



SCOTTISH POLICE
AUTHORITY
ÙGHDARRAS POILIS NA H-ALBA

Scottish Police Authority Performance Summary 2023-24

Introduction

Police Scotland delivers a national police service across the length and breadth of Scotland.

The Scottish Police Authority (the Authority / SPA) is the oversight body responsible for providing governance, promoting continuous improvement, and holding the Chief Constable to account. It is also responsible for providing Forensic Services.

The Authority, working with Police Scotland, produces the Annual Report and Accounts each year. We use a range of evidence to report on performance against the strategic police priorities, set out in the [Joint Strategy for Policing](#).



This **Performance Summary** presents a selection of the key performance and financial figures provided in our full [Annual Report and Accounts for 2023-24](#).

As set out in the foreword from our Chair, Martyn Evans, the Authority assesses that the overall performance of policing and Forensic Services in Scotland remains strong. Further insight and analysis can be found in the full report.

Overall crime in Scotland in 2023-24

The number of crimes recorded by the police is one of our key performance measures for policing in Scotland.

Alongside this we also look at the number of these crimes that have been solved by the police, known as the detection rate.



These figures are reported throughout the year to our Policing Performance Committee. You can access all papers on our [website](#), and can view the meetings themselves on our [YouTube channel](#).

Types of crime in Scotland in 2023-24

We report against seven crime and offence groups in Scotland.

The percentage of all crimes recorded in 2023-24 that fell into each of these groups is shown below. Further details are provided in the following pages.



