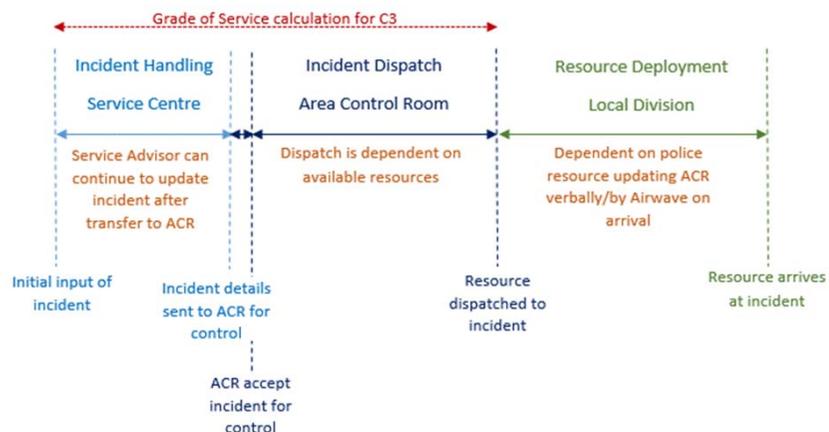


Response Times Stages



Police response times are based on incident handling and measure the time taken from the initial input to the incident (first keystroke in a new incident) to the time of arrival of the resource at scene (officer updating the ACR via their airwave). The police response time is thereafter broken down into its component parts, giving an indication of efficiency at each stage.

Incident Handling – Service Centre

This is the measure of time from creation of a command and control incident by a service adviser until the time the incident is sent to the relevant ACR for control. For the Police Scotland Service Centre (PSSC) this calculation is the difference between two timestamps: time the incident is created (first keystroke on a new incident, known as initial input) and the time the incident is sent to the ACR for control.

This measure is specifically for police response to incidents reported by the public, but is not a measure of the amount of time a member of the public spends speaking to a service adviser. Instead this measures the length of time a service adviser retains an incident on STORM Unity until notifying the ACR. The incident may continue to be updated by the service adviser with real time information even after it has been accepted at the ACR for control and a resource has been dispatched.

Incident Dispatch – Area Control Room

This is the measure of time from the incident being accepted for control at the ACR until a resource has been dispatched to the incident location. For PSSC this calculation is the difference between the two relevant timestamps.

This measure is specifically for police response to incidents reported by the public, and measures the time taken by a controller to read the information contained on the incident, make a risk assessment using all information available, then find and dispatch a suitable resource. If there is only very limited information available due to the incident being transferred by a service adviser quickly with minimal information, this time may be delayed whilst the incident is updated with more information for a robust risk assessment, it may also be delayed due to there being no resources available to dispatch.

Resource Deployment – Local Division

This is the measure of time from the first resource being dispatched to the incident location until the time first resource arrives at scene (not necessarily the first resource that was dispatched, but the resource which arrived fastest). The arrival time relies on the resource which arrives at scene to update the ACR, either verbally via their airwave or preferably by automatic means via their airwave by pressing the appropriate soft key.

For the PSSC this measure is specifically for police response to incidents reported by the public and may be considered as the “travel time”. For North region this measure is for all incidents where a resource attends and therefore may be artificially reduced due to the travel time for some incidents being zero – i.e. a unit on patrol discovers an incident and is already at scene so does not have to travel.

Overall Response Time

This is the overall measure from the first point of contact with the Police to the resource arriving at scene.

A calculation is made between the times of initial input of the incident on STORM until the time the first resource arrives at scene.

***Incident Handling (Service Centre) Time:** One of the time stamp fields which is used to calculate this time is overwritten each time the incident is transferred to the ACR. For instance if a call was disposed but subsequently reopened for updates and transferred to the ACR, this time would be corrupted. This can cause the AVERAGE incident handling time to be skewed in such a way that it appears to take longer to handle a call than it does to take the call and attend the incident. As a result any incidents which have a transfer to ACR time which is later than the first resource allocated to incident time is discounted. This only affects this one timestamp, all others are unaffected.*

Data extracted and provided by APU from STORM Unity on for A Division showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month. Figures are based on resourced incidents where a call is received from the public, incident raised and transferred to ACR, then a resource dispatched which subsequently arrives at scene. Linked incidents and diary calls are excluded. Any incidents not dispatched within the grade of service timescales that are left open/scheduled for a future date will be included in the average calculation.

