



Performance with our  
Platform for Success

Aberdeenshire Division  
Public Performance Report

Quarter 3 – 2008/2009



**GRAMPIAN**  
P • O • L • I • C • E

*Keeping our communities safe*

## 2. SERVICE RESPONSE

The area of Service Response relates to how Grampian Police respond to the public, including the development of Total Community Policing, refining Force Service Centre capability, and prioritising public satisfaction.

### 2.1 PUBLIC SATISFACTION

#### ***Level of Service User Satisfaction***

Statistics on the level of Service User Satisfaction are required to be reported on an annual basis to the Scottish Government and other authorities. The new programme established for 2008/2009 has continued during quarter 3. This has involved telephone surveys conducted by the Force Service Centre, which aim to conduct 200 surveys each month (600 per quarter), of individuals who have been in contact with Grampian Police.

During quarter 3, 527 people were contacted and 459 agreed to be surveyed. Service user satisfaction has improved with 91.3% of those surveyed during quarter 3 either very or fairly satisfied with initial police contact. This is an increase from 87.9% in quarter 2. Satisfaction has improved in all other areas including 93.7% being satisfied with their treatment by staff at initial contact. While 20.9% replied that they had not been kept adequately informed of progress, this is an improvement from quarter 2.

It should be noted that statistics for previous quarters have been updated, as surveys for previous quarters are completed. Statistics for the current quarter will also change in subsequent quarters once all surveys are completed.

Annual Statistics - Satisfaction with initial Police contact - FORCE	2007/2008	Q1 08/09	Q2 08/09	Q3 08/09
Very satisfied	50.7%	53.2%	51.4%	51.2%
Fairly satisfied	41.8%	39.9%	36.5%	40.1%
Neither Satisfied nor Dissatisfied	2.7%	3.5%	5.5%	4.1%
Fairly Dissatisfied	3.2%	2.0%	3.0%	2.6%
Very Dissatisfied	1.0%	1.3%	1.5%	1.1%
No response	0.5%	0.2%	2.0%	1.0%

Annual Statistics – Satisfaction with the actions taken by Police to resolve the enquiry - FORCE	2007/2008	Q1 08/09	Q2 08/09	Q3 08/09
Very satisfied	-	49.0%	45.9%	51.6%
Fairly satisfied	-	38.4%	36.5%	34.6%
Neither Satisfied nor Dissatisfied	-	6.1%	6.1%	3.5%
Fairly Dissatisfied	-	4.5%	5.2%	5.2%
Very Dissatisfied	-	1.3%	2.4%	3.1%
No response	-	0.6%	3.5%	2.2%

Annual Statistics – Kept adequately informed on progress - FORCE	2007/2008	Q1 08/09	Q2 08/09	Q3 08/09
Yes	44.0%	43.2%	42.9%	34.4%
No	22.9%	17.8%	28.2%	20.9%

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Not applicable	29.1%	38.4%	23.9%	44.7%
No response	4.0%	0.7%	0%	0%

Annual Statistics – Satisfaction with their treatment by staff at initial contact - FORCE	2007/2008	Q1 08/09	Q2 08/09	Q3 08/09
Very satisfied	-	57.0%	60.0%	59.9%
Fairly satisfied	-	37.4%	31.8%	33.8%
Neither Satisfied nor Dissatisfied	-	3.5%	3.7%	3.5%
Fairly Dissatisfied	-	0.7%	1.0%	1.0%
Very Dissatisfied	-	1.2%	1.3%	1.0%
No response	-	0.3%	2.4%	1.5%

Annual Statistics – Satisfaction with treatment by officers who attended - FORCE	2007/2008	Q1 08/09	Q2 08/09	Q3 08/09
Very satisfied	-	57.0%	58.5%	66.5%
Fairly satisfied	-	36.6%	32.6%	26.8%
Neither Satisfied nor Dissatisfied	-	2.2%	4.8%	0%
Fairly Dissatisfied	-	2.4%	1.0%	2.1%
Very Dissatisfied	-	1.6%	2.6%	1.0%
No response	-	0.3%	1.0%	4.1%

Annual Statistics – Satisfaction with the overall way Grampian Police dealt with the matter - FORCE	2007/2008	Q1 08/09	Q2 08/09	Q3 08/09
Very satisfied	36.1%	47.2%	44.9%	50.3%
Fairly satisfied	36.1%	38.2%	38.7%	36.8%
Neither Satisfied nor Dissatisfied	6.5%	6.8%	6.9%	4.8%
Fairly Dissatisfied	11.2%	3.8%	4.2%	4.4%
Very Dissatisfied	3.5%	2.3%	4.2%	3.3%
No response	6.7%	1.7%	1.2%	0.5%

**Proportion of 999 Calls Answered within 10 seconds (SPI)**

FORCE	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09
Total 999 calls	14487	15355	14702	-	14350	15887	14907
Answered within 10 seconds	13409	14055	13298	-	12771	13890	13491
% Answered within 10 seconds	92.6%	91.5%	90.5%	-	89.0%	87.4%	90.5%

*National Target – 90%. 999 Call data is not available for Quarter 4 2007/2008, due to refurbishment of the Force Control Room.*

During quarter 3, the proportion of 999 calls answered within 10 seconds has increased to 90.5%, an increase of 3.1% since the previous quarter. This is a return to a position above the national target of 90%, following several quarters where the proportion decreased. It is assessed that the increase in staffing levels within the Force Control Room (FCR) has contributed to the improvement, which was predicted in the last report.

