

---

**Report to Partnership & Performance Committee**

---

**Date of Meeting: 22<sup>nd</sup> November 2018**

---

**Subject: Police Performance Report for Clackmannanshire April 2017 to 31<sup>st</sup> March 2018**

---

**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 2017 to March 2018.
- 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 2017-2020](#) priorities (i.e. **Responsive to the concerns of our communities, Enhancing our collective resilience to emerging threats, Protecting people most at risk from harm and Promoting confidence through our actions**).
- 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 contains the performance data and is in a new format and compares our performance against the national average.
- 1.5. Data for this report is sourced from Police Databases that are subject to changes as enquiries progress. They can be best regarded as Point in Time figures. 5 year average figures are not available for all measures. The information in the table should be regarded as provisional.

**2.0 Recommendations**

- 2.1. It is recommended that committee notes, comments on and challenges the report as appropriate

### 3.0 Considerations

- 3.1. Attention of members is drawn to the Management Information now published via Police Scotland Website which can be found at the following location - <http://www.scotland.police.uk/about-us/our-performance/>
- 3.2. In their 2014 Audit of Crime Recording, HMICS recommended that Police Scotland provide local scrutiny boards the findings of internal audits and any resulting improvement plans. Appendix 2 of this report contains the results of the Scottish Crime Recording Standard Quarter 3 & 4 Audit for 2015/16. Forth Valley Division has passed this audit and consistently scored higher than the average result for Police Scotland as a whole. This provides a good indication of robust quality control processes in place for the local management of incidents and crime reports.
- 3.3. Some of the risks and threats which continue to present in Clackmannanshire are:
- Sextortion,
  - I Tunes Fraud
  - Changes/trends in drugs.
- 3.4. By their nature, these remain longer-term threats and Forth Valley Division continues to focus on intervention and enforcement to address them.
- 3.5. There were no significant new operational issues emerging during the previous reporting period.
- 3.6. There were no significant new operational issues emerging during the current reporting period.

#### Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Mervyn Almeida	Performance Support, Forth Valley Division	01786 456 033

#### Approved by

NAME	DESIGNATION
Thom Mcloughlin	Chief Superintendent Forth Valley Division



**POLICE  
SCOTLAND**  
Keeping people safe  
POILEAS ALBA

# Clackmannanshire Council

## Partnership & Performance



Police Performance Report

April 2017 - March 2018

Thom McLoughlin  
Chief Superintendent

NOT PROTECTIVELY MARKED

**Contents**

<b>Background to this Report</b>	<b>page 3</b>
<b>Local Policing Priority Updates:</b>	
<i>Responsive to the concerns of the community</i>	pages 4-7
<i>Enhancing our collective resilience to emerging threats</i>	pages 8-10
<i>Protecting people most at risk of harm</i>	pages 11-13
<i>Promoting confidence through our actions</i>	pages 14-16
<b>Multi Member Ward Breakdown</b>	<b>page 17</b>

## **BACKGROUND TO THIS REPORT**

As from April 2013, the Police and Fire Reform (Scotland) Act 2012 has required Police Scotland to produce and publish a Local Policing Plan (LPP) for each local authority area. The LPP clearly sets out the policing priorities for Clackmannanshire.

Performance in relation to the identified policing priorities is monitored and reviewed internally on a weekly basis. Bi-annual reports are produced to allow scrutiny by Clackmannanshire Council Partnership & Performance Committee. This report covers the period from 1 April 2017 to 31 March 2018.

In order to support effective scrutiny and determine whether our preventative approach is having a lasting positive impact, members of the Clackmannanshire Council Scrutiny Committee will consider information linked to the priorities outlined within this plan which includes:-

- Responsive to the concerns of our communities
- Enhancing our collective resilience to emerging threats
- Protecting people most at risk from harm
- Promoting confidence through our actions

This report will make reference to crime groupings. Groups 1-5 refer to an amalgamation of five crime groups. They are Group 1, consisting of violent crime; Group 2 covering sexual offences; Group 3 covers a wide range of crimes of dishonesty, Group 4 includes vandalism, fire-raising and malicious mischief; and group 5 includes Pro-Active Crimes. All statistics are provisional and should be treated as management information. All data is sourced from Police Scotland internal systems and is correct as at 4 April 2018.