2%

1. Non sexual crimes of violence



3%

2. Sexual crimes



23%

3. Crimes of dishonesty



9%

4. Fire raising, malicious mischief, etc



13%

5. Other (pro-activity) crimes



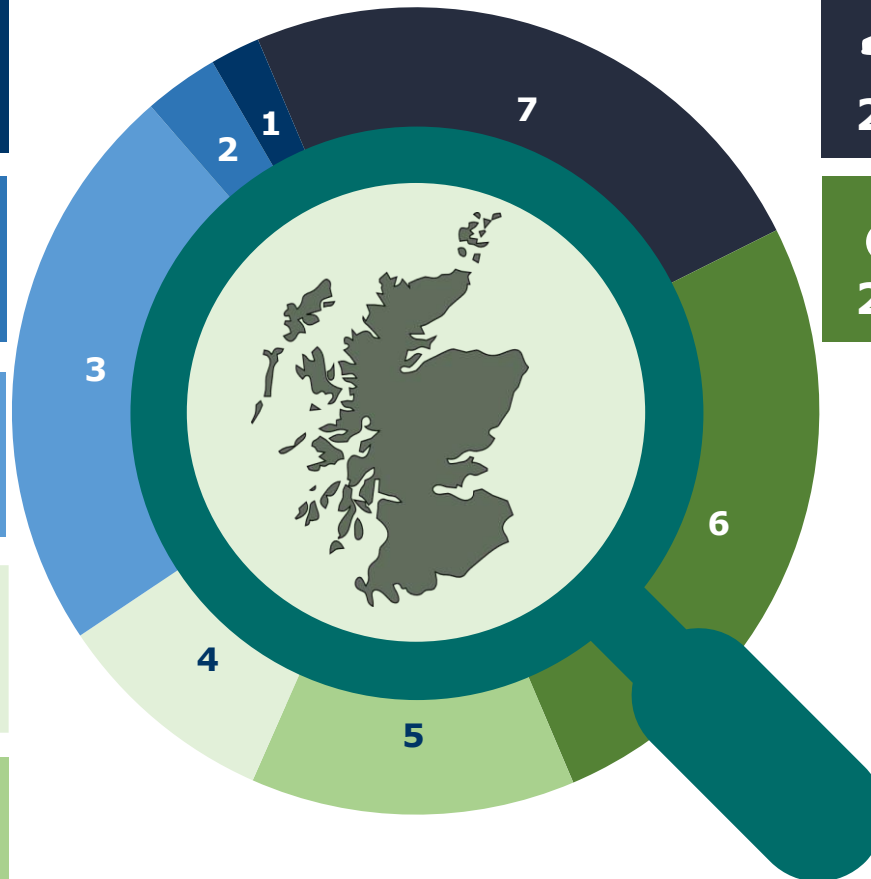
24%

7. Motor vehicle offences



26%

6. Miscellaneous offences



Trends in crimes and offences



Group 1: non-sexual crimes of violence

includes homicide, attempted murder, serious assault and domestic abuse

11,323 crimes this year

↑ 9.7%
higher than
last year

↑ 21.3%
higher than
the 5-year
average

61% detection
this year
↓ from last year



Group 2: sexual crimes

includes rape, sexual assault, prostitution, and public indecency

14,517 crimes this year

↓ 0.6%
lower than
last year

↑ 3.4%
higher than
the 5-year
average

57% detection
this year
↑ from last year



Group 3: crimes of dishonesty

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

111,596 crimes this year

↑ 7.9%
higher than
last year

↑ 10.6%
higher than
the 5-year
average

33% detection
this year
↑ from last year



Group 4: fire-raising, malicious mischief etc

includes fire-raising, malicious mischief and vandalism

41,219 crimes this year

↓ 4.4%
lower than
last year

↓ 9.4%
lower than
the 5-year
average

30% detection
this year
↑ from last year



Group 5: other (pro-activity) crimes

includes possession and supply of drugs, carrying weapons, and bail offences

61,986 crimes this year

↑ 4.4%
higher than
last year

↓ 1.2%
lower than
the 5-year
average

91% detection
this year
↓ from last year



Group 6: miscellaneous offences

includes drunkenness and disorderly conduct, breaches of the peace, and wildlife offences

122,303 crimes this year

↑ 0.6%
higher than
last year

↓ 3.5%
lower than
the 5-year
average

72% detection
this year
↓ from last year



Group 7: motor vehicle offences

includes dangerous driving, drink & drug driving, driving without a licence/insurance, and mobile phone offences

