

Dundee City Council Policy and Resources Committee

19 NOVEMBER 2012

Report by Chief Superintendent Hamish Macpherson,
Tayside Police Community Policing Division

SUBJECT: POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT

**CITY OF DUNDEE LOCAL POLICING AREA,
MID-YEAR PERFORMANCE RESULTS,
APRIL TO SEPTEMBER 2012**

Report No. 431-2012

Abstract: To provide members with an update on Local Policing Area performance results.

The report covers:

- Key performance results for the period 1 April to 30 September 2012
- Customer satisfaction ratings in relation to the service provided by the police
- Public perception of Dundee Local Policing Area as a safe place to live

1 RECOMMENDATION

- 1.1 It is recommended that members:
- 1.2 Note that the remit of the Policy and Resources Committee includes scrutiny of police performance via reports provided by the Local Policing Area Commander. This is consistent with the governance arrangements for the Pathfinder Project.
- 1.3 Discuss performance results and the full performance report attached at Appendix A,
- 1.4 Identify areas of good practice for wider dissemination,
- 1.5 Challenge areas of poor performance and issues arising from this report, and discuss actions for improvement where appropriate.

2 PERFORMANCE RESULTS

2.1 A full copy of the Local Policing Area Performance between April 2012 and September 2012 is attached at Appendix A. A summary of the performance with some contextual information is attached below for the information of members.

2.2 RECORDED CRIME

2.3 Dundee Local Policing Area (LPA) achieved 4 out of 4 of crime reduction targets by the mid-year point. These include:-

- A reduction in violent crime of 41.6%, reducing from 161 to 94 crimes,
- A reduction of 25.6% in robbery, reducing from 39 to 29 crimes,

- A reduction in vandalism of 17.3%, from 1108 to 916 crimes, and
- Whilst domestic housebreaking demonstrated an increase of 32 crimes across the region; the result remained 'on-target' as the original target set was based upon a backdrop of rising crime which was predicted to continue through 2012-13, the aim being to reverse the trend.

2.4 Over the last three years the LPA has averaged around 40 housebreakings per month. Considerably higher than average results recorded during April and May (59 and 53 respectively) adversely affected the cumulative result to September. Performance has since reverted to well below the three-year average¹.

2.5 Overall, Groups 1-4² recorded 3,582 crimes and evidenced a reduction of 11.4% compared with the commensurate period last year (460 fewer crimes).

3 DETECTION RATES

3.1 With respect to crime detection targets, the following results show progress achieved:-

3.1.1 Robbery, recorded a detection rate of 79.3% against a target of 62%, last year's result 48.7%.

3.1.2 Domestic housebreaking, despite a rise in crime, recorded a detection rate of 32.8% against a target of 28%.

3.1.3 The detection rate for violent crime (79.8%) was fractionally below target of 80% for the first time this year; a slight improvement on the result recorded last year (78.3%). One more detection would have tipped the balance.

3.1.4 Groups 1-4 detection rate at 43% failed to meet target of 45.5%. A further 88 detections would have achieved target. This was 4.3 percentage points down on last year's result.

3.1.5 The detection rate for vandalism (27.2%) was slightly below the target of 28%. A further 7 detections would have achieved target against a volume of just over 900 crimes. This represents a slight reduction on last year's result of 28.9%.

4 CLASS 'A' DRUGS (concerned with the supply)

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

4.2 The number of offences recorded mid-year for supply/possession with intent to supply Class 'A' drugs was 31. This represents nearly 40% reduction on 52 offences recorded last year.

4.3 There have been 17 drugs-related deaths to date compared with 14 last year.

5 DOMESTIC ABUSE

¹ Performance targets use a baseline for improvement covering a three-year average from 2009/10 to 2011/12. Any developing patterns or trends during that period are also taken into account when finalising the target.

² 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.)

5.1 The number of domestic abuse incidents recorded between April and September was 1,332, amounting to 92 per 10,000 population, (the highest across Tayside³), of which 331 (25%) involved alcohol (the perpetrator, victim or both). This can be sub-categorised as follows:

- Number of incidents with substantive crimes involved - **573** (43%)
- Number of the above crimes involving repeat victims - 208 (36%)
- Number of Domestic Concern Reports raised - **759**

5.2 Overall, this was an increase of 13% on 1,182 incidents recorded last year.

6 ROAD CASUALTIES

6.1 The reduction targets⁴ 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.

6.2 Dundee LPA road casualty figures show that there was one adult fatality by September, with none recorded last year. Serious casualty numbers fell by 38%, from 29 to 18, four of whom were children.

7 THE PROPORTION OF WORKING TIME LOST DUE TO SICKNESS ABSENCE

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

7.2 Results for sickness absence demonstrated an increase for police officers, rising from 3.1% last year to 4.0% this year. This translates into an increase in average working days lost from 3.5 to 4.1 per officer.

7.3 Police staff results also showed an increase in sickness absence but to a lesser extent, rising from 3.5% recorded last year to 3.7% this year. This represents a rise from 3.8 days lost on average per person to 4.1 days.

8 SERVICE DELIVERY

8.1 The following results measure customer satisfaction with the service provided within the Local Policing Area. They are included in the wider standards of service relevant to Tayside Police as a whole. Results are obtained from service satisfaction surveys distributed to people who have recently contacted the police.

8.2 Results cover:

- The proportion of people who, having contacted the police, received an update on the progress of their enquiry,
- Customer satisfaction with the overall service provided by the police.

³ Angus 53, Perth & Kinross 42.

⁴ Targets are set against a baseline figure of the average result for the five-year period 2004-2008.

- 8.3 With respect to keeping the public informed of the progress of their enquiry, the result has demonstrated a dramatic improvement over the first half of the year. Compared with last year, a statistically significant improvement of 12.8 percentage points was evidenced with in mid-year performance of 69.8% against a target of 65%.
- 8.4 Further analysis showed that 79.6% of customers who had reported a crime in Dundee Local Policing Area were updated on progress of their enquiry, with a lesser proportion, 52.5%, for those who had made contact for other reasons⁵.
- 8.5 Satisfaction with the overall service provided by the police, at 84.2%, was just below target of 85%.