## RESPONSIVE TO THE CONCERNS OF OUR COMMUNITIES

As shown on pages 6 - 7, the total number of crimes (Groups 1 to 5) recorded year to date in Clackmannanshire Command Area has increased by 5.7% when compared to the previous year and decreased by 4.9% when compared to the 5 year average. We have seen an increase in:

- Group 1 violent crime (20 additional crimes committed), and with a rise in
- Group 2 sexual offences (19 additional crimes committed)

Crimes reports generated through police proactivity (Group 5) has seen an increase of 15.6% (+78 crimes). The overall detection rate has increased by 4.7% when compared to the same period last year.

Our February report highlighted changes to the way offensive weapons and knives are recorded in Scotland. This change to recording practice means that our local statistics in relation to recorded crimes involving knives and offensive weapons is likely to increase.

Our school based officers (SBO) operate a system whereby any young person charged with any offensive weapon or knife crime can be given a direct "No Knives Better Lives" session at school, this is usually conducted as part of the Restorative Justice Warning in conjunction and knowledge of parents.

Also, the school based officers by building a positive rapport with pupils and staff through drug inputs at school and re-assuring staff how to deal with those found to be in possession or having used drugs. It has allowed certain Young People to be given the correct information and allowed them to make positive choices, helped to stop taking drugs and smoking.

Exclusions is a big part for the school as any school offence would normally result in an exclusion for 1, 2 or 3 days. As such SBO's assist the local schools by offering our services to work with those being excluded. Instead of an external exclusion, SBO's liaise with the parents and one of the others schools in the establishment that they do not attend. As such the SBO's take them to the alternative school for a day, work alongside the pupil who was being excluded and as a result they do their work and also we engage with them to help them to make better choices. As such the school only record an internal exclusion, the SBO's target the individual and take them from their comfort area.

Group 1 crimes of violence shows a 33.3% increase when compared to last year, however this increase only accounts to 20 additional crimes. It is of note, 8 of the 80 crimes were committed in Glenochil prison. Threats and Extortion which have seen a 500% increase, which equates to 5 more crimes. Further details on page 14.

Forth Valley Division's Priority Crime Team has spent considerable time increasing forensic awareness and ensuring that every forensic opportunity is taken and explored at incidents of Housebreaking. This means however a greater number of forensic results are being received in terms of DNA and fingerprint hits and these require further enquiry with named suspects.

During the reporting period, the Priority Crime Team (PCT) led on Operation Hadus, which was a crime operation lasting 5 days, targeting named suspects identified as a result of forensic examinations of crime scenes at Acquisitive Crime incidents. This operation was, supported by operational police officers across the three Area Commands



Over the 5 days, 20 crimes, ranging from Theft by Housebreaking and Theft of motor vehicle to straightforward Theft were detected. These included a housebreaking at a business premises where £25,000 worth of property was stolen (all recovered) and another Housebreaking where a motor vehicle valued at £20,000 was stolen. Again the vehicle was recovered.

Over quarter 4 officers have been carrying out regular foot patrols in Alloa town centre, to deter anti-social behaviour and drug/alcohol misuse, especially around Shillinghill and Forth Valley College. This disruption activity continues over Friday and Saturday evenings.

On 16th January 2018, an incident occurred within a charity shop in High Street, Alloa which was heavily featured in the media. This resulted in a police officer being injured and a male being arrested for various acts of disorder. After appearing at Alloa Sheriff Court the male was remanded in custody. There was no risk to the public during this incident and the officers involved have been nominated for a Divisional Commanders award.

