. Any issues can then be flagged and managed accordingly.
SAP POL 24a	Number of offenders on sex register who re-offend in respect of sexual crimes		N/A		2	[?]	Update: Out of a total of 51 offenders, 12 have re-offended, with 2 offence fitting the criteria of having a sexual element.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 001	Target patrols to areas identified with high ASB/Disorder and Violence	31-Mar-2015	100%	✔	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. These products are used in regular Multi Agency Tasking and Coordinating Meetings (MATAC)
SAP POL 014	Target repeat domestic abuse offenders	31-Mar-2015	100%	✔	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 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**).
SAP POL 017	Work with partners to address domestic abuse in Clackmannanshire and seek ways to support victims and tackle offenders	31-Mar-2015	100%	✔	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. A form for reporting Domestic Abuse is readily available on the home page of the Police Scotland website. This allows reports to be made by victims of or witnesses to such incidents or someone reporting on behalf of a victim (third party reporting).

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 018	Ensure that tackling domestic abuse is at the heart of the community policing approach	31-Mar-2015	100%	✓	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. Domestic Violence is a daily key priority with prevention, intervention and enforcement tactics deployed around the victim and offender as appropriate.
SAP POL 024	Prioritise investigation of crimes against the most vulnerable persons in communities	31-Mar-2015	100%	✓	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.
SAP POL 026	Work with partners to ensure the safety of children and implement GIRFEC	31-Mar-2015	100%	✓	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 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.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 027	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-Mar-2015	100%	✔	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.
SAP POL 028	Work with partners through MAPPA to protect communities from serious harm that some offenders may still present after conviction	31-Mar-2015	100%	✔	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. Across Clackmannanshire there are currently 51 registered sex offenders, 2 of whom have committed sexual offences following conviction and placement on the register.
SAP POL 029	Work with partners to identify and support victims of hate crimes and tackle offenders	31-Mar-2015	100%	✔	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.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 030	Work with partners to support and protect from harm, our most vulnerable adults	31-Mar-2015	100%	✔	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.

2 Dealing with Anti Social Behaviour

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14 Value	2014/15 Target	Q4 2014/15 Value	Long Trend	Latest Note
SAP POL 14a	Number of disorder complaints		4497		3961	⬆	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 hotspots. 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 three Qtrs of 2014 has continued to fall in the final quarter, resulting in a year to date reduction of 536 (11.9%) 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 has contributed to the year to date reduction of these incidents.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 003	Work in partnership to address ASB	31-Mar-2015	100%	✔	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.
SAP POL 004	Work in partnership with the licensed trade to deliver a safe environment in Clacks	31-Mar-2015	100%	✔	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. The initiative named Forth Valley Focus on Alcohol (FVFOA) is a multi-agency initiative with several strands. All off-sales premises have been visited to promote the message of responsible selling, particularly in respect of young people; and letters have been sent to schoolchildren with the support of schools to high light the impact of alcohol consumption on personal vulnerability and decision-making. All partners are engaging and focusing on alcohol as a health and wellbeing issue.
SAP POL 005	Take action against licensed premises/individuals who do not meet their statutory obligations	31-Mar-2015	100%	✔	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. At present there are no significant issues in respect of any premises, and early intervention by the Divisional Licensing Officer is undertaken to offer advice and guidance at an early stage if any issues appear to be arising at specific premises.

3 Violent Crime

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14 Value	2014/15 Target	Q4 2014/15 Value	Q4 2014/15 Long Trend	Latest Note
SAP POL 10a	Number of serious assaults	39.8	34		43	⬇	Context: Assaults are routinely scrutinised for compliance with Scottish Crime Recording Standards and this determines whether an assault is classed as serious or not. The victim is not always compliant and supportive of investigation however despite the challenges these cases present Police Scotland will always still endeavour to investigate crimes of violence in pursuance of the ethos of Keeping People Safe. Serious assaults 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. Continuous analysis has not indicated any discernible pattern with no single location falling for specific interest. 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. Update: The number of serious assaults (43) has risen slightly, up 9 from last year (34). HMP Glenochil is a repeat location for this type of crime with 7 serious reported over 2014/15, however due to the nature of this location there is little opportunity for police prevention and intervention. Whilst the majority of cases over the last year concern people who are known to each other involved in alcohol fuelled disputes which escalate within a domestic settling, on occasions persons from outwith the area have also been responsible for serious assault within Clacks.
SAP POL 10b	Detection rate for serious assaults	95.1%	97.1%		90.7%	⬇	Context: 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 and detection rates can exceed 100%. Update: The rate for serious assaults has remained consistently high over the reporting period with 39 crimes detected year to date.