9 PUBLIC OPINION OF COMMUNITY POLICING

- 9.1 Every month, public perception surveys seek the views of residents about perceptions of crime and antisocial behaviour in their area. Respondents are invited to rate how well they think the police are dealing with these.
- 9.2 The points below summarise mid-year results:-
- 3.3% of respondents confirmed that they were able to recognise their community officer either by name, sight or both. A further 17.4%, although unable to identify their local officer by sight or name, knew how to contact them should the need arise.
 - More than half (55%) of residents stated that they would like to know the community officers who looked after their neighbourhood.
 - Just less than one quarter (24.2%) of residents did not feel that there was a need for them to know their community officers.
 - 'Local newspapers' were nominated as the preferred medium⁶ for 53% of respondents to be kept informed about actions being taken by officers in their communities, with 'Information at local shops or supermarkets' being the second favourite option at 40%.
 - The three issues that caused most concern to Dundee residents were drug dealing and abuse, housebreaking and vandalism or graffiti.
 - 55.5% of respondents agreed that officers understood the issues that mattered in their neighbourhoods.
 - 43.9% of respondents felt that officers were dealing effectively with such matters.
- 9.3 Overall, well over half of residents, 54.6%, had confidence in the police in their neighbourhood.
- 9.4 Taking everything into account, 61% of respondents thought that community officers were doing a 'good' or 'very good' job in their area.

10 PUBLIC PERFORMANCE REPORTING

- 10.1 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

⁵ 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.

⁶ Respondents are invited to nominate more than one option.

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>

- 10.2 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 and evidencing continuous improvement; and Chapter 7 (Local Policing) of the Police and Fire Reform (Scotland) Act 2012.

11 FINANCIAL IMPLICATIONS

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

12 STAFFING IMPLICATIONS

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

13 ENVIRONMENTAL ISSUES

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

14 CONSULTATION

- 14.1 Results for performance and public consultation are monitored via a combination of police governance arrangements and local Pathfinder arrangements.

15 SUMMARY

- 15.1 This report provides members with Dundee Local Policing Area mid-year performance results covering the period April to September 2012.

16 COMPLIANCE

- 16.1 Is the proposal;

- | | | |
|-----|----------------------------------|-----|
| (a) | Human Rights Act 1998 compliant? | YES |
| (b) | Equality & Diversity compliant? | YES |

DUNDEE LOCAL POLICING AREA

PERFORMANCE RESULTS

APRIL - SEPTEMBER 2012

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Welcome

This report provides an overview of local policing performance results and public feedback covering Dundee.

Areas include:

Dundee Local Policing Area, comprising

- Section 1 - City Centre, Maryfield & East End
- Section 2 - Lochee & West End
- Section 3 - Strathmartine & Coldside
- Section 4 - North East & Broughty Ferry

The report incorporates information from Community Officers about what they are doing to tackle crime and antisocial behaviour at local level.

Results are presented at Section (local community) level.

COMMUNITY
PRIORITIES

VISION AND
VALUES

STANDARDS
OF SERVICE

REVIEW
RESULTS

MANAGE
RESOURCES

ENGAGE
AND LISTEN

Introduction

DELIVERING LOCAL POLICING

Building public confidence and trust is how the police aim to improve satisfaction with the quality of service provided to the public. This is achieved through the effective delivery of policing services which meet the needs of local communities. It is about ease of access to services, giving the public a voice in order to influence how the police respond to issues that matter to them, delivering appropriate and robust interventions, working with partners, providing feedback to the public and keeping them informed of progress and improvement.

Corporate support forms an important role in ensuring that appropriate resources are in place to deliver an efficient and effective service to the public.

Performance indicators are used to gather information about performance, quality of service and public perception. These are listed below. They are derived from priorities identified through the annual strategic assessment and also include issues (for example, housebreaking and vandalism) identified as local concerns through public feedback.

The challenging economic climate means that robust monitoring and reporting processes are instrumental in ensuring that the service is on track to deliver its objectives within the resources available.

Key Performance Indicators

1. Standards of Service

- First Contact : overall satisfaction rating
- First Contact: caller provided with the name of the call handler
- Proportion of people who received an update on the progress of their enquiry
- Overall customer experience of the service provided by the police

2. Crime and Detection Rates

- Overall crime level
- Violent Crime
- Robbery
- Vandalism
- Domestic Housebreaking

3. Road Casualties

4. Proportion of working time lost to sickness absence

In addition, a programme of regular surveys tests local public opinion on how neighbourhoods are policed in order that where action is required, it can be initiated in a timely manner.

Performance Indicators are derived from detailed policing plans and service delivery plans outlining what the Local Policing Area and supporting departments intend to deliver in support of the priorities covering the next three years (2012- 2015). These form the basis for this performance publication.

Two community priorities: 'Public Safety' and 'Public Reassurance', underpin the policing plan .

Analysis of data and context¹ with respect to performance indicators, combined with the outputs from public consultation, provide an indication of the extent to which the Local Policing Area is succeeding in contributing to improved community outcomes.

What this will tell us about performance

Key Performance Indicators help define and measure progress toward the achievement of policing standards of service and objectives.

Monitoring results over the longer term allows us to see where sustained improvement occurs, or identifies challenges which require to be addressed.

Consulting, engaging and listening

Public consultation and feedback runs as a thread throughout performance management and provides information that lets us know whether we are doing things right. 'Customers' include our staff.

FOOTNOTE:

1.Context Indicators are not measures of performance *per se*; rather they provide additional background information in relation to the demands placed upon the Local Policing Area resources and the environment in which it operates.

Guidance



INTERPRETATION OF RESULTS

Baselines for improvement adopt the methodology used in previous years, incorporating the most recent three years average performance as a starting point for improvement.

For some KPIs a slight adjustment is applied to the three-year average target which may take account of developing trends or patterns over the last 36 months. The target may be adjusted up or down accordingly to ensure that it is both challenging and realistic in terms of achievement .

Improvement Targets are agreed annually through a process of consultation with territorial commanders and heads of departments.

Results are colour-coded against the following criteria:

On or above target 
Below target 

Results are presented as a 'Dashboard' for ease of viewing. A summary is provided at the beginning of the document .

Behind the scenes, results over time are monitored using charts, to which upper and lower control limits are applied in order to monitor variances.

Performance reporting.

Where performance is adhering to the 'norm', i.e. remaining within upper and lower control limits, minimal reporting takes place. Areas of concern or exceptional performance, lying outwith the upper or lower control limits, is commented upon .

In addition, areas of police business not contained within the key performance indicators (such as fleet, health and safety, staff development) are reported on in dashboard style, subject to data being available, with a view to producing a balanced view of activity. This provides information about the diverse range of services that support operational policing.

Publication of Performance Results.