On 3<sup>rd</sup> March, 2018, an incident occurred within a flat at Pine Grove, Alloa, which led to the death of a 29 year old male. Subsequent enquiries resulted in the arrest of a 43 year old male and a 36 year old male both of whom have been charged with murder and are now remanded in custody awaiting trial. The investigation was carried out by a Police Scotland East Region Major Incident Team with local resources managing community impact. A trial date has not yet been set.

Officers from Road Policing carried out educational activity in the Forth Valley area, stopping drivers and giving them advice or warnings. The name of the Operation was Closepass and it aimed at educating drivers on the need to share and respect road space with cyclists.

Officers stopped five drivers and gave warnings or advice after observing them driving too close to or pulling in front of cyclists and causing them to brake. Another driver was reported to the Procurator Fiscal after deliberately mounting the pavement to avoid a traffic calming measure. In town the message is clear, slow down and respect other road users.



of  
to

Officers have been proactively tackling parking issues in the town centre. Additional patrols being conducted and tickets being issued. An approach of enforcement and education will bear positive results in the future.

**OFFICIAL**

Total Crime	Crimes				Detection Rate
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18
Total Crimes: Groups 1 to 5	2,191	2,073	5.7%	-4.9%	59.9%
Violence	Crimes				Detection Rate
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18
Group 1 Crime: Crimes of violence	80	60	33.3%	6.4%	83.5%
Murder	2	-	-	900.0%	100.0%
Culpable homicide (Under Common Law)	-	-	-	-	-
Attempted murder	3	3	-	-58.3%	100.0%
Serious assault	43	30	43.3%	25.0%	100.0%
Robbery / Assault with intent to rob	12	17	-29.4%	-24.1%	91.7%
Threats and extortion	6	1	500.0%	328.6%	33.3%
Common assault	722	614	17.6%	9.3%	71.3%

Disorder and Antisocial Behaviour	Crimes / Incidents				Detection Rate
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18
Number of complaints regarding disorder	3,670	3,341	9.8%	-	-
<p>Complaints of disorder include calls tagged as: - Assist member of the public, Public Nuisance, Disturbance, Noise, Drinking in public, Neighbour dispute, Communications and Damage. It is possible that an incident might have multiple calls, however the system is not set up to filter these out. Each call will have a complainer wishing police intervention or advice.</p>					
Group 4 Crime: Fire-raising, malicious mischief etc.	632	650	-2.8%	-8.2%	33.4%
Fire-raising	9	19	-52.6%	-58.3%	66.7%
Vandalism / malicious mischief	586	599	-2.2%	-8.6%	32.1%
Culpable and Reckless conduct	37	32	15.6%	49.2%	45.9%
Racially aggravated harassment / conduct	24	25	-4.0%	-22.6%	100.0%
Carrying of offensive / bladed weapons	83	34	144.1%	107.5%	97.6%
Drunkenness and disorderly conduct	16	19	-15.8%	-28.6%	100.0%

**OFFICIAL**



**OFFICIAL**

Acquisitive Crime	Crimes				Detection Rate
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18
Group 3 Crime: Crimes of dishonesty	784	765	2.5%	-14.9%	51.0%
Housebreaking (including attempts) total	90	100	-10.0%	-27.2%	27.8%
Housebreaking (including attempts) - Dwelling houses	51	53	-3.8%	-1.2%	25.5%

Road Safety	2017/18	2016/17	Change
Total Casualties	50	87	42.5%
Fatal	1	0	-
Serious	6	16	-62.5%
Slight	43	71	-39.4%
Children (aged <16) killed	0	0	-
Children (aged <16) seriously injured	1	1	-

Road Crime	Offences			
	2017/18	2016/17	% Change	Compared to 5 year average
Group 7: Offences relating to motor vehicles	864	1,247	-30.7%	-59.9%

## ENHANCING OUR COLLECTIVE RESILIENCE TO EMERGING THREATS

Safer Internet Day was held in early February involving ward officers and school based officers. Inputs with regards to the dangers young people face online and protective precautions that can be taken were provided to primary / secondary schools across the Clackmannanshire areas. Both pupils and school staff received the training and their feedback was positive.

