

Dundee City Council Policy and Resources Committee

13th May 2013

Report by Chief Superintendent Hamish Macpherson,
Police Scotland 'D' Division (Tayside)

SUBJECT: POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT

**CITY OF DUNDEE LOCAL POLICING AREA
YEAR-END PERFORMANCE RESULTS
APRIL 2012 TO MARCH 2013**

Report Number: 216—2013

1 RECOMMENDATION

1.1 It is recommended that members:

(A) Note, scrutinise and question the content of this report.

2 RECORDED CRIME

2.1 Dundee LPA achieved 3 out of 4 of crime reduction targets at the end of 2012-13:-

- A reduction in violent crime of 34.6% (97 crimes)
- A reduction in robbery of 15.4% (12 crimes)
- A reduction in vandalism of 15.1% (305 crimes)

2.2 The area that did not achieve target was domestic housebreaking which evidenced a 13.0% increase at the end of the year—52 crimes more than the previous year (400). In total, 452 crimes were recorded, 7 crimes above the target of 445.

2.3 Overall, Group 1-4¹ recorded 7,150 crimes and evidenced a reduction of 5.8% compared with last year (438 fewer crimes).

3 DETECTION RATES

3.1 4 out of 5 crime detection targets were achieved. These were:-

- Violent crime, recorded a detection rate of 83.6% against a target of 80%
- Robbery, recorded a detection rate of 74.2% against a target of 62%
- Vandalism, recorded a detection rate of 28.1% against a target of 28.0%
- Domestic Housebreaking, recorded a detection rate of 29.9% against a target of 28.0%.

3.2 The detection rate for Groups 1 to 4 Crimes of 44.0% was 1.5 percentage points below target and a further 106 detections would have been required to achieve target at the end of the year.

¹Groups 1-4 refer to an amalgamation of four crime groups. They are Group 1, consisting of violent crime; Group 2 covering sexual offences; Group 3,

4 ROAD CASUALTIES

4.1 Dundee road casualty figures show that there were 2 fatalities during 2012-13, compared with 0 the previous year, none of whom were children. Serious casualty numbers fell by 28.6% from 56 to 40, seven of whom were children. All targets for the Tayside area achieved the interim targets at the end of March. All targets are based on the Scottish Government's Road Safety Framework for Scotland.

5 THE PROPORTION OF WORKING TIME LOST DUE TO SICKNESS ABSENCE

5.1 The target for 2012/13 is 4% for both officers and police staff.

5.2 Police officer sickness absence at the end of the year was 4.2% - the target was breached in December for the first time and this situation continued to the end of March. At the same time last year the sickness absence rate was 3.7%. This translates into an increase from 7.7 to 8.7 days lost on average per officer.

5.3 Police staff results showed an increase in sickness absence, rising from 4.3% recorded last year to 5.2%. This represents a rise from 9.8 days lost on average per person to 11.1 days.

The following pages contain tables which provide more detailed information.

¹Groups 1-4 refer to an amalgamation of four crime groups. They are Group 1, consisting of violent crime; Group 2 covering sexual offences; Group 3,