The control room function for A Division moved from Aberdeen to Dundee on 01 April 2017, and as a result of this a number of processes have changed. Response times for reporting periods extracted from the current STORM Unity system use the following indicators:

- Overall Response Time = Incident created to At Scene;
- Incident Handling = Incident Created to Transfer Accepted;
- Incident Dispatch = Incident Created to Resource Dispatched;
- Resource Deployment = Resource Dispatched to Arrive at Scene;

N DIVISION BREAKDOWN

April 2017 until January 2018 – Data extracted and provided by APU from STORM for N Division showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month.

February 2018 - March 2018 - Data extracted and provided by APU from STORM Unity for N Division showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month.

The transition of services from Inverness Area Control Room (ACR) and Service Centre (SC) to the North ACR, Dundee and Police Scotland Service Centre (PSSC) was successfully carried out on 06 February 2018 so only a partial return is available for February 2018.

Note 1 - Figures include all resourced incidents (except diary calls) including those which have been generated by police, e.g. pre planned events such as firearms operations or spontaneous deployment to deal with ongoing crime.

Note 2 - Figures are based on resourced incidents where a call is received from the public, incident raised and transferred to ACR, then a resource dispatched which subsequently arrives at scene. Linked incidents and diary calls are excluded. Any incidents not dispatched within the grade of service timescales that are left open/scheduled for a future date will be included in the average calculation.

RESPONSE TIMES - NE SUB DIVISION

NORTH HIGHLANDS

Grade 1 Incidents	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Monthly Number of Grade 1 incidents (based on all resourced incidents ¹)	6	8	8	10	16	17	8	12	10	11	49	57
Monthly Number of Grade 1 incidents (based on responding to the public ²)	6	4	3	6	14	16	7	11	10	9	48	56
Incident Handling - Service Centre (monthly avg. time)	0:01:05	0:00:59	0:02:19	0:02:57	0:05:09	0:02:58	0:02:19	0:01:23	0:01:24	0:01:46	0:00:31	0:00:31
Incident Dispatch - Area Control Room (monthly avg. time)	-	-	-	-	-	-	-	-	-	-	0:02:47	0:01:53
Resource Deployment - Local Division (monthly avg. time)	0:11:09	0:08:49	0:11:30	0:05:24	0:17:50	0:21:07	0:19:15	0:12:57	0:25:16	0:06:30	0:15:08	0:25:37
Overall Response Time (monthly avg. time)	0:12:14	0:09:48	0:13:50	0:08:21	0:23:00	0:24:06	0:21:34	0:14:20	0:26:40	0:08:17	0:18:47	0:28:13

Incident handling and incident dispatch times must be below 5 minutes to achieve Grade of Service for Grade 1 incidents. Table shows the percentage of calls which achieve this grade of service.

Grade 2 Incidents	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Monthly Number of Grade 2 incidents (based on all resourced incidents ¹)	420	470	432	496	550	504	493	424	515	439	339	430
Monthly Number of Grade 2 incidents (based on responding to the public ²)	409	460	419	484	535	498	481	412	502	421	327	417
Incident Handling - Service Centre (monthly avg. time)	0:06:54	0:06:08	0:06:13	0:08:58	0:06:26	0:07:35	0:04:45	0:04:52	0:06:07	0:07:39	0:00:42	0:00:43
Incident Dispatch - Area Control Room (monthly avg. time)	-	-	-	-	-	-	-	-	-	-	0:10:49	0:06:02
Resource Deployment - Local Division (monthly avg. time)	0:21:59	0:23:43	0:25:15	0:25:53	0:27:58	0:25:27	0:26:36	0:24:45	0:23:41	0:25:43	0:24:24	0:24:30
Overall Response Time (monthly avg. time)	0:28:53	0:29:51	0:31:28	0:34:51	0:34:24	0:33:03	0:31:21	0:29:37	0:29:49	0:33:23	0:36:29	0:31:41

Incident handling and incident dispatch times must be below 15 minutes to achieve Grade of Service for Grade 2 incidents. Table shows the percentage of calls which achieve this grade of service.

Grade 3 Incidents	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Monthly Number of Grade 3 incidents (based on all resourced incidents ¹)	1207	1545	1349	1379	1405	1366	1451	1339	1235	1307	488	594
Monthly Number of Grade 3 incidents (based on responding to the public ²)	667	750	693	800	830	762	725	660	755	614	446	535
Incident Handling - Service Centre (monthly avg. time)	0:22:00	0:27:39	0:26:45	0:30:55	0:34:51	0:36:09	0:28:49	0:25:00	0:26:33	0:26:09	0:34:19	0:01:00
Incident Dispatch - Area Control Room (monthly avg. time)	-	-	-	-	-	-	-	-	-	-	2:14:34	2:27:14
Resource Deployment - Local Division (monthly avg. time)	0:36:21	0:34:10	0:39:13	0:40:52	0:37:25	0:32:11	0:32:23	0:39:03	0:37:29	0:42:19	0:56:02	0:55:27
Overall Response Time (monthly avg. time)	0:58:21	1:01:49	1:05:59	1:11:47	1:12:17	1:08:20	1:01:12	1:04:03	1:04:02	1:08:29	3:34:49	3:17:16

Incident handling and incident dispatch times must be below 40 minutes to achieve Grade of Service for Grade 3 incidents. Table shows the percentage of calls which achieve this grade of service.