Detected crime in relation to drug supply has decreased by 30.0% in comparison to the previous year. This drop is largely believed to be directly related to pro-active work undertaken across Forth Valley in relation to the disruption of Serious and Organised Crime groups over recent months which has led to lengthy prison sentences for some key nominals along with the disruption on the ability for such groups to produce drugs. It is of note that the number of warrants actioned through community intelligence in the Clackmannanshire area command has stayed the same. Some of the warrants yield small amounts of drugs which were reported as possession charges rather than supply.

During the reporting period C Division has applied to seize assets to the value of £2,604,936 under the Proceeds of Crime Act 2000. These funds are remitted to the Scottish Consolidated Fund and invested in the Cash Back for Communities Programme which supports a range of activities for young people including those which are specifically targeted at diversion from criminality.

More information is available on the Cashback for Communities website [www.cashbackforcommunities.org](http://www.cashbackforcommunities.org).

The Cyber Fraud campaign was launched on 21<sup>st</sup> February 2018 and provided opportunities for partnership working, To raise public awareness of the dangers of money transfer cyber frauds.



For further details on the above campaign please click on the image above.

We recognise that a significant number of victims of door step crime are from vulnerable sections of the community (for example the elderly) and this section of the community do not always have access to modern social media applications where Police Scotland highlight crime trends and provide crime prevention advice.

Working in partnership with the three council areas, we produced a general crime prevention advice leaflet in relation to doorstep crime and included this leaflet in the majority of council tax renewal notices distributed to Forth Valley residents in March. Potential outreach to 140,000 homes including those hard to reach members of the community and their families

This initiative was supported by all three council areas and the Preventions and Interventions Department at Forth Valley Division and by the divisional Priority Crime Team

It is always difficult to measure such a preventative initiative in terms of how many incidents we may have prevented however we will continue to monitor incidents of doorstep crime with a hope that the frequency and commission of such crime reduces, due mainly to heightened awareness as a result of such initiatives.

The rape awareness campaign was launched on 15th February 2018 and aimed to prevent sexual offences by communicating to potential perpetrators that sex without consent is rape.

The main messages for the campaign were as follows:

- Sex without consent is rape. If a person is unable to give consent, for whatever reason, then sexual activity is rape, a serious criminal offence.
- People cannot consent to sex while they are asleep.
- Having sex with someone who cannot give consent due to the effects of alcohol or drugs constitutes rape.
- Being in any form of relationship does not give someone right to have sex without consent.
- Police Scotland will seek justice for victims of rape by taking action against perpetrators.
- Tackling the serious crime of rape is a priority for Police Scotland; rape is completely unacceptable in Scotland.



For further details on the above campaign please click on the image above.

The Criminal Justice (Scotland) Act 2016 has been implemented since the last committee meeting. All Constables, Sergeants and Inspectors within the force received a full days training on the Act in. There were no issues reported during this implementation.

**OFFICIAL**

Drug Harm and Misuse	Crimes				Detection Rate
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18
Number of drug related deaths (Forth Valley Division)	44	42	-	-	-
Detections Possession of drugs	179	163	9.8%	19.3%	86.5%
Detections for Supply of drugs	42	60	-30.0%	-34.4%	95.5%
Other drug offences (including importation)	6	7	-14.3%	172.7%	60.0%

## PROTECTING PEOPLE MOST AT RISK OF HARM

During this reporting period sexual crime (Group 2) has increased overall by 19.6%; up 19 crimes from 97 to 116. Crimes are recorded according to the date they are reported regardless of when they occurred. It should be acknowledged that 37 of these crimes were committed prior to 1 April 2017 and are classed as historic enquiries. The positive element of the level of reporting of historic crime is the indication that victims feel more confident and able to report such offences. The overall detection rate for Group 2 crime is 75.0% which is an increase of 23.5% compared to the same period last year (51.5%).