KEY PERFORMANCE RESULTS: LOCAL POLICING AREA SCORECARD APRIL 2012 - MARCH 2013

KEY
On or above 3 year average ■
Below 3 year average ■

POLICING DUNDEE

2012-13 Resu
2011-12 Resu
%/pp Change

**SECTION 1
City Centre,
Maryfield & East End**

2012-13 Resu
2011-12 Resu
%/pp Change

**SECTION 2
Lochee
& West End**

2012-13 Resu
2011-12 Resu
%/pp Change

**SECTION 3
Strathmartine &
Coldside**

2012-13 Resu
2011-12 Resu
%/pp Change

**SECTION 4
North East &
Broughty Ferry**

2012-13 Resu
2011-12 Resu
%/pp Change

CRIME

	2012-13 Resu	2011-12 Resu	% / pp Change	2012-13 Resu	2011-12 Resu	%/pp Change	2012-13 Resu	2011-12 Resu	%/pp Change	2012-13 Resu	2011-12 Resu	%/pp Change			
Groups 1-4	7150	7588	-5.8%	2070	2072	-0.1%	1892	1936	-2.3%	1741	1857	-6.2%	1447	1723	-16.0%
- Detection rate	44.0%	46.1%	-2.1	51.6%	57.2%	-5.6	42.0%	42.5%	-0.5	39.3%	42.4%	-3.0	41.4%	40.7%	0.7
Violent Crime (G1)	183	280	-34.6%	54	70	-22.9%	54	70	-22.9%	39	75	-48.0%	36	65	-44.6%
- Detection rate	83.6%	79.6%	4.0	75.9%	77.1%	-1.2	83.3%	84.3%	-1.0	87.2%	80.0%	7.2	91.7%	76.9%	14.7
Robbery	66	78	-15.4%	24	22	9.1%	21	18	16.7%	11	23	-52.2%	10	15	-33.3%
- Detection rate	74.2%	62.8%	11.4	70.8%	54.5%	16.3	71.4%	61.1%	10.3	81.8%	82.6%	-0.8	80.0%	46.7%	33.3
Vandalism	1715	2020	-15.1%	303	367	-17.4%	429	485	-11.5%	561	552	1.6%	422	616	-31.5%
- Detection rate	28.1%	28.5%	-0.4	32.0%	28.9%	3.1	22.4%	23.3%	-0.9	29.2%	35.5%	-6.3	29.6%	26.1%	3.5
Domestic Housebreaking	452	400	13.0%	92	59	55.9%	107	94	13.8%	125	135	-7.4%	128	112	14.3%
- Detection rate	29.9%	32.8%	-2.9	35.9%	33.9%	2.0	31.8%	24.5%	7.3	32.8%	28.1%	4.7	21.1%	44.6%	-23.5

ROAD CASUALTIES

People killed	2	0	***
People seriously injured	40	56	-28.6%
Children killed	0	0	***
Children seriously injured	7	12	-41.7%

The reduction targets for road accident casualties are based on the Scottish Government's Road Safety Framework for Scotland, to be achieved by 2020 and are set against a baseline figure of the average result for the five year period 2001-2008. These are:

- o 30% reduction in people killed.
- o 35% reduction in children killed.
- o 43% reduction in people seriously injured.
- o 50% reduction in children seriously injured.

SICKNESS ABSENCE

Police Officers	4.2%	3.7%	0.5
Police Staff	5.2%	4.3%	0.9

The target for 2012/13 for both officers and staff is 4.0%

Caution! Variation in results may appear extreme due to very small numbers of crimes involved. Cells with symbol *** mean that a valid percentage change could not be calculated.

POLICING DUNDEE

KEY PERFORMANCE RESULTS: DUNDEE LPA SCORECARD - STANDARDS OF SERVICE - APRIL to MARCH 2013

POLICING DUNDEE

SECTION 1 City Centre/ Maryfield/East End

SECTION 2 Lochee/ West End

SECTION 3 Strathmartine/ Coldside

SECTION 4 North East/ Broughty Ferry

Customer Satisfaction

(*denotes a statistically significant change in results)

	2012-13 Target	2012-13 Result	2011-12 Result	% / pp Change	2012-13 Result	2011-12 Result	%/pp Change	2012-13 Result	2011-12 Result	%/pp Change	2012-13 Result	2011-12 Result	%/pp Change			
First Contact: Overall satisfaction rating for service provided at first contact	94.0%	93.2%	91.8%	1.4	93.0%	96.8%	-3.8	95.5%	92.7%	2.8	90.8%	88.1%	2.7			
First Contact: % of respondents provided with the name of the person dealing with their enquiry	85.0%	81.0%	79.5%	1.5	79.7%	86.8%	-7.1	75.9%	77.6%	-1.7	83.1%	78.6%	4.5			
Updating the Public: Overall % of customers who received an update on the progress of their enquiry	65.0%	67.0%	58.8%	8.2*	67.9%	61.0%	6.9	66.7%	62.8%	3.9	63.2%	57.4%	5.8			
% of customers who received an update following their contact to report a crime		76.2%	72.5%	3.7	73.7%	70.3%	3.4	76.0%	73.6%	2.4	83.7%	73.9%	9.8			
% of customers who received an update following their contact for reasons other than to report a crime		50.9%	42.2%	8.7	54.2%	45.5%	8.7	48.0%	45.5%	2.5	41.3%	41.7%	-0.4			
Customer Experience: Overall satisfaction rating of the service provided by Tayside Police	85.0%	83.1%	78.9%	4.2	84.7%	85.7%	-1.0	86.0%	79.6%	6.4	81.4%	73.0%	8.4			
Response Rate		389/1296 (30.0%)			95/300 (31.7%)			94/360 (26.1%)			114/324 (35.2%)			86/312 (27.6%)		

First Contact

- Improvement in satisfaction with service at first contact from 91.8% to 93.2%.
- Improvement in identifying the person dealing with the enquiry from 79.5% to 81.0%.

