

Dundee City Council Policy and Resources Committee

21 JANUARY 2013

Report by Chief Superintendent Macpherson,
Dundee Local Policing Area
Tayside Police Community Policing Division

**SUBJECT: POLICE PERFORMANCE REPORT
1 APRIL TO 30 NOVEMBER 2012**

Report No. 35-2013

Abstract: This report updates the Policy and Resources Committee on the following:

- Most recent key performance results for the period 1 April to 30 November 2012
- Customer satisfaction ratings in relation to the service provided by the police
- Public perception of Dundee as a safe place to live

1. RECORDED CRIME

1.1 Dundee LPA achieved 3 out of 4 of crime reduction targets by November:-

- o A reduction in violent crime of 42.6% (87 crimes)
- o A reduction in robbery of 12.8% (6 crimes)
- o A reduction in vandalism of 18.2% (264 crimes)

1.2 The area that did not achieve target was domestic housebreaking.

1.3 Domestic Housebreaking - saw a 26.5% increase from 257 to 325 crimes at the end of November. 53 crimes were recorded in November this year compared to 17 last year which was diametrically opposed to the historical pattern where crime in November was very low. This rise took the result into the below target position for the first time since July. Much lower results would be required in the coming months to compensate and return the results to on-target position by the end of March.

1.5 Overall, Group 1-4¹ recorded 4999 crimes and evidenced a reduction of 5.3% compared with last year (277 fewer crimes).

2. DETECTION RATES

2.1 2 out of 5 crime detection targets were achieved. These were:-

- o Violent crime, recorded a detection rate of 80.3% against a target of 80%
- o Robbery, recorded a detection rate of 75.6% against a target of 62%.

2.2 Of the three areas that did not achieve target, the detection rate for Groups 1-4 at 42.0% failed to meet the target of 45.5%. A further 176 detections would have achieved target.

¹ Groups 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, the largest, covers a wide range of crimes of dishonesty; and Group 4 includes vandalism, fire-raising, and malicious mischief.)

NOT PROTECTIVELY MARKED

2.4 The detection rate for vandalism (26.0%) also fell below target (28%). A further 24 detections would have achieved target against a volume of 1185 crimes. Target has not been achieved this year since August.

3. **DRUGS (supply, possession with intent to supply)**

This offence is included within Group 5 ('Other' offences) and the output is frequently the result of targeted police activity based on intelligence received.

The number of offences recorded at the end of November for supply/possession with intent to supply drugs was 126. This represents a 10% reduction on 140 offences recorded last year. 29% of the offences recorded this year involved Class A drugs.

4. **DOMESTIC ABUSE**

The number of domestic abuse incidents recorded between April and November was 1,711, amounting to 119 per 10,000 population, of which 452 (26%) involved alcohol. This can be sub-categorised as follows:

- Number of incidents with substantive crimes involved - **740** (43%)
 - Number of the above involving repeat victims - 286 (39%)
- Number of Domestic Concern Reports raised - **971**

Overall, this was an increase of 9% on 1,562 incidents recorded last year.

5. **ROAD CASUALTIES**

5.1 The reduction targets² for road accident casualties are based upon the Scottish Government's Road Safety Framework for Scotland, to be achieved by 2020. These are:

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

5.2 Dundee road casualty figures show that there were 2 fatalities by November, compared with 0 last year, none of whom were children. Serious casualty numbers have fallen by 36.8% compared with last year, from 38 to 24, five of whom were children.

6. **THE PROPORTION OF WORKING TIME LOST DUE TO SICKNESS ABSENCE**

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

6.2 Police officer sickness absence at the end of November was 4.0% ~ exactly on target. However, at the same time last year the sickness absence rate was 3.3%

This translates into an increase from 4.6 to 5.6 days lost on average per officer.

6.3 Police staff results showed an increase in sickness absence, rising from 3.7% recorded last year to 4.8%.

This represents a rise from 5.4 days lost on average per person to 6.8 days.

² Targets are set against a baseline figure of the average result for the five-year period 2004-2008.