The number of domestic abuse incidents shows an increase of 7.4% against the previous year (772 to 829). Domestic abuse remains a priority within Forth Valley Division with incidents of domestic abuse reviewed on a daily basis by our Domestic Abuse unit in order to assess the risk to the victim and ensure protective measures are in place to reduce the risk of reoffending. Where significant risk is identified, the cases are referred to MARAC/MATAC for multi-agency discussion and formulation of an action plan.

Over the last few months the MARAC Improvement Group was formed as a short life working group to look at what improvements could be made to the Forth Valley MARAC meetings. This was based on a review undertaken by Anna Smith- MARAC Development Officer with Safe Lives.

As part of the ongoing work, partner agencies have been asked to look at their own training needs in order they can make a greater contribution to the MARAC process. Ann Marie Sinclair, Gender Based Violence Co-Ordinator from Stirling Council has submitted a business case for a MARAC Co-ordinator which would further support staff and agencies in MARAC processes and standards. Forth Valley officers have also attended MARAC meetings in P Division to learn from their MARAC meeting preparation, chairing and contribution made by partners to support multi-agency risk assessments and action plans. Forth Valley have also developed a MARAC Operating Protocol and intend presenting this to the Public Protection Unit Chief Officer's Group along with a number of other proposals which would see the introduction of a governance and review process.

If no disclosure is made but you still have concerns and want further information about protecting yourself, there is action you can take to protect yourself in the future.

The police can provide you with information and advice on how to protect yourself and how to recognise the warning signs of domestic abuse. There is also a number of specialist services and organisations providing information about domestic abuse, how to spot it and how authorities work to intervene.

### Support helplines

You can contact Police Scotland on 101

In an emergency always ring 999

If you would like additional help and support on domestic abuse then you can contact any of the following national helplines:

Scottish Domestic Abuse Helpline - 0800 027 1234

Rape Crisis Scotland - 0808 01 03 02

Men's Advice Line - 0808 801 0327

Abused Men in Scotland - 0808 800 0024

[www.scottishwomensaid.org.uk/advice-information](http://www.scottishwomensaid.org.uk/advice-information)


You can also ask the police for information on specialist services and organisations that exist where you live.

## Disclosure Scheme for Domestic Abuse Scotland

# RIGHT TO ASK

This leaflet is for you if you are in a relationship and are worried that your partner may have been abusive in the past.

scotland.police.uk @PoliceScotland PoliceScotland



The Disclosure Scheme for Domestic Abuse Scotland (DS DAS) provides us with a framework to share information about a partner's abusive past, with a potential victim. In the Clackmannanshire area we have dealt with 32 applications year to date; 20 relating to the Power to Tell and 12 to the Right to Ask. 24 disclosures have been made as a result. The disclosure rate for the scheme was 75%.

During this reporting period Clackmannanshire area command has dealt with 76 missing persons reports. Of these reports:

- 57.9% (44 reports) related to missing children
- 53.9% (41 reports) related to repeat missing persons
- 26.3% (20 reports) were mental health related

Forth Valley Division has a young runaway's protocol which states that once a young person hits 2 or more missing episodes contact is made with education/social work/health as appropriate and intervention options are discussed.

Local support to the national Banking Protocol which aims to increase financial institution's awareness of the financial abuse of vulnerable adults, combined with a standardised policing response. This links to ongoing work on the Forth Valley Financial Harm group, and supports local Adult Protection Committees.

The scheme is already live throughout England and Wales and has prevented over £13m of fraudulent activity with 129 arrests attributed to the protocol. Locally reported cases have already highlighted the benefits of this protocol.

Following reported incidents relating to iTunes scam, targeting elderly vulnerable victims in the Clackmannanshire area, an awareness campaign was initiated. The campaign urged people to make friends and relatives aware of these sorts of scams, and be wary that these criminals often target the elderly and vulnerable. Ongoing communications with all supermarkets across Forth Valley division is proving effective in mitigating the risks posed to the elderly and more vulnerable persons within our local community.