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14 Value	2014/15 Target	Q4 2014/15 Value	Q4 2014/15 Long Trend	Latest Note
SAP POL 11a	Number of robberies	10.2	8		23	⬆	Context: This category also includes Assault with Intent to Rob. All Robberies have been robustly reviewed in terms of the guidance defined in the Scottish Crime Recording Standards. The strict adherence to the ethical recording of this crime type may have led to slightly more incidents falling into this category compared with preceding years as guidance has been updated in relation to counting victims of crime. By way of an example, one male in a domestic setting robs 4 victims of their mobile phones. This is counted as 4 crimes. Update: In the year to date there have been 23 robberies recorded. Most of these robberies consist of taking property from individuals, normally mobile phones or small amounts of money. A significant number of these crimes have occurred between individuals who are known to lead a chaotic lifestyle and are often known to each other or in some way associated. These incidents rarely involve the use of weapons.
SAP POL 11b	Detection rate for robberies	80.8%	100%		95.7%	⬆	Context: The CID have primary responsibility for the investigation of robberies which are scrutinised to discern any emerging trends in respect of location, victim and perpetrator. Update: The detection rate for robberies remains high. Only one robbery remains undetected at the time of writing and enquiries are continuing into this crime. The three robberies at commercial premises were all detected.

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14 Value	2014/15 Target	Q4 2014/15 Value	Long Trend	Latest Note
SAP POL 12a	Number of minor assaults	647.4	613		725	⬇	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. Incidents also occur regularly within the night-time economy of town centres. Intelligence analysis is used to plot and thereby to try to predict the likely locations of assaults/disorder, and to deploy resources accordingly. Update: There has been a year to date increase of 18.3% in the number of minor assaults reported for this period. The type of assaults range from incidents arising from HMP Glenochil (with 13 minor assaults reported over 2014/15), Residential Homes where residents can have reduced capacity but SCRS still requires a crime to be recorded, and crimes emanating from domestic incidents. As previously mentioned there has been an increase in the number of crimes arising from domestic incidents and this type of reporting is viewed as a positive indication of victims showing increasing confidence and provide an opportunity to support victims. Robust enforcement by police is set against a fall in ASB/Disorder but sends a positive message that crimes of violence will be appropriately dealt with.
SAP POL 12b	Detection rate for minor assaults	82%	76.2%		77.4%	⬆	Update: Despite the increase in the numbers of these incidents the current detection rate remains high and sees more than 3 out of 4 minor assaults detected. Where these crimes remain undetected, generally the suspect is known however there is not a sufficiency of evidence to report to the Procurator Fiscal. SCRS requires crimes to be recorded in cases where the victims or witnesses are uncooperative, which in these cases poses an obvious challenge in terms of obtaining a sufficiency of evidence to charge a suspect.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 002	Target perpetrators of violent crime and ensure appropriate enquiry	31-Mar-2015	100%	✔	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. The MATAC process is also applied in these cases.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 006	Work with partners to identify and tackle violence in homes in Clackmannanshire	31-Mar-2015	100%	✔	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. Victims who come forward are supported with robust referral systems in place. There is partnership work ongoing with organisations such as Women's Aid and Violence Against Women who work in conjunction with the Public Protection Forum with a view to enhancing a holistic supportive agenda. Robust enforcement of bail conditions against those who perpetrate such criminality supports the zero tolerance approach to Domestic Violence.