Updating the Public

- A statistically significant improvement in updating the public from 58.8% to 67.0%. This result achieves the force target set at 65.0%.
- When analysed by reason for contact - 76.2% of those who reported a crime were updated compared to 72.5% the previous year. Similarly, an 8.7 percentage point improvement was evident in relation to those whose contact was for reasons other than to report a crime whereby 50.9% received an update compared to 42.2% in 2011.

Customer Experience

- Improvement in overall customer experience from 78.9% to 83.1%.

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NOT PROTECTIVELY MARKED

DUNDEE LPA SCORECARD - PUBLIC PERCEPTION ~ APRIL - MARCH 2013

Public Perception

(*denotes a statistically significant change in results)

Neighbourhood as a safe place to live

% of residents who rated their neighbourhood as a safe place to live

Crime in neighbourhood

% of residents who thought that the crime rate in their neighbourhood had remained the same or improved over the past year

Feelings of safety

% of residents who felt safe walking alone in neighbourhood

...During the day

...After dark

Concerns at becoming a victim of crime

% of residents concerned at becoming a victim of crime in their neighbourhood

Police Visibility

% of residents who perceived that Tayside Police performed 'very' or 'fairly' well at providing a visible presence

Top 3 issues that cause most concern in neighbourhoods

Response Rate

	POLICING DUNDEE			SECTION 1 City Centre/ Maryfield/East End			SECTION 2 Lochee/ West End			SECTION 3 Strathmartine/ Coldsides			SECTION 4 North East/ Broughty Ferry		
	2012-13	2011-12	Change	2012-13	2011-12	Change	2012-13	2011-12	Change	2012-13	2011-12	Change	2012-13	2011-12	Change
Neighbourhood as a safe place to live % of residents who rated their neighbourhood as a safe place to live	83.1%	85.5%	-2.4	67.9%	79.1%	-11.2	83.3%	84.3%	-1.0	83.4%	82.3%	1.1	93.4%	91.4%	2.0
Crime in neighbourhood % of residents who thought that the crime rate in their neighbourhood had remained the same or improved over the past year	71.2%	73.0%	-1.8	58.7%	75.0%	-16.3	76.8%	70.2%	6.6	74.6%	68.2%	6.4	72.5%	79.1%	-6.6
Feelings of safety % of residents who felt safe walking alone in neighbourhood															
...During the day	89.9%	91.3%	-1.4	86.3%	93.0%	-6.7	88.6%	89.3%	-0.7	92.3%	87.5%	4.8	91.7%	95.2%	-3.5
...After dark	49.6%	49.3%	0.3	33.3%	51.2%	-17.9	48.6%	41.3%	7.3	48.4%	40.8%	7.6	62.5%	61.0%	1.5
Concerns at becoming a victim of crime % of residents concerned at becoming a victim of crime in their neighbourhood	49.8%	52.2%	-2.4	67.3%	52.4%	14.9	50.0%	56.8%	-6.8	50.0%	54.5%	-4.5	38.1%	46.5%	-8.4
Police Visibility % of residents who perceived that Tayside Police performed 'very' or 'fairly' well at providing a visible presence	47.6%	39.9%	7.7	45.9%	44.2%	1.7	46.0%	39.7%	6.3	50.0%	37.5%	12.5	48.3%	40.3%	8.0
Top 3 issues that cause most concern in neighbourhoods	Drug dealing/drug abuse (26.8%) Housebreaking (16.7%) Vandalism/graffiti (11.0%)			Drug dealing/drug abuse (33.3%) Youths causing annoyance (11.1%) Housebreaking (11.1%) Vandalism/graffiti (11.1%)			Drug dealing/drug abuse (37.7%) Vandalism/graffiti (13.1%) Housebreaking (13.1%)			Drug dealing/drug abuse (20.8%) Housebreaking (17.0%) Vandalism/graffiti (13.2%)			Housebreaking (26.0%) Drug dealing/drug abuse (14.0%) Speeding (12.0%)		
Response Rate	276/1296 (21.3%)			53/300 (17.7%)			79/360 (21.9%)			67/324 (20.7%)			77/312 (24.7%)		

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