### Number of Telephone Calls and Incidents

Non-Emergency Call Performance (NI) – FORCE	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09
Non-Emergency Calls Received	122461	122342	102406	89909	96273	98001	88794
Non-Emergency Call Performance (LI) - FORCE	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09
Non-Emergency Calls Answered	98619	99454	87506	83537	90374	93285	86304
% Answered	80.5%	81.3%	85.5%	92.9%	94.0%	95.2%	97.2%
% Answered within 40 seconds	-	-	-	-	84%	87%	90%

Incidents (Command and Control System) - DIVISION	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09
Aberdeen	22251	22445	20324	20270	21161	22871	21261
Aberdeenshire	12733	12701	11730	11969	12621	13460	12516
Moray	5952	6482	5639	5344	6008	6462	5523

Aberdeenshire have seen a decrease in the number of incidents raised by members of the public this quarter compared to last quarter. However they have risen 786 compared to the same period last year.

### Time Taken to Respond to Emergency Calls (In Grampian Police, this refers to 'Grade 1' calls where an emergency response is required)

FORCE	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09
Total number of emergency response calls	1830	1619	1650	1288	1347	1426	1334
Total number responded to within Force target response time*	-	-	-	-	-	1333	1205
% responded to within Force target response time	-	-	-	-	-	93.5%	90.3%
Average response time (minutes)	-	-	-	-	7m32s	7m44s	7m10s**

\*The Force target response times for Grade 1 calls are 10 minutes for Aberdeen Division and 25 minutes for Aberdeenshire and Moray Divisions.

\*\*This relates to the average response times for all Grade 1 calls as per the National Indicator. For Aberdeen Division the average response time was 6m05s, for Aberdeenshire it was 9m55s and 7m14s in Moray Division.

### Deployments of Mobile Police Offices

Deployments of Mobile Police Offices	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09
Aberdeen	-	12	13	46	17	38	30
Aberdeenshire	-	26	40	53	30	67	80
Moray	-	32	47	36	41	37	53
<b>Force Total</b>	-	<b>70</b>	<b>100</b>	<b>135</b>	<b>88</b>	<b>142</b>	<b>163</b>

Aberdeenshire have increased deployment of the mobile Police Office by 50% this quarter compared to the same quarter period last year. During this quarter the mobile Police Office has been deployed for various initiatives. Not only has it been utilised in various Inspector Areas for Community Initiatives in rural villages, but it has also been utilised in respect of Winter Driving Initiative and an anti shoplifting initiative during December. The Mobile Police Office was also utilised for major enquiries.

### Number of CrimeFiles

Crimefile is a software package on our computer systems used to record crimes reported to Police. One crimefile may contain one or more charges, dependant on the crime committed and a variety of other factors.

Number of CrimeFiles - DIVISION	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09
Aberdeen	8153	7619	7547	7554	7688	7645	7465
Aberdeenshire	4384	3961	3812	3844	4365	4334	4082
Moray	2215	2109	1972	1927	1985	1945	1868

Aberdeenshire has seen an increase of 270 in the number of Crimefiles raised this quarter compared to the same period last year.

## 2.2 FORCE REPUTATION AND STANDARDS

### Complaints about Police Officers and Police Staff (SPI) and Service Complaints (SPI)

FORCE	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09
Total Complaints	68	91	63	77	89	96	104
Total number of Incidents	40936	41629	37695	37777	39795	42793	39300
Complaints per 10,000 incidents recorded	16.6	21.9	16.7	20.4	22.4	22.4	26.5
Number of allegations arising from complaints	-	-	-	-	173	229	272
Number of allegations where action is taken*	-	-	-	-	13	32	23
Number of Service Complaints	18	21	28	19	27	20	27
Number of Service Complaints per 10,000 population	0.34	0.40	0.53	0.36	0.51	0.38	0.51

*Due to additions to the complaints indicators for 2008/2009, not all statistics are available for 2007/2008.*

*\*Action includes action by Crown Office Procurator Fiscal Service, action in terms of police conduct regulations/staff discipline procedures or action outwith police conduct regulations/staff discipline procedure, e.g., diversion to training or redeployment.*

The structure of this indicator was revised for the current year of 2008/2009 and some of this indicator data was previously unavailable. However, following a review, data is now available for the number of complaints and service complaints for 2007/2008. The number of complaints has increased slightly during quarter 3 to 104, although this relates to a small increase of 0.13 per 10,000 incidents recorded. Twenty-seven service complaints have been received, which is 1 lower than quarter 3 in 2007/2008.

Of the 104 complaints received this quarter 19 of them relate to staff in Aberdeenshire.

2.3 OTHER NATIONAL INDICATORS

**Number of Missing Person Incidents - Aberdeenshire**

Reported Missing Persons - ABERDEENSHIRE by Risk Category	Q1 07/08	Q2 07/08	Q3 07/08	Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09
High	7	11	14	25	33	13	19
Medium	21	32	43	42	41	51	29
Low	9	20	40	66	83	88	77
<b>Total</b>	<b>37</b>	<b>63</b>	<b>97</b>	<b>133</b>	<b>157</b>	<b>152</b>	<b>125</b>

Missing Persons has increased by 28 this quarter compared to the same period last year, increasing from 97 to 125. Of these 125 missing persons we still have 1 long term missing person who we are still endeavouring to trace.

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