112,640 crimes this year

↑ 3.1%
higher than
last year

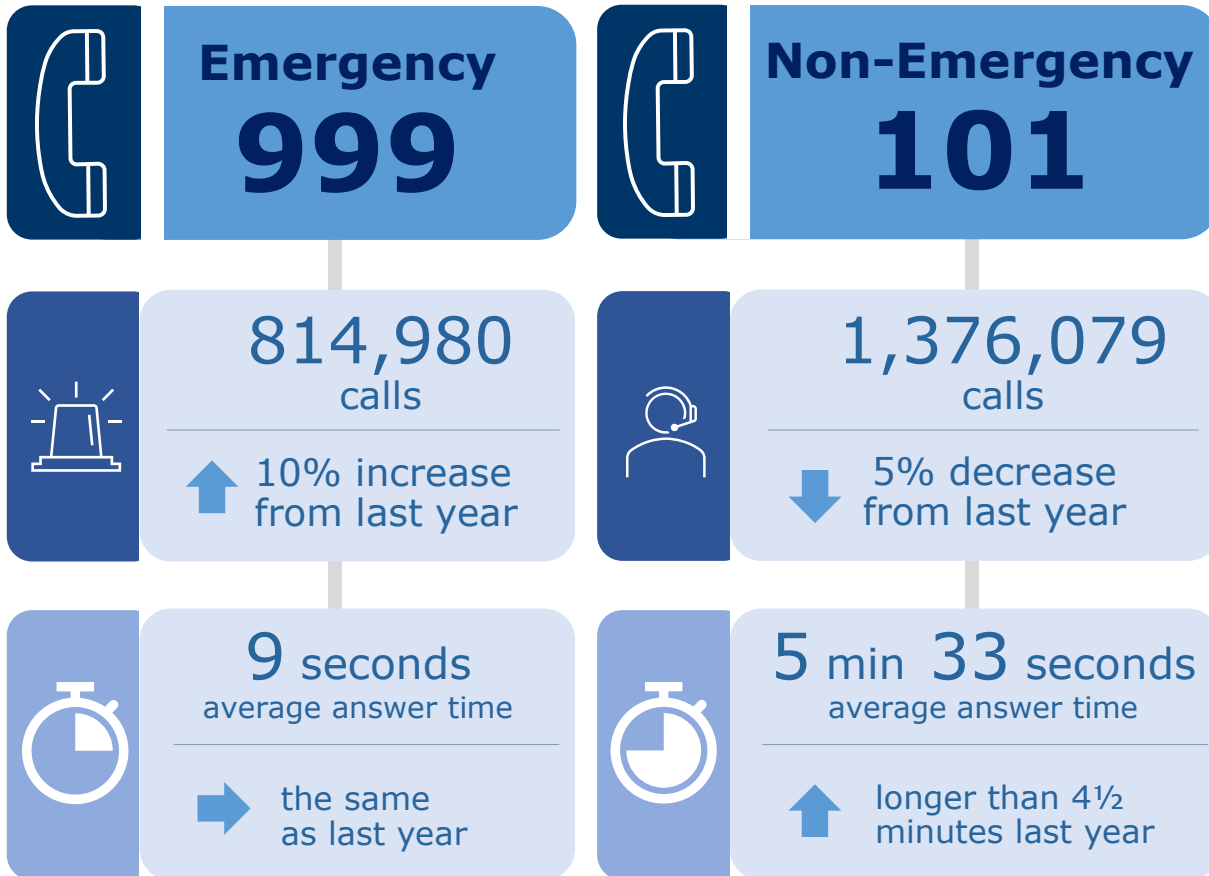
↓ 2.4%
lower than
the 5-year
average

88% detection
this year
↑ from last year

Contacting the police

2,191,059

total calls received in 2023-24



In addition to calls, 193,155 Contact Us emails and 116,379 online reports were received.

Over 60% of these contacts resulted in an incident being raised - a total of 1,581,710 incidents for the year.

- 98% required some kind of police response
- 11% required an immediate response
- 38% required a prompt response
- 27% led to a crime being recorded

Incident demand has increased by 6% when compared to last year.

User satisfaction

71%

overall satisfaction for those contacting Police Scotland at the end of 2023-24



slightly increased from 70% last year

Levels of satisfaction for those who have contacted the police is measured through an independent survey.

This is sent each month by text message to 14,000 people who have contacted the police. In 2023-24 over 30,000 responses were received.

78%

said it was easy or very easy to contact the police

67%

said the police provided the appropriate response

50%

felt they were adequately informed about progress

User priorities



Quick answer times for 101 and 999



Advisors and officers listening, understanding, and bringing empathy



Appropriate and timely updates and call backs

Focus on... fraud

Fraud continues to be an area of focus due to a steady increase in the number of crimes over the last five years, and low detection rates.

Fraud is where deception is used for personal gain. It includes crimes such as bogus callers, credit card fraud, and identity theft. With technology growing, more and more fraud is happening online, and fraudsters are more sophisticated than ever before.

While our figures represent victims that live in Scotland, many online frauds are carried out from outside the UK, making investigation and enforcement more difficult.

Police Scotland work with banks, Trading Standards, and police forces across the world to both prevent and detect fraud.