4 Disrupting Organised Crime

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14 Value	2014/15 Target	Q4 2014/15 Value	Q4 2014/15 Long Trend	Latest Note
SAP POL 16a	Number of Persons charged with Drug Dealing	87	80		54	⬇	There has been a reduction in the numbers charged down 26 from the same period last year. The level is higher than both 2011/12 (37) and 2012/13 (47). Instances of persons attempting to introduce drugs into HMP Glenochil continue and target hardening strategies are being implemented in an attempt to prevent this.
SAP POL 18b	Cash value of police interventions to reduce SOCG access to legitimate enterprise (Forth Valley Division figures)			£1,246k	£6,200k	⬆	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.
SAP POL 18c	Through the use of POCA (Proceeds of Crime Act) legislation deprive criminals of a minimum of £3,060,000. (Forth Valley Division figures)			£3,060k	£3,669K	⬆	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 calculated for the whole of the forth valley Division and are not broken down to local Authority level. Update: The year to date totals are Cash Seizures £16,098 & Restraint Orders £2,790,581.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 007	Target and disrupt Serious Organised Crime Groups (SOCG) and, in particular, their access to legitimate business contracts	31-Mar-2015	100%	✔	There is a comprehensive approach taken to the identification of Serious Organised Crime Groups (SOCG) which involves both local and national resources. Once membership and activities are ascertained, specific plans are developed to disrupt the SOCG. These regularly involve local community teams taking action against the SOCG and its members, often in conjunction with partner agencies.
SAP POL 008	Work with partners to disrupt SOCGs and, in particular, their access to legitimate business contracts	31-Mar-2015	100%	✔	Part of the approach to SOCGs is to share information with and involve partner agencies which can bring their own sanctions to bear against SOCG 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 SOCG links.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
					The joint working with the FACT operation re fake DVDs is an example of a different type of cooperation.
SAP POL 009	Tackle Drug Dealers operating in Clackmannanshire	31-Mar-2015	100%	✓	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.
SAP POL 010	Work alongside partners to reduce harm caused by drugs in local communities	31-Mar-2015	100%	✓	There is close working with the Clackmannanshire Alcohol and Drugs Partnership to ensure a multi-agency approach to reducing harm. The focus is on users of the service and the provision of network support to their families. The development of the workforce in partner agencies to recognise and understand dependency issues is another feature of the ADP approach.
SAP POL 013	Implement CONTEST strategy	31-Mar-2014	100%	✓	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 meetings 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. A national CONTEST exercise took place with Forth Valley being a featured location. Implementation plans are maintained to ensure delivery of key actions.

The Forth Valley Multi Agency CONTEST Group met on 2nd July, 10th October 2014 and 14th January, 31st March 2015 with senior representation from Clackmannan Local Authority who are working towards delivery of the Governments National Strategic Implementation Plan.

CONTEST Lead Supt McAllister met with senior management Clackmannan LA to provide overview of CONTEST and to discuss LA structures in relation to this.

CONTEST Lead Supt McAllister provided a CONTEST Input to senior management, NHS

ACT Now presentations were provided to pupils within Alloa Academy

Product information presentation was delivered to Guidance Teachers

Local Implementation Plan overview was provided to Forth Valley, Scottish Ambulance Service CONTEST Group representative

Local Implementation Plan overview was provided to NHS Forth Valley CONTEST Group representative |

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
					Radicalisation and overview of Prevent Products was presented to staff within Clackmannanshire Education Staff

Stay Safe presentation was provided to the Forth Valley CONTEST Group during which the Clackmannanshire Council representative Stuart Crickmar was present.