This document is published monthly on the community policing division web-site in accordance with the statutory requirement under Section 13 of the Local Government (Scotland) Act 2003 which covers public performance reporting in relation to the publication of performance information and evidence of continuous improvement.

Summary of results: April - September 2012

1. STANDARDS OF SERVICE ([page 12](#))

FIRST CONTACT (refer to note*)

Within Dundee Local Policing Area, results for First Contact were very positive with ratings of just over 94% for the overall service provided, including improvements across most Sections compared with last year.

UPDATING THE PUBLIC ON PROGRESS MADE

Significant improvements have been made with respect to providing service users with an update on the progress of their enquiry.

Dundee LPA showed an improvement of 12.8 percentage points with respect to updating all service users, rising from 57% to 69.8%, against a target of 65%.

Specifically in relation to people who had contacted the police to report a crime, nearly four fifths (79.6%) received an update, a further improvement of 8.3 percentage points when compared with last year's performance.

Overall customer experience with the service provided by the police rose by 5.9 percentage points to 84.2%, just under target of 85%.

[*Note: Results for First Contact principally relate to the service provided by staff within the Contact Centre as opposed to police officers.

The ratings are provided by residents living within Dundee Local Policing Area. Results are for information only.

Sample sizes are still relatively small at this point in the year so caution should be exercised when comparing results.]

2. CRIME ([page 11](#))

Performance in relation to specific crime groups :

- Violent crime (Group 1) - a decrease of 41.6% (67crimes).
- Crimes of indecency (Group 2) - a reduction of 14.8%, (17 crimes).
- Crimes of dishonesty (Group 3) - a reduction of 6.1% (157 crimes)
- Malicious mischief, vandalism etc (Group 4) - a reduction of 18.2% (219 crimes)
- Overall - a reduction of 11.4% in Groups 1-4, represented by 460 crimes across the Dundee area

(Data was sourced directly from the crime reporting system on 3 October and may differ slightly to other published results due to some reclassification of crimes and any additional 'no crime'

status being applied in the intervening period.)

The Local Policing Area achieved 6 out of 9 crime related targets. Those achieved were -

- Violent crime recorded crime level
- Robbery recorded crime level
- Vandalism recorded crime level
- Domestic housebreaking recorded crime level
- Detection rate for robbery
- Detection rate for domestic Housebreaking

Areas that did not achieve target were the detection rates for overall crime, violent crime and vandalism. Further detail is provided on page 7.

3. COMMUNITY POLICING ([page 14](#))

Every month, public perception surveys seek the views of residents in Dundee about the perception of crime in their neighbourhood, and in particular, aspects of local policing.

Only 3.3% of local residents claimed to know their local officer by name, sight or both, with a further 17.4% stating that they knew how to contact them if required.

However, more than half (55%) of residents stated that *they would like to know* their community officers.

Overall, 54.6% of respondents stated that they had confidence in the police in their neighbourhood, with 61% saying that the police were doing a good, or very good, job locally.

In terms of being kept informed about police activity, the public nominated local newspapers as the top preference, with information at local shops or supermarkets coming second.

81.4% of respondents in Dundee perceived their neighbourhood to be a safe place to live. This indicates a reduction of 5 percentage points compared to last year.

Feelings of safety walking alone in local neighbourhoods during the day remained about the same as last year at 88.7%.

With respect to opinion about local crime levels, just under 70% of respondents thought that the local crime level had stayed about the same or had improved in their neighbourhood, a fall from the 78.7% recorded last year.

The main issues of concern to residents when asked unprompted were 'drug dealing or drug abuse' followed by 'housebreaking, and 'vandalism/graffiti', This varied slightly at Section level .

Over half of respondents, 54.8% (52.5% last year), confirmed that they were concerned at becoming a victim of crime in their area.

4. ROAD CASUALTIES (page 7)

There has been one fatality, occurring in September, since the beginning of the year in Dundee Local Policing Area. With respect to serious injuries, there were 18 people involved (29 last year), four of whom were children.

From April 2011, the government's Road Safety Framework Targets to the year 2020 were adopted.

5. SICKNESS ABSENCE (page 18)

The absence rate for police officers was 4.0% at the end of September and coincided with the target of 4.0%, a deterioration on 3.1% recorded last year.

The police staff result at 3.7% was a slight worse than the 3.5% recorded last year.

On average over the period, this represented 4.1 days absence per person for both police officers and police staff.

Dundee Local Policing Area: Summary of performance against targets

CUSTOMER SATISFACTION:

(*denotes a statistically significant change in results)

First Contact: Overall satisfaction rating for service provided at first contact

First Contact: % of respondents provided with the name of the person dealing with their enquiry

Updating the Public: Overall % of customers who received an update on the progress of their enquiry

% customers who received an update following their contact **to report a crime**

% customers who received an update following their contact **for reasons other than to report a crime**

Customer Experience: Overall satisfaction rating of the service provided by Tayside Police

(Response Rate)

	2012-13 Target	2012-13 Result	2011-12 Result	%/pp Change
94.0%	94.1%	89.8%	4.3	
85.0%	80.0%	79.2%	0.8	
65.0%	69.8%	57.0%	12.8*	
~	79.6%	71.3%	8.3	
~	52.5%	43.0%	9.5	
85.0%	84.2%	78.3%	5.9	

199/648 (30.7%)

CRIME

Groups 1-4 recorded**

- Detection rate

Violent Crime recorded

- Detection rate

Robbery recorded

- Detection rate

Vandalism recorded

- Detection rate

Domestic Housebreaking recorded

- Detection rate

No target	2012-13 Result	2011-12 Result	%/pp Change
No target	3582	4042	-11.4%
- Detection rate	43.0%	47.4%	-4.3
Violent Crime recorded	94	161	-41.6%
- Detection rate	79.8%	78.3%	1.5
Robbery recorded	29	39	-25.6%
- Detection rate	79.3%	48.7%	30.6
Vandalism recorded	916	1108	-17.3%
- Detection rate	27.2%	28.9%	-1.7
Domestic Housebreaking recorded	229	197	16.2%
- Detection rate	32.8%	39.6%	-6.8

ROAD CASUALTIES

People killed

People seriously injured

Children killed

Children seriously injured

2012-13 Result	2011-12 Result	%/pp Change	
N/A	1	0	***
N/A	18	29	-37.9%
N/A	0	0	***
N/A	4	6	-33.3%

RESOURCES

Sickness Absence - police officers

Sickness Absence - police staff

2012-13 Target	2012-13 Result	2011-12 Result	%/pp Change
4.0%	4.0%	3.1%	0.9
4.0%	3.7%	3.5%	0.2

POLICING LOCAL COMMUNITIES IN DUNDEE

Section 1 - City Centre, Maryfield & East End

Section 2 - Lochee & West End

Section 3 - Strathmartine & Coldside

Section 4 - North East & Broughty Ferry

The following pages provide tables of statistics covering results for Sections (local policing neighbourhoods) in Dundee.