N DIVISION BREAKDOWN

April 2017 until January 2018 – Data extracted and provided by APU from STORM for N Division showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month.

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Note 2 - Figures are based on resourced incidents where a call is received from the public, incident raised and transferred to ACR, then a resource dispatched which subsequently arrives at scene. Linked incidents and diary calls are excluded. Any incidents not dispatched within the grade of service timescales that are left open/scheduled for a future date will be included in the average calculation.

RESPONSE TIMES - NA SUB DIVISION

INVERNESS

Grade 1 Incidents	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Monthly Number of Grade 1 incidents (based on all resourced incidents ¹)	18	23	24	29	33	14	17	14	15	26	59	90
Monthly Number of Grade 1 incidents (based on responding to the public ²)	16	16	23	25	29	13	14	12	13	24	59	88
Incident Handling - Service Centre (monthly avg. time)	0:02:44	0:01:00	0:03:02	0:01:58	0:02:24	0:01:55	0:02:38	0:01:30	0:01:39	0:01:38	0:00:28	0:00:31
Incident Dispatch - Area Control Room (monthly avg. time)	-	-	-	-	-	-	-	-	-	-	0:01:34	0:02:01
Resource Deployment - Local Division (monthly avg. time)	0:11:49	0:11:58	0:08:21	0:07:28	0:09:44	0:11:27	0:07:40	0:06:23	0:09:44	0:07:35	0:11:37	0:13:32
Overall Response Time (monthly avg. time)	0:14:34	0:12:58	0:11:23	0:09:26	0:12:09	0:13:23	0:10:18	0:07:54	0:11:24	0:09:13	0:13:54	0:16:31

Incident handling and incident dispatch times must be below 5 minutes to achieve Grade of Service for Grade 1 incidents. Table shows the percentage of calls which achieve this grade of service.

Grade 2 Incidents	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Monthly Number of Grade 2 incidents (based on all resourced incidents ¹)	712	768	847	793	882	843	703	678	796	758	539	791
Monthly Number of Grade 2 incidents (based on responding to the public ²)	699	751	829	774	865	825	695	663	780	728	523	764
Incident Handling - Service Centre (monthly avg. time)	0:07:48	0:06:22	0:10:10	0:11:42	0:11:27	0:11:26	0:05:26	0:05:49	0:06:04	0:07:54	0:00:46	0:00:43
Incident Dispatch - Area Control Room (monthly avg. time)	-	-	-	-	-	-	-	-	-	-	0:07:32	0:08:21
Resource Deployment - Local Division (monthly avg. time)	0:17:01	0:15:10	0:16:36	0:16:26	0:16:44	0:20:18	0:14:36	0:17:37	0:16:38	0:17:31	0:18:24	0:18:47
Overall Response Time (monthly avg. time)	0:24:49	0:21:33	0:26:46	0:28:08	0:28:12	0:31:44	0:20:03	0:23:26	0:22:42	0:25:25	0:27:07	0:29:50

Incident handling and incident dispatch times must be below 15 minutes to achieve Grade of Service for Grade 2 incidents. Table shows the percentage of calls which achieve this grade of service.

Grade 3 Incidents	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Monthly Number of Grade 3 incidents (based on all resourced incidents ¹)	1307	1439	1340	1418	1475	1395	1367	1295	1216	1327	540	682
Monthly Number of Grade 3 incidents (based on responding to the public ²)	894	989	895	1006	973	930	868	730	778	764	496	603
Incident Handling - Service Centre (monthly avg. time)	0:42:45	0:41:08	0:54:35	0:38:22	0:56:24	0:42:30	0:37:36	0:38:25	0:36:54	0:45:49	0:00:57	0:00:57
Incident Dispatch - Area Control Room (monthly avg. time)	-	-	-	-	-	-	-	-	-	-	2:13:40	2:33:58
Resource Deployment - Local Division (monthly avg. time)	0:53:17	0:28:28	0:27:39	0:25:45	0:29:25	0:28:52	0:28:23	0:28:54	0:33:41	0:27:32	0:33:17	0:55:32
Overall Response Time (monthly avg. time)	1:36:03	1:09:37	1:22:15	1:04:08	1:25:50	1:11:23	1:06:00	1:07:19	1:10:36	1:13:21	3:00:09	3:30:46

Incident handling and incident dispatch times must be below 40 minutes to achieve Grade of Service for Grade 3 incidents. Table shows the percentage of calls which achieve this grade of service.

