



**SCOTTISH
POLICING
PERFORMANCE FRAMEWORK
2008/09**

SCOTTISH POLICING PERFORMANCE FRAMEWORK

SERVICE RESPONSE

PUBLIC REASSURANCE & COMMUNITY SAFETY

CRIMINAL JUSTICE & TACKLING CRIME

SOUND GOVERNANCE & EFFICIENCY

CONTACTS FOR FURTHER INFORMATION



**safer
scotland**
SCOTTISH GOVERNMENT

SERVICE RESPONSE

HIGH LEVEL OBJECTIVES

- Improve public satisfaction with service delivery
- Increase public confidence in policing

PERFORMANCE INDICATORS 2008/09

OUTCOMES	<ul style="list-style-type: none">■ Complaints about police officers and police staff■ Service complaints Survey-based measures: <ul style="list-style-type: none">■ User satisfaction with service provided■ Public confidence in the police
ACTIVITIES	<ul style="list-style-type: none">■ Proportion of 999 calls answered within 10 seconds■ Time taken to respond to emergency calls
INPUTS	<ul style="list-style-type: none">■ Expenditure on call management
CONTEXT†	<ul style="list-style-type: none">■ Number of telephone calls and incidents■ Number of sudden deaths reported to the Procurator Fiscal■ Number of missing persons incidents

† Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the demands on a police force and the environment they operate within.

PUBLIC REASSURANCE & COMMUNITY SAFETY

HIGH LEVEL OBJECTIVES

- Support the delivery of safer communities
- Preserve and restore public order
- Investigate crime effectively
- Contribute to the reduction of crime
- Contribute to increased public reassurance

PERFORMANCE INDICATORS 2008/09

OUTCOMES	<ul style="list-style-type: none">■ Number of recorded crimes and offences■ Detection rate for recorded crimes and offences■ Number of racist incidents and racially motivated crimes■ Number and percentage of racially motivated crimes detected■ Number of persons killed or injured in road accidents■ Offenders managed under MAPPA who are re-convicted or breach conditions <p>Survey-based measures:</p> <ul style="list-style-type: none">■ Experience of antisocial behaviour■ Perception of the general crime rate in the local area■ Victimization rates for personal and household crime■ Level of personal and household crime and the proportion reported to the police
ACTIVITIES	<ul style="list-style-type: none">■ Volume of forensic services provided
INPUTS	<ul style="list-style-type: none">■ Expenditure on crime management■ Expenditure on community safety■ Expenditure on public order■ Expenditure on traffic management■ Number of Special Constables and the hours they are on duty
CONTEXT†	<ul style="list-style-type: none">■ Number of registered sex offenders■ Number of domestic abuse incidents■ Number of problem drug users■ Number of individuals brought into custody

† Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the demands on a police force and the environment they operate within.

CRIMINAL JUSTICE & TACKLING CRIME

HIGH LEVEL OBJECTIVES

- Contribute to an effective, efficient and accessible criminal justice system
- Assist in safeguarding national security
- Tackle serious organised crime

PERFORMANCE INDICATORS 2008/09

OUTCOMES	<ul style="list-style-type: none">■ Percentage of criminal cases dealt with in 26 weeks■ Overall re-conviction rate■ Value of criminal assets confiscated as a result of SCDEA activity
ACTIVITIES	<ul style="list-style-type: none">■ Number and percentage of reports submitted to the Procurator Fiscal within 28 calendar days■ Number and percentage of reports submitted to the Children's Reporter within 14 calendar days■ Number of individuals reported to the Procurator Fiscal where proceedings were not taken■ Use of alternatives to court■ Weight of Class A drug seizures and number of supply and possession with intent to supply offences recorded
INPUTS	<ul style="list-style-type: none">■ Expenditure on support for the criminal justice system
CONTEXT†	

† Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the demands on a police force and the environment they operate within.

