

# Scottish Police Authority Performance Summary 2022-23



SCOTTISH POLICE  
AUTHORITY  
ÙGH DARRAS POILIS NA H-ALBA



# Introduction

The Police Service of Scotland (Police Scotland) delivers a national police service across the length and breadth of Scotland.

The Scottish Police Authority (SPA) is the oversight body responsible for:

- Providing governance and accountability.
- Keeping policing under review.
- Promoting continuous improvement.
- Holding the Chief Constable to account.

As part of these responsibilities the SPA, in collaboration with Police Scotland, produces the Annual Report and Accounts each year, using sources of evidence from key partners and stakeholders, including the Chief Constable's annual assessment of policing, to report on progress and performance against the strategic police priorities, set out in the [Joint Strategy for Policing \(2020\)](#).

This **Performance Summary** document presents a selection of the key performance and financial figures provided in our full [Annual Report and Accounts for 2022-23](#). Further insight and analysis can be found in the full report, detailing key areas of activity, and more information on the improvement projects and campaigns which impact on future performance.



# Crime rates and detections

461,557

total crimes recorded in  
2022-23

0.2% lower than  
462,708 last year

4.7% lower than the  
5-year average of  
484,472

65%

overall detection rate

Only slightly lower than  
66% last year



## Group 1: non-sexual crimes of violence

*includes homicide, attempted murder, serious assault and domestic abuse*

10,322  
crimes this  
year

2.4% ↑  
higher than  
last year

18.1% ↑  
higher than the  
5-year average

62%  
detection  
rate



## Group 2: sexual crimes

*includes rape, sexual assault, prostitution, and public indecency*

14,602  
crimes this  
year

3.7% ↓  
lower than  
last year

6.8% ↑  
higher than the  
5-year average

53%  
detection  
rate



## Group 3: crimes of dishonesty

*includes housebreaking, theft of/from a vehicle, shoplifting, and fraud*

103,393  
crimes this  
year

13.3% ↑  
higher than  
last year

0.3% ↑  
higher than the  
5-year average

31%  
detection  
rate



## Group 4: fire-raising, malicious mischief etc

*includes fire-raising, malicious mischief and vandalism*

43,123  
crimes this  
year

2.7% ↓  
lower than  
last year

8.8% ↓  
lower than the  
5-year average

29%  
detection  
rate

# Public confidence in policing

38%

have confidence in the police in their local area

*(Police Scotland 'Your Police' survey' 2022-23)*

43%

think police do a very good / somewhat good job in their local area

*(SPA public polling 2023)*

84%

trust the police

*(Scottish Household Survey 2021)*

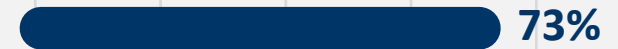
## Your Police

- Police Scotland public, [online survey](#) open to all
- Continues to be the largest of its kind in the UK
- **16,953** responses received in 2022-23
- **95** British Sign Language responses included



Feel very safe or fairly safe in their area

0% 20% 40% 60% 80% 100%



73%



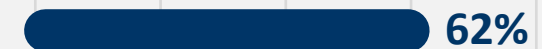
Strongly agree or agree that police listen to concerns of local people



30%



Strongly agree or agree that local police are friendly and approachable



62%

# Call handling and caller satisfaction

 999

741,801

calls to 999 during the year

9 seconds

average answer time

 101

1,443,125

calls to 101 during the year

4 minutes 27 seconds

average answer time

12% of incidents required an immediate response

44% of incidents required a prompt response

27% of incidents led to a crime being recorded

70%

overall satisfaction  
for those calling  
Police Scotland



74%

said it was easy  
or very easy to  
contact the  
police

65%

said the police  
provided the  
appropriate  
response

51%

felt they were  
adequately  
informed about  
progress made

## Key areas for improvement



Waiting times for 101  
non-emergency  
incidents



Recording incorrect  
details of incident



Lack of sympathy /  
compassion



Being passed between  
a number of different  
staff / departments



Lack of updates/follow  
up - no call backs



Not being taken  
seriously enough

# Forensic Services

23.1k

cases dealt with in 2022-23,  
compared to incoming cases of **21.8k**



6,090

open cases at year end,  
improved from last year's **7,470**



1.6 months

average age of open cases,  
improved from last year's **2.2** months



## Key activities this year include:

- Improvements in timeliness of drug driving casework
- Transfer of post-mortem toxicology from University of Glasgow
- New National Scenes Tasking Unit



UKAS accreditation  
maintained for the **25th**  
consecutive year



# SPA Corporate



**Recognition of Audit And Risk Approach** - winners of the CIPFA good governance and risk management 2022 award



**Thematic Reviews** - working with the Scottish Biometrics Commissioner to review the taking of biometric data by police



**Community Confidence Project** - working with partners to understand and improve confidence in policing



**New SPA Website** - raising the public profile of the Authority, increasing our publications and insights in support of trust and confidence in policing



**Public Polling** - programme of independent polling focused on trust and confidence in policing



**Partnership Events** - sharing good practice and strengthening partnership working in areas including children & young people



## **Improved Governance and Oversight**

- revised Governance and Accountability Framework
- strengthened corporate policies and procedures



**Legal Services** - ongoing provision of expert legal advice to the Authority and its Committees across a range of matters



## **Workforce Management**

- first annual **Fair Work assessment**, embedding our commitment to Fair Work for all police officers and staff
- successful **Deputy Chief Constable recruitment**

# Financial Performance



**£0.3m**

underspend overall this year

## Revenue budget

broadly broken even

## Capital expenditure

small underspend against funding

**£40.5m** uplift in core revenue funding from the Scottish Government

**£6.6m** one-off funding to support the impact of COVID-19

**£15.4m** operational costs associated with the passing of Her Majesty the Queen were covered in full by HM Treasury

	Revenue £m	Capital £m	Reform £m	Total £m
<b>2022-23</b>				
Outturn	1,299.3	60.8	21.2	1,381.3
Funding	1,299.2	61.1	21.3	1,381.6
<b>Under / (Over) Spend</b>	<b>0.1</b>	<b>0.3</b>	<b>(0.1)</b>	<b>0.3</b>
<b>2021-22</b>				
Outturn	1,228.5	58.1	22.9	1,309.5
Funding	1,225.0	58.2	23.1	1,306.3
<b>Under / (Over) Spend</b>	<b>(3.5)</b>	<b>0.1</b>	<b>0.2</b>	<b>(3.2)</b>



## Useful links

[Annual Report & Accounts 2022-23](#)

[Complaints & Conduct Annual Report 2022-23](#)

[Forensic Services Annual Review 2022-23](#)

[Police Scotland 'How we are performing'](#)

[Policing Performance Committee](#)

*Monitors policing performance and continuous improvement activity throughout the year*

[Resources Committee](#)

*Monitors financial performance throughout the year*

[Forensics Services Committee](#)

*Oversees the performance and delivery of forensic services to the police and partners*

[Scottish Police Authority Publications](#)