Policing Dundee: Community Summaries ~ April to September 2012

SECTION 1: CITY CENTRE ▪ MARYFIELD ▪ EAST END

Main areas of public concern: drug dealing/drug abuse, youths causing annoyance and housebreaking

CRIME

Highlights

- Reduction of 30.0% in violent crime (12 crimes).
- Reduction in vandalism of 25.0% (52 crimes)

Performance alert!

- 68.0% increase in the number of crimes of domestic housebreaking recorded—from 25 to 42.

SECTION 2: LOCHEE ▪ WEST END

Main areas of public concern: drug dealing/drug abuse, vandalism/graffiti and housebreaking

CRIME

Highlights

- Reduction of 39.5% in crimes of violence (15 fewer victims)

Performance alert!

- 22.2% increase in domestic housebreaking from 45 to 55

DETECTION RATE

Highlights

- Improvement in detection rate for domestic housebreaking from 28.9% to 38.2%

STANDARDS OF SERVICE

Highlights

- 86.0% of customers expressed overall satisfaction with the service provided - the highest percentage across Local Policing Area (LPA) and the only section above LPA target

PUBLIC PERCEPTION

Highlights

- 78.4% of respondents thought the crime rate in their neighbourhood had remained the same or improved over the past year—best result across LPA

SECTION 3: STRATHMARTINE ▪ COLDSIDE

Main areas of public concern: drug dealing/drug abuse, vandalism/graffiti and housebreaking

CRIME

Highlights

- Violent crime reduced by 40.5% (17 fewer victims)

STANDARDS OF SERVICE

Highlights

- 84.6% of customers received an update following their contact with the police to report a crime—best result across LPA

SECTION 4: NORTH EAST ▪ BROUGHTY FERRY

Main areas of public concern: drug dealing/drug abuse, speeding and youths causing annoyance

CRIME

Highlights

- Reduction in crimes of violence of 56.1% (23 fewer victims) - best decrease across LPA
- A 35.5% decrease in vandalism (119 fewer crimes) - best decrease across LPA

Performance alert!

- 23.2 percentage point decrease in the detection rate for domestic housebreaking from 50.0% to 26.8%

STANDARDS OF SERVICE

Highlights

- Increase of 35.2 percentage points from 44.2% to 79.4% for customers who received an update on the progress of their enquiry—best result across LPA

PUBLIC PERCEPTION

Highlights

- 89.7% of residents who responded to the survey rated their neighbourhood as a safe place in which to live—best result across LPA
- 92.1% of respondents stated that they felt safe walking alone in their neighbourhood during the day—best result across LPA

(* Results should be viewed in conjunction with sample size. Changes in results may appear inflated due to the small number of respondents involved.)

KEY PERFORMANCE RESULTS: LOCAL POLICING AREA SCORECARD APRIL 2012 - SEPTEMBER 2012

POLICING DUNDEE

SECTION 1 City Centre, Maryfield & East End

SECTION 2 Lochee & West End

SECTION 3 Strathmartine & Coldside

SECTION 4 North East & Broughty Ferry

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

2012-13 Result

2011-12 Result

% / pp Change

CRIME

	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	2012-13 Result	2011-12 Result	% / pp Change
Groups 1-4	3582	4042	-11.4%	1043	1100	-5.2%	987	1005	-1.8%	830	1044	-20.5%	722	893	-19.1%
- Detection rate	43.0%	47.4%	-4.3	49.5%	58.9%	-9.4	42.0%	44.1%	-2.0	39.0%	43.9%	-4.8	39.8%	41.0%	-1.2
Violent Crime (G1)	94	161	-41.6%	28	40	-30.0%	23	38	-39.5%	25	42	-40.5%	18	41	-56.1%
- Detection rate	79.8%	78.3%	1.5	75.0%	80.0%	-5.0	73.9%	73.7%	0.2	84.0%	83.3%	0.7	88.9%	75.6%	13.3
Indecency (G2)	98	115	-14.8%	44	44	0.0%	19	28	-32.1%	21	26	-19.2%	14	17	-17.6%
- Detection rate	77.6%	64.3%	13.2	93.2%	70.5%	22.7	68.4%	57.1%	11.3	52.4%	65.4%	-13.0	78.6%	58.8%	19.7
Dishonesty (G3)	2405	2562	-6.1%	801	789	1.5%	661	660	0.2%	480	630	-23.8%	463	483	-4.1%
- Detection rate	45.4%	52.8%	-7.4	50.7%	64.4%	-13.7	44.9%	50.0%	-5.1	40.4%	46.2%	-5.8	42.1%	46.4%	-4.3
Mal Mischief, vandalism (G4)	985	1204	-18.2%	170	227	-25.1%	284	279	1.8%	304	346	-12.1%	227	352	-35.5%
- Detection rate	30.4%	30.1%	0.3	28.2%	33.9%	-5.7	31.0%	24.7%	6.3	32.2%	33.2%	-1.0	28.6%	28.7%	-0.1
Robbery	29	39	-25.6%	10	11	-9.1%	9	11	-18.2%	4	9	-55.6%	6	8	-25.0%
- Detection rate	79.3%	48.7%	30.6	60.0%	36.4%	23.6	77.8%	54.5%	23.2	125.0%	66.7%	58.3	83.3%	37.5%	45.8
Vandalism	916	1108	-17.3%	156	208	-25.0%	261	254	2.8%	283	311	-9.0%	216	335	-35.5%
- Detection rate	27.2%	28.9%	-1.7	25.0%	32.7%	-7.7	26.4%	23.6%	2.8	29.3%	32.2%	-2.8	26.9%	27.5%	-0.6
Domestic Housebreaking	229	197	16.2%	42	25	68.0%	55	45	22.2%	61	63	-3.2%	71	64	10.9%
- Detection rate	32.8%	39.6%	-6.8	28.6%	36.0%	-7.4	38.2%	28.9%	9.3	37.7%	38.1%	-0.4	26.8%	50.0%	-23.2

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.