Year to date at 30th March 2015 there have been 29 presentations delivered in the Clackmannanshire Council area in effort to raise awareness of the CONTEST strategy. |

5 Crimes of Dishonesty

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14	2014/15	Q4 2014/15		Latest Note
			Value	Target	Value	Long Trend	
SAP POL 17a	Number of acquisitive crimes (Group 3)	1141.4	999		972	⬆	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: Overall acquisitive crime has gone down by 2.7% year to date and is still 14.8% lower than the 5 year average. The main categories of acquisitive crime including housebreaking, thefts from insecure vehicles and shoplifting have risen year to date. With regard to housebreaking it should be noted that the largest rise concerns sheds and garages etc., and residential housebreaking has dropped significantly by 34% when compared with the previous year. One location has been the subject of repeat crimes. Work has been undertaken with partners however given the nature of this location and crime type there are challenges as regards balancing security enhancement and budgeting pressures. Efforts will continue to tackle crime in this area. The overall reduction in acquisitive crime is attributed to Common theft, down by 17.7% from 378 to 311, Fraud, which has reduced by 15.5% from 71 to 60 and thefts from locked motor vehicles which have fallen significantly from 15 to 8.
SAP POL 17b	Detection rate of acquisitive crimes (Group 3)	50.7%	45.8%		43.8%	⬇	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. The overall detection rate for acquisitive crimes has dropped by 2 percentage points compared with same period last year and is down by 6.8 points on the 5 year average. To address performance in this area following the unprecedented abstractions during the summer months, a two week initiative was run in November which resulted in a number of persons apprehended for Group 3 Crimes and outstanding warrants. A similar initiative was run during quarter 4 which had positive results.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 011	Target known offenders involved in acquisitive crime particularly housebreaking and metal theft	31-Mar-2015	100%	✔	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. Housebreaking is generally lower than any of the past 10 years, and residential premises comprise a minority of locations (21.9%). Many of these residential premises are "bed-sit" type accommodation. On occasion, the same premises can also attract complaints about anti-social behaviour.
SAP POL 012	Support victims of crime and provide updates on the progress of enquiries	31-Mar-2015	100%	✔	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. The level of public satisfaction with updates is improving steadily with most recent figures showing a raise from 58% to 64.1%.

6 Making Roads Safer

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14 Value	2014/15 Target	Q4 2014/15 Value	Long Trend	Latest Note
SAP POL 25a	Number of people killed or seriously injured in road collisions (KSI)		9		8	⬆	There have been no fatalities during the year to date, and there has been a reduction from 9 to 8 against 14/15 in the number of people seriously injured. Of those 7, there was one child casualty.
SAP POL 25b	Number of road collisions resulting in injury		69		65	⬆	There has been a reduction in the number of collisions resulting in injury, down from 69 to 65.
SAP POL 25c	Number of People charged with mobile phone offences		130		84	⬇	The use of mobile phones while driving, and speeding in vehicles, 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. A focus on driver education has led to a reduction in the number of charges for these offences compared to last year. Operational campaigns against speeding, mobile phones etc. are widely publicised and results reported on through various media.

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14 Value	2014/15 Target	Q4 2014/15 Value	Long Trend	Latest Note
SAP POL 25d	Number of people charged with speeding offences		279		208	⬇	As above. Speeding often features as a local priority in Multi Member Ward Plans. Analysis of plans and results of traffic measurement surveys help to direct resources such as safety camera vehicles to particular locations. Hand held radar equipment is also used regularly by local officers and members of the Divisional Roads Policing Unit.
SAP POL 25e	Number of people charged with disqualified driving offences		8		5	⬇	The number of persons detected under this category remains low, although slightly lower than the previous year. 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.
SAP POL 25f	Number of vehicles seized under S 165 RTA (no insurance) and Drink/Drug driving guidelines (Forth Valley Division figures)					❓	This data has not been captured year to date. Going forward from February the process will be done at a national level and it is not known if figures will be available at a local level for these two particular reasons for recovery. This KPI could be replaced with the number of drink/drug driving offences and number of reports of drivers with no insurance.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 019	Identify problem road locations using collision intelligence and community information	31-Mar-2015	100%	✔	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 responses.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 020	Target road traffic offenders - particularly drink driving and driving whilst disqualified	31-Mar-2015	100%	✔	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. The year to date figure for drink/drug driving in 2014/15 is 44 which shows an increase of 2 on the 42 recorded in 2013/14 however is a considerable reduction from the 5 year average of 53.6. Drivers involved in collisions at which police attend are breathalysed as a matter of course. There have been five road collisions in which alcohol was involved compared to one the previous year. The number of disqualified drivers detected in the year to date (5) is down on the previous year (8).
SAP POL 021	Work with VOSA and other partner agencies to carry our high profile road policing operations across Clackmannanshire	31-Mar-2015	100%	✔	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.
SAP POL 022	Work with partners to provide engineering solutions for safer roads networks	31-Mar-2015	100%	✔	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.
SAP POL 023	Work with partners to educate road users about road safety	31-Mar-2015	100%	✔	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.