A short video linked below provided some really helpful advice on these types of scams:



FVPD - Gift Card Scam

\*More information on keeping safe online can be found on our website at: <http://www.scotland.police.uk/keep-safe/keep-secure-online/>



**OFFICIAL**

Sexual Crime	Crimes				Detection Rate
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18
Group 2 Crime: Sexual	116	97	19.6%	29.2%	75.0%
Rape and attempted rape	21	21	-	4.0%	71.4%
Indecent / Sexual assault	65	28	132.1%	66.7%	83.1%

Out of the 65 crimes recorded under Indecent / Sexual assault, 29 relate to crimes that come under Lewd & Libidinous practices. The 132.1% rise in Indecent / Sexual assault can be attributed to the low number of crimes (1) recorded under Lewd & Libidinous practices last year, contrary to the upward trend in the previous 4 years.

Domestic Abuse	2017/18	2016/17	% Change
Number of domestic abuse incidents recorded	829	772	7.4%
Proportion of domestic abuse incidents that result in a crime report	503	456	10.3%
Number of detections for domestic bail offences	42	34	23.5%
Total number of applications received under the Disclosure Scheme for Domestic Abuse Scotland (DSDAS)	32	NDA*	-
Number of disclosures made under the Disclosure Scheme for Domestic Abuse Scotland (DSDAS)	24	NDA*	-

NDA\* - NO DATA AVAILABLE

Children and Young People	Crimes				Detection Rate
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18
Cruel and unnatural treatment of children	10	8	25.0%	-18.0%	110.0%

## PROMOTING CONFIDENCE THROUGH OUR ACTIONS

Our ward officers have undertaken the Web constable training course, enhancing their skills to investigate cyber enabled crimes. This was undertaken following a sextortion type crime reported in Clackmannanshire. The scam is typically aimed at men between the ages of 18 and 44, who are targeted by Organised Crime Groups, usually based overseas. They seek to extort money from them by luring victims to perform explicit sexual acts on social media.

If they do so, the victim is then threatened that if they do not pay hundreds of pounds through money service bureaux, the footage will be posted online and sent to friends and family. Work has been undertaken in Forth Valley to highlight the crime type and provide advice and information. The National Crime Agency have made the following video to raise awareness in relation to these crimes: - [Sextortion \(cyber-enabled blackmail\)](#)

Of the 6 extortion incidents recorded within Clackmannanshire Area Command, 5 relate to this type of online crime.

Training was provided to Offender Management Unit (OMU) staff by our Cybercrime Unit to develop skills of mobile phone checks to ensure that managed offenders are not in contact with previous or potential victims.

Online Research trained OMU officers have attended at Internet Investigations Unit at Gartcosh to upskill them in terms of online searches to enhance proactive work within the OMU.

OMU has submitted a business case to upgrade the two mobile phones within the OMU to two Smart phones to allow RSO's and other managed offenders to communicate in line with new technologies including WhatsApp, Viber and message which are all free of charge.

Online interactivity has expanded rapidly and crosses all the traditional ideas we have around who or what our communities are; different faiths, cultures, age, wealth, education etc. It is apparent that a huge proportion of these different people are digitally active, this presents us the opportunity to be online with them engaging in a dialogue to tell them what we are doing, listen to their concerns and actively engage with them via various social media platforms. Digital is an enabler to police engagement, it is low cost and can be used to sell our messages, reassure the public, appeal for help and gather information or intelligence that can benefit operational policing.

The Virtual Community Team has become a product Forth Valley Division can market to partners. West Midlands Police, considered to be leading online engagement in England & Wales have cited the Forth Valley VCT content as an example of Best Practice and deliver our content to their staff during training. The work of the VCT has been recognised nationally, securing a UK Police Twitter Award.

Our average engagement and reach is up 40% immediately prior to the implementation of the VCT, Forth Valley is now consistently within the top 3 highest performing Division albeit this fluctuates. Working in partnership with Stirling University Information Services, we now live stream our shows from the University. The added broadband bandwidth provides a more engaging platform and has enabled us to enrich the content we can offer.