KEY PERFORMANCE RESULTS: DUNDEE LPA SCORECARD - STANDARDS OF SERVICE - APRIL to SEPTEMBER 2012

	POLICING DUNDEE			SECTION 1 City Centre/ Maryfield/East End			SECTION 2 Lochee/ West End			SECTION 3 Strathmartine/ Coldside			SECTION 4 North East/ Broughty Ferry			
	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	2012-13 Result	2011-12 Result	%/pp Change
Customer Satisfaction <small>(*denotes a statistically significant change in results)</small>																
First Contact: Overall satisfaction rating for service provided at first contact	94.0%	94.1%	89.8%	4.3	90.7%	95.8%	-5.1	95.9%	91.3%	4.6	94.3%	88.7%	5.6	95.5%	87.0%	8.5
First Contact: % of respondents provided with the name of the person dealing with their enquiry	85.0%	80.0%	79.2%	0.8	70.0%	92.3%	-22.3	79.3%	75.0%	4.3	85.3%	80.5%	4.8	85.2%	76.9%	8.3
Updating the Public: Overall % of customers who received an update on the progress of their enquiry	65.0%	69.8%	57.0%	12.8*	65.1%	72.7%	-7.6	64.3%	60.0%	4.3	72.1%	58.5%	13.6	79.4%	44.2%	35.2*
% of customers who received an update following their contact to report a crime		79.6%	71.3%	8.3	77.8%	91.7%	-13.9	76.0%	65.0%	11.0	84.6%	80.8%	3.8	80.0%	54.5%	25.5
% of customers who received an update following their contact for reasons other than to report a crime		52.5%	43.0%	9.5	43.8%	50.0%	-6.2	47.1%	55.0%	-7.9	52.9%	39.3%	13.6	77.8%	33.3%	44.5
Customer Experience: Overall satisfaction rating of the service provided by Tayside Police	85.0%	84.2%	78.3%	5.9	83.3%	82.1%	1.2	86.0%	77.5%	8.5	83.9%	76.5%	7.4	83.3%	78.8%	4.5
Response Rate		199/648 (30.7%)			48/150 (32.0%)			51/180 (28.3%)			56/162 (34.6%)			44/156 (28.2%)		

Caution should be exercised when interpreting the results at sectional level due to the very small sub-sample sizes.

First Contact

- Improvement in satisfaction with service at first contact from 89.8% to 94.1%.
- Improvement in identifying the person dealing with the enquiry from 79.2% to 80.0%.

Updating the Public

- A statistically significant improvement in updating the public from 57.0% to 69.8%. This result achieves the force target set at 65.0%.
- When analysed by reason for contact - 79.6% of those who reported a crime were updated compared to 71.3% the previous year. Similarly, a 9.5 percentage point improvement was evident in relation to those whose contact was for reasons other than to report a crime whereby 52.5% received an update compared to 43.0% in 2011.

Customer Experience

- Improvement in overall customer experience from 78.3% to 84.2%.

DUNDEE LPA SCORECARD - PUBLIC PERCEPTION ~ APRIL - SEPTEMBER 2012

POLICING DUNDEE

SECTION 1 City Centre/ Maryfield/East End

SECTION 2 Lochee/ West End

SECTION 3 Strathmartine/ Coldside

SECTION 4 North East/ Broughty Ferry

Public Perception

(*denotes a statistically significant change in results)

	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	81.4%	86.4%	-5.0	69.2%	79.0%	-9.8	83.7%	80.0%	3.7	78.4%	88.9%	-10.5	89.7%	90.5%	-0.8
Crime in neighbourhood % of residents who thought that the crime rate in their neighbourhood had remained the same or improved over the past year	69.1%	78.7%	-9.6	56.4%	80.0%	-23.6	78.4%	65.3%	13.1	68.0%	81.1%	-13.1	68.6%	84.0%	-15.4
Feelings of safety % of residents who felt safe walking alone in neighbourhood															
...During the day	88.7%	90.4%	-1.7	84.6%	95.2%	-10.6	88.0%	82.8%	5.2	89.1%	91.1%	-2.0	92.1%	92.3%	-0.2
...After dark	47.2%	51.8%	-4.6	37.5%	55.0%	-17.5	37.7%	39.4%	-1.7	52.7%	50.0%	2.7	58.9%	58.4%	0.5
Concerns at becoming a victim of crime % of residents concerned at becoming a victim of crime in their neighbourhood	54.8%	52.5%	2.3	76.9%	50.0%	26.9	55.4%	60.0%	-4.6	54.0%	53.5%	0.5	39.5%	49.2%	-9.7

Top 3 issues that cause most concern in neighbourhoods

Drug dealing/drug abuse (24.8%)
Housebreaking (11.6%)
Vandalism/graffiti (10.7%)

Drug dealing/drug abuse (26.1%)
Youths causing annoyance (17.4%)
Housebreaking (13.0%)

Drug dealing/drug abuse (28.6%)
Vandalism/graffiti (16.7%)
Housebreaking (9.5%)

Drug dealing/drug abuse (28.6%)
Vandalism/graffiti (16.7%)
Housebreaking (9.5%)

Drug dealing/drug abuse (17.9%)
Speeding (17.9%)
Youths causing annoyance (14.3%)

Changes in above concerns between current and previous year

No change in position for 'drugs' and 'housebreaking' but 'vandalism' moves up from 5th position and replaces 'speeding'

Same top 3 concerns but 'housebreaking' moves down from 1st to 3rd position

Same 1st position and 'housebreaking' falls from 2nd to 3rd. 'Vandalism' rises from 5th to 2nd. 'Antisocial behaviour' drops out of top 3

Similar concerns although 'vandalism' moves up from 4th to 2nd position

Speeding' moves up from 4th position to 2nd and 'drugs' move from 3rd to 1st

Response Rate

154/648 (23.8%)

26/150 (17.3%)

50/180 (27.8%)

38/162 (23.5%)

40/156 (25.6%)

Community Policing in Dundee April - Sept 2012

PUBLIC PERCEPTION SURVEY RESULTS:

(caution should be exercised when interpreting the results at sectional level due to the very small sub-sample sizes)

Policing Dundee	Section 1	Section 2	Section 3	Section 4
-----------------	-----------	-----------	-----------	-----------

% of residents who knew their community officers by name, sight or both

3.3%	8.0%	2.1%	2.6%	2.6%
------	------	------	------	------

% of residents who could not identify their local officer but knew how to contact an officer should the need arise