7 Achieve high levels of community confidence and satisfaction

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14 Value	2014/15 Target	Q4 2014/15 Value	Long Trend	Latest Note
SAP CL1 039	Percentage of local residents who feel Clackmannanshire is a safe community		Not measured for Quarters		Not measured for Quarters		
SAP POL 26a	Emergency calls response rates (rural)		N/A		8.35m	❓	This figure is not available at local authority level. The system used for recording this data has been updated and there is now no separate KPI for Urban and Rural response times. The Response time for Forth Valley Division is 8 minutes and 35 seconds. A request has been made to the Analysis and Performance Unit to obtain this figure at Area Command level. This will be updated once available.
SAP POL 26b	Emergency calls response rates (urban)		N/A		N/A	❓	Consideration to be given to merging this KPI with above as there is now no separate KPI for Urban and Rural response times.
SAP POL 27a	Satisfaction with service delivered by Police Scotland in Forth Valley		N/A		82.3%	⬆	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. Data is currently only available for Forth Valley Division as a whole. Below are levels of satisfaction with various stages of contact with police / police approach to calls: Treatment by staff on first contact – **92.4%** Service received at first contact – **91.4%** Treatment by officers attending incident – **88.9%** Adequately informed re progress of incident **– 64.1%** Fair treatment by police in dealing with incident – **89.8%** Treated with respect by police in dealing with incident – **93.7%**

Covalent Ref.	PI Description	Q4 3/5 Year Ave value	Q4 2013/14	2014/15	Q4 2014/15		Latest Note
			Value	Target	Value	Long Trend	
SAP POL 27b	Number of complaints about Police per 10,000 incidents				26.4	[?]	The number for this reporting period is 42 which is an additional 13 complaints since the end of the last reporting period in December. There were a total of 58 (38) allegations contained within the 42 complaints, of which 53 (37) were in relation to the actions of staff whilst on duty, 1 (1) whilst off-duty and 4 (0) were in respect of the quality of service delivered by the organisation. The numbers in brackets are for the previous reporting period (April to December).

Group 1	Cr
Group 2	Cr

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP POL 034	Ensure policing teams attend local community forums to provide information and record feedback	31-Mar-2015	100%	✔	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. A reporting template is being developed in conjunction with community councils to ensure that such a report is always submitted to meetings as a minimum standard of service, where personal attendance is prevented.
SAP POL 035	Carry out regular public consultation to inform policing priorities and assess public satisfaction with service	31-Mar-2015	100%	✔	Community officers undertook a new style community survey which ran to the end of October 2013, The results were used in the formulation of the Local Policing Plan and MMW plans. Community councils, partner agencies and voluntary sector were also consulted for these plans. A further public survey was also hosted on an external website and advertised with the assistance of Clackmannanshire Council. Public satisfaction surveys are being undertaken and reported on currently at Forth Valley Division level, although it is planned to report this at local authority level in the future.
SAP POL 036	Report on complaints and complaints handling procedures to the local governance body in Clackmannanshire	31-Mar-2015	100%	✔	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.
SAP POL 037	Work with partners in preparedness for any major event or incident	31-Mar-2015	100%	✔	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. This was the case in the recent exercise of the CONTEST anti-terrorism strategy and plans, part of which was hosted in Forth Valley. Response plans are also in place in respect of some major business organisations in Clackmannanshire such as Diageo.