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Note 2 - Figures are based on resourced incidents where a call is received from the public, incident raised and transferred to ACR, then a resource dispatched which subsequently arrives at scene. Linked incidents and diary calls are excluded. Any incidents not dispatched within the grade of service timescales that are left open/scheduled for a future date will be included in the average calculation.

RESPONSE TIMES - NB SUB DIVISION

SOUTH HIGHLANDS

Grade 1 Incidents	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Monthly Number of Grade 1 incidents (based on all resourced incidents ¹)	4	8	10	6	8	6	8	5	7	6	23	34
Monthly Number of Grade 1 incidents (based on responding to the public ²)	3	6	7	5	7	5	8	4	6	4	23	33
Incident Handling - Service Centre (monthly avg. time)	0:01:07	0:02:02	0:04:09	0:02:16	0:01:23	0:01:11	0:02:40	0:02:18	0:02:33	0:01:28	0:02:34	0:00:28
Incident Dispatch - Area Control Room (monthly avg. time)	-	-	-	-	-	-	-	-	-	-	0:02:25	0:02:10
Resource Deployment - Local Division (monthly avg. time)	0:14:33	0:19:29	0:32:26	0:07:30	0:24:16	0:10:00	0:16:54	0:08:26	0:16:15	0:04:17	0:16:54	0:26:30
Overall Response Time (monthly avg. time)	0:15:40	0:21:32	0:36:35	0:09:46	0:25:39	0:11:12	0:19:34	0:10:44	0:18:49	0:05:45	0:20:17	0:29:25

Incident handling and incident dispatch times must be below 5 minutes to achieve Grade of Service for Grade 1 incidents. Table shows the percentage of calls which achieve this grade of service.

Grade 2 Incidents	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Monthly Number of Grade 2 incidents (based on all resourced incidents ¹)	299	331	327	351	380	364	335	292	324	276	269	292
Monthly Number of Grade 2 incidents (based on responding to the public ²)	288	314	310	337	372	351	325	285	310	270	257	282
Incident Handling - Service Centre (monthly avg. time)	0:05:03	0:09:13	0:07:41	0:05:46	0:06:57	0:07:42	0:04:53	0:05:21	0:06:47	0:05:29	0:00:43	0:00:45
Incident Dispatch - Area Control Room (monthly avg. time)	-	-	-	-	-	-	-	-	-	-	0:06:59	0:10:07
Resource Deployment - Local Division (monthly avg. time)	0:22:04	0:23:37	0:23:15	0:24:58	0:26:20	0:27:21	0:24:46	0:23:46	0:20:38	0:24:52	0:24:10	0:28:38
Overall Response Time (monthly avg. time)	0:27:07	0:32:51	0:30:56	0:30:45	0:33:18	0:35:03	0:29:39	0:29:08	0:27:26	0:30:22	0:32:23	0:40:17

Incident handling and incident dispatch times must be below 15 minutes to achieve Grade of Service for Grade 2 incidents. Table shows the percentage of calls which achieve this grade of service.

Grade 3 Incidents	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Monthly Number of Grade 3 incidents (based on all resourced incidents ¹)	1149	1278	1166	1250	1356	1184	1181	991	952	1072	313	359
Monthly Number of Grade 3 incidents (based on responding to the public ²)	579	663	633	739	768	644	550	511	541	537	267	317
Incident Handling - Service Centre (monthly avg. time)	0:35:19	0:26:42	0:25:32	0:24:09	0:42:19	0:30:26	0:19:27	0:23:25	0:25:29	0:22:26	0:00:53	0:00:47
Incident Dispatch - Area Control Room (monthly avg. time)	-	-	-	-	-	-	-	-	-	-	1:39:56	1:03:57
Resource Deployment - Local Division (monthly avg. time)	0:35:42	0:41:37	0:35:22	0:43:54	0:46:39	0:42:43	0:36:44	0:38:14	0:40:37	0:40:08	0:51:02	1:04:07
Overall Response Time (monthly avg. time)	1:11:01	1:08:20	1:00:54	1:08:04	1:28:59	1:13:09	0:56:11	1:01:39	1:06:06	1:02:35	5:42:20	2:06:14

Incident handling and incident dispatch times must be below 40 minutes to achieve Grade of Service for Grade 3 incidents. Table shows the percentage of calls which achieve this grade of service.