SOUND GOVERNANCE & EFFICIENCY

HIGH LEVEL OBJECTIVES

- Manage resources effectively and efficiently
- Operate in a manner that is ethical, accountable and transparent

PERFORMANCE INDICATORS 2008/09

OUTCOMES	<ul style="list-style-type: none">■ Value of efficiency savings generated by forces■ Value of efficiency savings generated by the SPSA
ACTIVITIES	<ul style="list-style-type: none">■ Proportion of working time lost to sickness absence■ Turnover rates for police officers and police staff■ Proportion of salary costs accounted for by overtime■ Proportion of time vehicles are available for use■ Scottish Police College course utilisation rate
INPUTS	<ul style="list-style-type: none">■ Number of police officers and police staff■ Staffing profile by declared disability, ethnicity and gender■ Total expenditure on salaries, operating costs and capital■ Expenditure on support services and management■ Expenditure per resident■ SPSA expenditure
CONTEXT†	<ul style="list-style-type: none">■ Number of freedom of information requests and questions

† Context measures are not measures of performance, rather they are designed to provide contextual information to allow a better understanding of the demands on a police force and the environment they operate within.

SCOTTISH POLICING PERFORMANCE FRAMEWORK

The Scottish Policing Performance Framework (SPPF) was first launched across Scotland in April 2007. The SPPF is the product of significant collaborative working between the Association of Chief Police Officers in Scotland (ACPOS), the eight Scottish Police Forces, the Scottish Government, Her Majesty's Inspectorate of Constabulary for Scotland (HMICS), Audit Scotland, the Scottish Police Authorities Conveners' Forum and the Scottish Police Services Authority (SPSA).

The key aims of the SPPF are:

- to develop a single suite of performance measures which reflects the breadth and variety of policing activity across Scotland;
- to create a framework which supports managers throughout the police service in understanding, reflecting on and improving performance so that forces can provide more effective policing within Scottish communities;
- to provide a mechanism for improved accountability at local and national levels through the publication of consistent and transparent performance information, which will support the Scottish Government, Police Authorities and the general public in their understanding of policing performance; and
- to provide a basis for robust performance management and, in turn, performance improvement.

Stronger links have been made with the ACPOS Scottish Strategic Assessment and the areas considered very high risk within this. The SPPF also takes account of the Scottish Government's Purpose and Strategic Objectives and the associated national indicators that relate to criminal justice. The Accounts Commission's Statutory Performance Indicators are also incorporated within the SPPF.

The Scottish Government is committed to working with ACPOS and other police stakeholders to deliver increased policing capacity in Scotland's communities. As performance indicators are developed to demonstrate the delivery of this commitment and forces' effective use of the increased capacity, these will be incorporated into the SPPF.

SCOTTISH POLICING PERFORMANCE FRAMEWORK

The SPPF is divided into four areas, designed to capture the breadth of policing activity. The four areas are:

- **SERVICE RESPONSE;**
- **PUBLIC REASSURANCE & COMMUNITY SAFETY;**
- **CRIMINAL JUSTICE & TACKLING CRIME;**
- **SOUND GOVERNANCE & EFFICIENCY.**

In each of the four areas of policing, High Level Objectives have been identified which reflect the fundamental aims of that area. The performance indicators contained within these areas are divided into Inputs (the resource committed), Activities (the activity or process used) and Outcomes (what is achieved). Additionally, there are Context measures, which are not measures of performance, but are designed to provide contextual information on the demands on a police force and the environment they operate within.

It is acknowledged within the police service in Scotland that effective policing is based on sound partnerships. This is reflected in the High Level Objectives within the SPPF. In order to encourage a partnership approach, there are also a number of performance indicators within the SPPF which should be considered partnership indicators. These indicators include the Scottish Government's national indicators and a number of other performance indicators which will rely upon the contribution of a range of partners for successful delivery.

The SPPF structure has also been designed to support the measurement and reporting of local priorities and indicators, in accordance with the principles of Best Value. By incorporating the SPPF in their performance reports, forces can ensure greater consistency and transparency when reporting performance information to Police Authorities and the public throughout Scotland.

The findings of the 2007/08 SPPF will be publicly reported on by HMICS in Autumn 2008. The findings of this iteration of the SPPF will be reported in the same manner in Autumn 2009.

CONTACTS FOR FURTHER INFORMATION

Further information on the SPPF and the performance indicators contained within it can be found at the following website:

<http://www.scotland.gov.uk/publications>

Should you have any additional questions or comments, or require further copies of the SPPF, please do not hesitate to contact:

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GLOSSARY

ACPOS	Association of Chief Police Officers in Scotland
HMICS	Her Majesty's Inspectorate of Constabulary for Scotland
MAPPA	Multi Agency Public Protection Arrangements
SCDEA	Scottish Crime and Drug Enforcement Agency
SPSA	Scottish Police Services Authority