7. SERVICE DELIVERY

- 7.1 Two out of four customer satisfaction targets were achieved for the period April to November, with a further result marginally below. These were:
- Overall satisfaction rating with service provided at first contact³.
 - The proportion of people who received an update on the progress of their enquiry.
- 7.2 Overall satisfaction at first contact evidenced a minimal improvement over last year, rising from 91.4% to 94.2%, exceeding the target of 94.0%.
- 7.3 With respect to keeping the public informed of the progress of their enquiry, the result demonstrated a dramatic improvement over the first half of the year. Compared with last year, a statistically significant improvement of 12.2 percentage points was evidenced at the end of November with a result of 69.0% against a target of 65%.
- 7.4 Further analysis showed that 78.4% of customers who had reported crimes were updated on the progress of their enquiry, with a lesser proportion, 51.9%, for those who had made contact for other reasons⁴.
- 7.5 Satisfaction with the overall service provided by the police, at 82.9%, was fractionally below target of 85% but represented an improvement of 2.5 percentage points compared to the commensurate figure in 2011/12.
- 7.6 The proportion of respondents who were provided with the name of the person dealing with their enquiry increased slightly from 80.1% recorded last year, to 81.1% falling short of the target of 85%.

8. PUBLIC PERCEPTION

- 8.1 Eight out of ten respondents in Tayside, 81.6%, perceived their neighbourhood to be a safe place to live. This indicates a reduction of 4.1 percentage points compared to the same period the previous year when 85.7% of respondents were of the same opinion.
- 8.2 Whilst opinions remained fairly static between 2012/13 and 2011/12 in relation to perception of neighbourhood crime levels, a 2.8 percentage point reduction was recorded for those who felt that crime had *decreased* falling from 19.9% to 17.1% and similarly, a 6.6 percentage point increase in those who felt that crime had *increased*, rising from 22.4% to 29.0%.
- 8.3 The main *issues of concern* to residents were 'drug dealing or drug abuse', 26.0% (last year 18.0%), followed by 'housebreaking', 14.3% (12.0%) and 'vandalism/graffiti', 12.3% (9.0%).
- 8.4 In terms of *prevalence* of crimes/offences, four in ten respondents, 40.4% (33.0%) cited 'drug dealing or drug abuse' as a common problem in their local area, followed by 'antisocial behaviour', 39.9 % (40.0%) and 'vandalism/graffiti', 38.8% (40.5%).
- 8.5 52.2% (51.0%) of respondents confirmed that they were concerned at becoming a victim of crime and when asked to comment on the issues which caused them concern, 'housebreaking', 51.3% (57.6%), followed by 'antisocial behaviour', 38.8% (42.4%) and 'vandalism/graffiti, 30.0% (26.6%) were the major issues for them.
- 8.6 Feelings of safety walking alone in local neighbourhoods both during the day and after dark evidenced a decline in confidence this year whereby 88.4% (90.8%) of the public felt safe during the day and 47.2% (52.4%) felt safe after dark.

³ Results for First Contact mainly relate to the service provided by staff within the Force Contact Centre, but may also include contact by visiting a police station or by directly engaging with a police officer on patrol.

⁴ Contact may be made for a variety of reasons, for example, to report a traffic incident, missing person, lost/found property, to seek advice, make a complaint etc.

- 8.7 A minority of residents, 3.7%, stated that a 'fear of crime' prevented them from taking part in their everyday activities. This represents a reduction of 3.3 percentage points compared to the 7.0% recorded last year.

9. PUBLIC PERFORMANCE REPORTING

- 9.1 Performance results and public feedback for Local Policing Areas are used pro-actively by community inspectors and officers to improve the quality of life of residents within their areas of responsibility. Information about what they are doing to address community concerns and issues is published in the monthly performance report available from the force web site.
(<http://www.tayside.police.uk/About-Us/Performance-Figures>)

- 9.2 Publication of performance results complies with the statutory requirement under Section 13 of the Local Government (Scotland) Act 2003 in relation to public performance reporting.

10. FINANCIAL IMPLICATIONS

- 10.1. There are no financial implications arising from this report.

11. STAFFING IMPLICATIONS

- 11.1 There are no staffing issues arising from this report.

12. ENVIRONMENTAL ISSUES

- 12.1 There are no environmental issues arising from this report.

13. CONSULTATION

- 13.1 Results for performance and public consultation are monitored via the force governance structure and local Pathfinder arrangements.

14. SUMMARY

- 14.1 This report provides members with mid-year performance results covering the period April to November 2012.

15. COMPLIANCE

- 15.1 Is the proposal;
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| (a) Human Rights Act 1998 compliant? | YES |
| (b) Equality & Diversity compliant? | YES |

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