17.4%	24.0%	19.1%	21.1%	7.7%
-------	-------	-------	-------	------

% of residents who would like to know their community officers

55.0%	48.0%	55.3%	50.0%	64.1%
-------	-------	-------	-------	-------

% of residents who felt no need to know their community officers

24.2%	20.0%	23.4%	26.3%	25.6%
-------	-------	-------	-------	-------

% of residents who agreed with the following statements:

Officers understand the issues that matter in my neighbourhood

55.5%	45.0%	44.2%	57.1%	76.9%
-------	-------	-------	-------	-------

Officers are dealing with the issues that matter in my neighbourhood

43.9%	45.0%	37.5%	45.4%	50.0%
-------	-------	-------	-------	-------

I have confidence in the police in my neighbourhood

54.6%	56.0%	52.1%	47.1%	63.2%
-------	-------	-------	-------	-------

% of residents who thought that the police were doing a 'good' or 'very good' job in their neighbourhood

61.0%	60.0%	56.7%	64.3%	63.7%
-------	-------	-------	-------	-------

Top 3 ways Dundee residents preferred to be kept informed about actions being taken by community officers in their neighbourhood

Local newspapers (53.0%) Information at local shops or supermarkets (39.7%) Local radio (25.2%)

Top 3 issues which caused most concern to Dundee residents in their neighbourhood (unprompted)

Drug dealing/drug abuse (24.8%) Housebreaking (11.6%) Vandalism/graffiti (10.7%)
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Response Rate

154/648	26/150	50/180	38/162	40/156
23.8%	17.3%	27.8%	23.5%	25.6%

POLICING DUNDEE: Crime in more detail

PERIOD APRIL to SEPT	2011/2012			2012/2013			September Alone				
CRIME CLASSIFICATION	Made known	DETECTIONS number	%	Made known	DETECTIONS number	%	INC./DEC. number	%	Made known	DETECTIONS number	%
GROUP 1 ~ Crimes of Violence											
Murder	1	1	100.0%	6	5	83.3%	5	500.0%	1	1	100.0%
Attempted Murder	18	16	88.9%	9	9	100.0%	-9	-50.0%	1	1	100.0%
Culpable Homicide	0	0	-	0	0	-	0	-	0	0	-
Serious Assault	67	54	80.6%	38	29	76.3%	-29	-43.3%	4	3	75.0%
Robbery (Incl attempts)	39	19	48.7%	29	23	79.3%	-10	-25.6%	7	2	28.6%
Child Cruelty/Neglect	24	26	108.3%	9	6	66.7%	-15	-62.5%	0	0	-
Pos of Firearm with intent to endanger life	5	3	60.0%	0	0	-	-5	-100.0%	0	0	-
Abduction	3	3	100.0%	1	1	100.0%	-2	-66.7%	1	1	100.0%
Threats	1	1	100.0%	1	0	0.0%	0	0.0%	0	0	-
Others	3	3	100.0%	1	2	200.0%	-2	-66.7%	0	0	-
GROUP 1 - TOTAL	161	126	78.3%	94	75	79.8%	-67	-41.6%	14	8	57.1%
GROUP 2 ~ Crimes of Indecency											
Rape	22	13	59.1%	18	10	55.6%	-4	-18.2%	4	1	25.0%
Assault with intent to rape	0	0	-	2	0	0.0%	2	-	0	0	-
Indecent assault	39	22	56.4%	28	23	82.1%	-11	-28.2%	4	0	0.0%
Lewd & Libidinous practices	16	11	68.8%	6	3	50.0%	-10	-62.5%	0	0	-
Public Indecency	10	7	70.0%	14	9	64.3%	4	40.0%	0	0	-
Others	28	21	75.0%	30	31	103.3%	2	7.1%	0	0	-
GROUP 2 - TOTAL	115	74	64.3%	98	76	77.6%	-17	-14.8%	8	1	12.5%
GROUP 3 ~ Crimes of Dishonesty											
Housebreaking ~ domestic dwelling	197	78	39.6%	229	75	32.8%	32	16.2%	30	6	20.0%
Housebreaking ~ domestic non-dwelling	84	13	15.5%	69	14	20.3%	-15	-17.9%	18	3	16.7%
Housebreaking ~ commercial	70	19	27.1%	68	23	33.8%	-2	-2.9%	9	2	22.2%
Theft, attempt theft from locked premises/property	39	6	15.4%	44	14	31.8%	5	12.8%	7	1	14.3%
Theft, attempt theft from locked motor vehicle	139	43	30.9%	149	31	20.8%	10	7.2%	58	0	0.0%
Theft, attempted theft of a motor vehicle	92	38	41.3%	73	29	39.7%	-19	-20.7%	14	4	28.6%
Convicted thief in poss.of tools etc. w.i. to steal	7	7	100.0%	7	7	100.0%	0	0.0%	0	0	-
In building with intent to steal	54	48	88.9%	47	37	78.7%	-7	-13.0%	15	10	66.7%
Theft	1668	985	59.1%	1383	742	53.7%	-285	-17.1%	240	116	48.3%
Theft from motor vehicle	74	25	33.8%	81	10	12.3%	7	9.5%	8	1	12.5%
Reset	18	18	100.0%	20	22	110.0%	2	11.1%	2	2	100.0%
Embezzlement	4	8	200.0%	3	2	66.7%	-1	-25.0%	0	1	-
Fraud	104	63	60.6%	148	73	49.3%	44	42.3%	31	19	61.3%
Others	12	2	16.7%	84	13	15.5%	72	600.0%	30	2	6.7%
GROUP 3 - TOTAL	2562	1353	52.8%	2405	1092	45.4%	-157	-6.1%	462	167	36.1%
GROUP 4 ~ Malicious Mischief, vandalism etc.											
Fireraising	53	14	26.4%	32	21	65.6%	-21	-39.6%	1	1	100.0%
Malicious Damage/Vandalism	1108	320	28.9%	916	249	27.2%	-192	-17.3%	168	37	22.0%
Others	43	28	65.1%	37	29	78.4%	-6	-14.0%	3	1	33.3%
GROUP 4 - TOTAL	1204	362	30.1%	985	299	30.4%	-219	-18.2%	172	39	22.7%
SUB-TOTAL OF GROUPS 1 TO 4											
	4042	1915	47.4%	3582	1542	43.0%	-460	-11.4%	656	215	32.8%
GROUP 5 ~ Other crimes											
Public mischief & wasting police time	30	29	96.7%	12	12	100.0%	-18	-60.0%	0	0	-
Escape or rescue from police custody or prison	3	3	100.0%	8	8	100.0%	5	166.7%	2	2	100.0%
Resisting arrest or obstructing police officer	63	64	101.6%	51	51	100.0%	-12	-19.0%	10	10	100.0%
General attempts to pervert the course of justice	39	38	97.4%	22	21	95.5%	-17	-43.6%	3	2	66.7%
Sex Offenders' register offences	2	2	100.0%	2	1	50.0%	0	0.0%	2	1	50.0%
Bail - Fail to keep conditions	216	209	96.8%	193	187	96.9%	-23	-10.6%	25	26	104.0%
Possession of offensive weapons	114	108	94.7%	76	71	93.4%	-38	-33.3%	14	14	100.0%
Drugs - supply, with intent to supply etc	91	89	97.8%	65	63	96.9%	-26	-28.6%	6	5	83.3%
Drugs - personal possession	546	542	99.3%	526	525	99.8%	-20	-3.7%	79	79	100.0%
Drugs - manufacture etc	18	20	111.1%	20	16	80.0%	2	11.1%	2	1	50.0%
Others	46	41	89.1%	25	24	96.0%	-21	-45.7%	4	3	75.0%
GROUP 5 - TOTAL	1168	1145	98.0%	1000	979	97.9%	-168	-14.4%	147	143	97.3%
TOTAL OF GROUPS 1 TO 5											
	5210	3060	58.7%	4582	2521	55.0%	-628	-12.1%	803	358	44.6%