The General Data Protection Regulation 2016 (GDPR) is a regulation by which the European Parliament and its associated bodies intend to strengthen and unify data protection for individuals within the European Union (EU). Once enacted the new Data Protection Bill, which incorporates GDPR, will replace the current Data Protection Act 1998.

As part of the Bill, the UK will implement the Law Enforcement Directive (LED). Many of the GDPR's main concepts and principles are similar to those in the current Data Protection Act, however, there are new elements and significant enhancements which require consideration. The target date for completion of this work is 1 May 2018.

The GDPR will not apply to personal information processed for national security or law enforcement purposes, however it will apply to some personal information processed during operational policing activities and support activities. Reform will require a culture of data privacy to pervade the organisation and create new obligations including;

- Proactively informing individuals how their data is being used;
- Obtaining clear and unequivocal consent before an individual's data is processed in certain circumstances;
- Deleting data following a request (where there is no compelling reason to keep it).

The new Performance Framework was approved at Police Scotland Senior Leadership Board on 27 September 2017. The design and content of the Performance Framework is aligned to the areas of focus in the Policing 2026 Strategy; Protection, Prevention, Communities, Knowledge and Innovation. It is also designed to support delivery of the 3 year Police Plan and Annual Police Plan with flexibility to reflect local needs and local plans.

The next steps in the development and implementation of the Police Scotland Performance Framework are:-

- Continue to engage with key internal and external stakeholders to develop and refine the Performance Framework and reporting
- Finalise and implement communication plan
- Continue with the soft launch of the Performance Framework in Quarters 3 and 4
- Pilot at three scrutiny boards, one urban, one rural and one remote area
- Full implantation of the Performance Framework in the new financial year 2018/19, with ongoing continuous improvement

To date Clackmannanshire community officers have attended all Community Council meetings.

**OFFICIAL**

Stop and Search (April 2017 – March 2018)	
Number of stop and searches conducted	157
Proportion of stop and searches which were positive	65

Responsiveness (March 2018)	
Percentage of Grade 1 calls (immediate response) attended within 5 minutes of dispatch	95.9%
Percentage of Grade 2 calls (priority response) attended within 30 minutes of dispatch	82.6%
Percentage of Grade 3 calls (standard response) attended within 60 minutes of dispatch	60.2%

Public Satisfaction and Confidence (Information relates to Forth Valley Division)	2017/18	2016/17	% Change	Compared to national average
Proportion of respondents reporting they were satisfied that Police Scotland were professional and courteous when they contacted police	95.9%	94.7%	1.2%	96.7%
Proportion of respondents reporting they were satisfied with the service received when they first contacted Police Scotland	91.3%	91.8%	-0.5%	94.5%
Proportion of respondents reporting they were satisfied with the way they were treated by officers who attended their incident	86.0%	86.1%	-0.1%	90.3%
Proportion of respondents reporting they were satisfied they were adequately informed about the progress made with their incident	55.1%	64.5%	-9.4%	64.5%
Proportion of respondents reporting they were satisfied they were treated fairly	88.0%	89.2%	-1.2%	87.5%
Proportion of respondents reporting they were satisfied they were with respect	92.6%	91.5%	1.1%	89.9%
Proportion of respondents satisfied overall with the way police dealt with their incident	78.2%	81.4%	-3.2%	80.1%
Proportion of respondents reporting their confidence in Police Scotland is high	75.9%	79.4%	-3.5%	80.3%

Complaints about the Police	2017/18			
Number of complaints received about the police	38			
Number of complaints per 10,000 police incidents	21.0			
Allegations Recorded	On Duty Allegations	Off Duty Allegations	Quality of Service Allegations	Total Number of Allegations
	22	0	20	42

## Ward Breakdown

*Due to changes in the ward boundaries this data is temporarily unavailable. We are currently in the process of updating our IT systems to reflect this change.*

### Contact Details

Divisional Commander - Chief Superintendent Thom McLoughlin  
Falkirk Police Station, West Bridge Street, Falkirk

Area Commander - Chief Inspector Andrew Sinclair

**OFFICIAL**

**OFFICIAL**

18

38