Please Note: This document is an end of month 'snap-shot' in time and the data may vary from later publications where updates have been taken into consideration.

RESOURCES AND ASSETS



Corporate support forms an important role in ensuring that appropriate resources are in place to deliver an efficient and effective service to the public.

The challenging economic climate means that robust monitoring and reporting processes are instrumental in ensuring that the police service is on track to deliver its objectives within available resources .

At the same time, the Scottish Government has set stretching environmental and energy reduction targets for Scotland. As a major employer in Tayside, the police service is committed to demonstrating its contribution to this aim.

RESOURCES and ASSETS

CONTACT CENTRE: CALL MANAGEMENT

The table below shows the number of emergency and non-emergency calls received by the contact centre in Tayside and reports performance against the target response times.

The number of emergency calls overall has decreased by 9%, with a cumulative response rate of 89.4% being answered within 10 seconds (target 90%).

For non-emergency calls, the response rate has fallen by 19.5percentage points when compared with last year, and currently returns a figure of 63.1% of all calls answered within the 40 second target time.

EMERGENCY	April to September			Sep
	2012/13	2011/12	Change	
Number of emergency calls	24276	26665	-9.0%	4120
Average speed of answer - emergency calls (%) (Target 90%)	89.4%	85.8%	3.6	87.2%
Average call duration (seconds)	n/a	n/a	~	174
Average number of contacts handled per hour (demand)	n/a	n/a	~	n/a

NON-EMERGENCY

Number of non-emergency calls	124795	129537	-3.7%	20874
Average speed of answer - non-emergency calls (%)	63.1%	82.6%	-19.5	56.9%
Average call duration (mins)	n/a	n/a	~	
Average number of contacts handled per hour (demand)	n/a	n/a	~	n/a
Abandoned call rate (%)	8.5%	5.1%	3.4	15.1%

RESOURCES and ASSETS

HEALTH & SAFETY

(Not all results are available at Local Policing Area level. Therefore most results, unless otherwise stated, cover the whole Community Policing Division which includes Angus LPA and Perth & Kinross LPA.)

The table below shows that overall there were 55% less days lost through accidents and violence.

Accidents and Violent Incidents	2012/13	2011/12	Change
Accidents to Police Officers and Staff	61	38	61%
Violence to Police Officers and Staff	177	197	-10%
Total	238	235	1%
Violent incidents to Police Officers resulting in lost time	1	4	-75%
Total number of incidents resulting in lost time	12	10	20%
Total number of days lost	184	409	-55%
Incidents reported to the Health & Safety Executive	4	6	-33%

Causation factors	2012/13	% of Total	2011/12	% of Total	percentage pt diff
Road Traffic collisions	5	2%	6	3%	0
Manual handling	4	2%	0	0%	2
Slips, trips and falls	13	5%	8	3%	2
Training - in house and at the Scottish Police College	8	3%	0	0%	3
Exposure to violence	108	45%	114	49%	-3
Assaults	36	15%	43	18%	-3
Injuries caused by sharp objects	5	2%	0	0%	2
Injuries during arrests	33	14%	39	17%	-3
Others	26	11%	25	11%	0
Total	238		235		

SICKNESS ABSENCE SUMMARISED

Absence Rate POLICE OFFICERS	Target 4%	Colour Key	Absence Rate POLICE STAFF	Target 4%	Colour Key
		On target Below target			On target Below target
Last 3 months			Last 3 months		
Dundee LPA		Jul Aug Sep	Dundee LPA		Jul Aug Sep
2012 - 13		3.9% 4.0% 4.0%	2012 - 13		3.3% 3.6% 3.7%
2001 - 12		2.9% 2.9% 3.1%	2001 - 12		4.1% 3.7% 3.5%

Working Days Lost	Apr to Sep	Ave. per person	Working Days Lost	Apr to Sep	Average per person
Dundee LPA	Days lost		Dundee LPA	Days lost	
Short	544		Short	57	
Medium	346		Medium	31	
Long Term	938		Long Term	158	
All Days Lost 2012-13	1828	4.1	All Days Lost 2012-13	246	4.1
All Days Lost 2011-12	1458	3.2	All Days Lost 2011-12	318	3.8
Percentage difference	25%		Percentage difference	-23%	

RESOURCES and ASSETS

STAFF: RANDOM DRUG TESTING

A programme of testing of both police officers and police staff is carried out. This supports the prevention and management of substance misuse within the police service in order to create and maintain healthy staff and enhance public trust in services delivered by the police. This programme does not prevent staff reporting concerns about suspected illegal activity by colleagues, which is acted upon. To date, no positive tests have been presented.

	Police Officers	Probationers	Police Staff	Special Constables	Monthly Total	Cumulative Total	Positive Results
Apr	8	4	1	0	13	13	0
May	0	0	0	0	0	13	0
Jun	8	4	1	0	13	26	0
Jul	0	0	0	0	0	26	0
Aug	4	10	0	0	14	40	0
Sep	9	3	1	0	13	53	0

STAFF TRAINING and DEVELOPMENT

COURSES

2012/13	Last three months			Cumulative
	Jul	Aug	Sep	Apr to Sep
Number of courses held	41	80	152	602
Maximum student places available	397	842	1032	4559
Total number of students attending	390	818	995	4361
Percentage of uptake	98%	97%	96%	96%
Total number of training days delivered	423	575	1031	4786

SATISFACTION

To what extent do you agree with each of the following statements	April -Sep 2012
The pre-course information was ... received in sufficient time appropriate and with necessary detail clear and easily understood	95.5%
	95.3%
	97.0%
The content of the course was ... well structured easy to follow delivered effectively	98.9%
	99.4%
	99.8%
The course itself was ... well organised the correct length sufficient for my objectives relevant to my objectives	98.4%
	91.8%
	97.6%
	97.8%
Taking everything into consideration, the course met my expectations	98.8%

499 responses

The tables above demonstrates the investment made in the training and development of employees. Evaluation of courses by attendees shows high levels of satisfaction demonstrated by staff with respect to the training and development opportunities provided.

RESOURCES and ASSETS

FLEET (results available up to August)

The table below presents data covering use of police vehicles, and makes comparison with results for last year. Accident reports (damage to police vehicles) have reduced by 6% overall, with variation within Local Policing Areas.

Accidents involving police vehicles have increased by 6%, mainly affected by incidents within Dundee Local Policing Area.

Total mileage covered by vehicles has increase by nearly 12%, mostly affected by the geography relating to Perth & Kinross Policing Area, and average fuel consumption has increased minimally.

Budget Position @ (month in arrears)	2012/13	2011/12	Percentage Point Change
Percentage of total spend	40.2%	39.1%	1.1

Vehicle Accident Reports	2012/13	2011/12	Percentage Point Change
Accidental	71	80	-11.3%
Body Fluid	9	7	28.6%
Mis-fuel	0	0	***
Unreported	23	23	0.0%
Vandalism	6	6	0.0%
Total	109	116	-6.0%

Accidents per Local Policing Area	2012/13	2011/12	Percentage Point Change
Dundee	28	21	33.3%
Angus	28	39	-28.2%
Perth & Kinross	28	30	-6.7%
Headquarters Division	25	26	-3.8%
Total	109	116	6.0%

Fleet Mileage per Local Policing Area	2012/13	2011/12	Percentage Point Change
Dundee	448,107.00	437,952.00	2.3%
Angus	487,110.00	428,624.00	13.6%
Perth & Kinross	673,497.00	533,291.00	26.3%
Headquarters Division	356,255.00	357,361.00	-0.3%
Total	1,964,969	1,757,228	11.8%

Average Fuel Consumption (mpg) per LPA	2012/13	2011/12	Percentage Point Change
Dundee	31.4	30.9	0.5
Angus	32.1	30.6	1.5
Perth & Kinross	31.3	29.7	1.6
Headquarters Division	31.8	30.5	1.3
Average	31.7	30.4	1.2

RESOURCES and ASSETS

FINANCE: INVOICE AND PAYROLL PROCESSING

The table below demonstrates target times for key finance and payroll processes and shows comparison with the previous year.

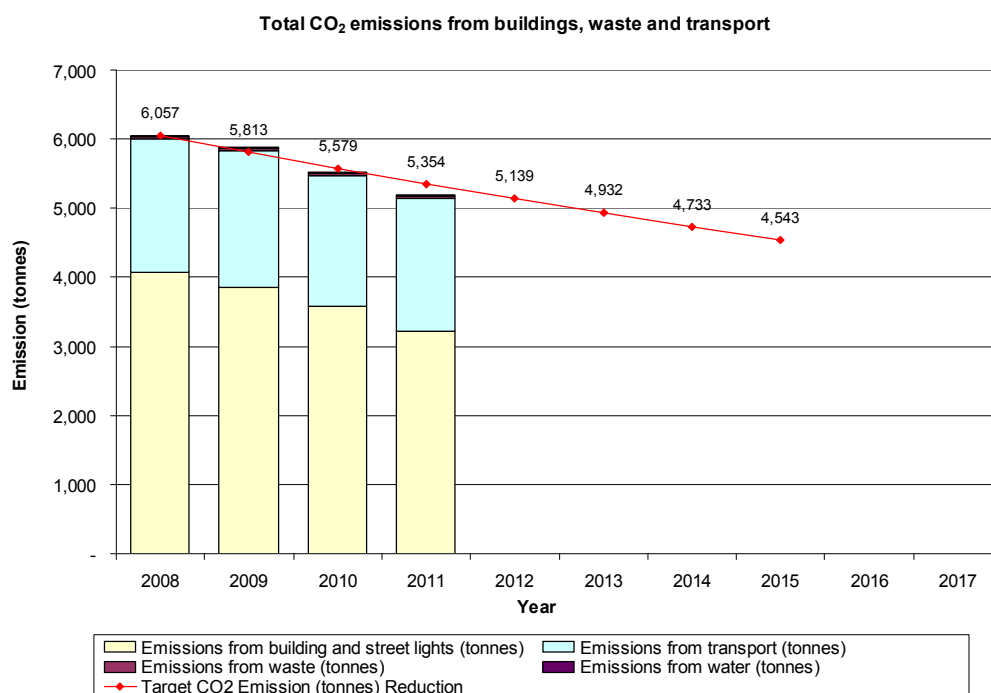
April to August

	2012/13	2011/12	Change (p.p/%)
Invoices processed within 15 days	50%	45%	5
Invoices processed within 30 days	96%	94%	2
Proportion of all payments made by electronic means	92%	92%	0
Invoices issued within 5 working days of receipt of request	100%	98%	2
Working days between period close and distribution of management reports	18	16	13%
Percentage of Payroll errors - related to Pay Section	100%	63%	37
Percentage of Payroll errors - related to provision of information	0%	14%	-14
Percentage of Payroll unavoidable errors - related to advance payment	0%	23%	-23

CARBON FOOTPRINT

Carbon Management Plan

Data is produced annually and covers Tayside. The chart below shows the most recent statistics. Our plan to reduce from 6,000 tonnes CO₂ (Fiscal Year 08/09 output) to 4,500 tonnes by the end of 2015 is slightly ahead of target at 5,188tonnes (end of FY11 target is 5,354 tonnes).

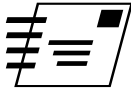




This document can be viewed in large format by increasing the screen magnification by zooming in.



You can listen to this document as a PDF file by clicking on the 'View', menu, selecting 'Read out aloud' and ensuring your volume control is turned up.



Ongoing improvement depends on feedback from contributors and users and we would welcome your views. If you require further information about this report please use the contact below.

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