16,778
fraud crimes
recorded in
2023-24



3% increase from last year



28% higher than the 5-year average



17%
detection
rate

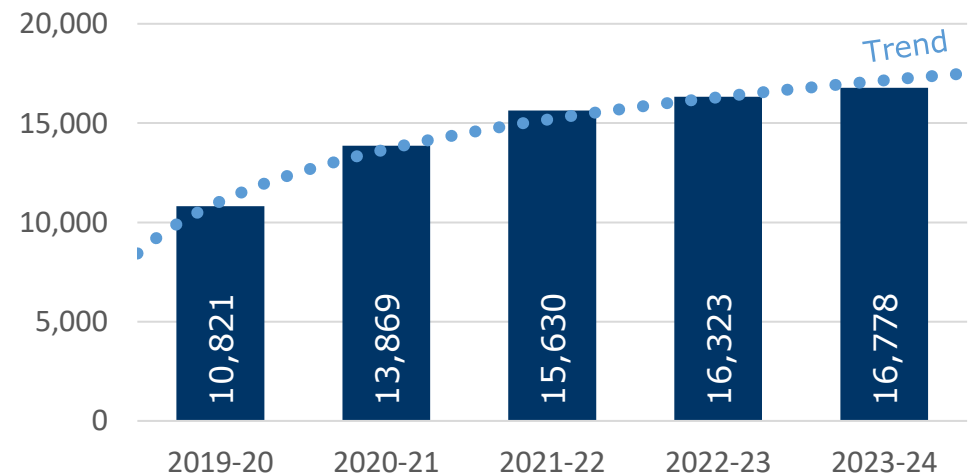


the same as last year



lower than the 5-year average

The increase in fraud crimes over the last 5-years



Focus on... hate crime

Hate crime has been an area of focus in the second half of this year, in preparation for the launch of the new Hate Crime and Public Order Act.

Hate crime is defined as any crime that the victim or any other person understands is motivated by malice or ill will towards a social group.

Hate crimes can be verbal or physical and can cover a range of different types of crime including assaults, threatening behaviour, verbal abuse, damage to property, robbery, and online abuse.



The Hate Crime and Public Order Act came into effect from 1st April 2024.

Reporting on the new law will fall into next year's performance report.



6,379
hate crimes
recorded in
2023-24

↑ 2% increase from last year

↓ 3% lower than the 5-year average

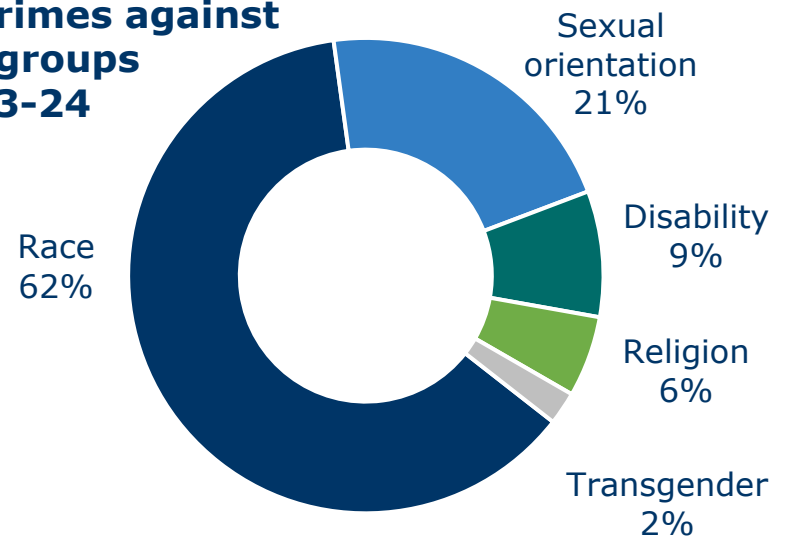


57%
detection
rate

↓ lower than last year

↓ lower than the 5-year average

Hate crimes against social groups in 2023-24



Public confidence in policing

Public confidence in policing impacts on how safe individuals feel. Communities should feel confident that the police will be there for them when needed, and that they will experience policing in a way that is based on fairness and respect.

Levels of public confidence are therefore another key indicator of performance for policing in Scotland. This is measured through a range of surveys including the Your Police survey, which continues to be the largest of its kind in the UK, and the Authority's own public polling.

15,262

Your Police survey responses received in 2023-24

50%

of respondents said they had confidence in the Police



Feel very safe or fairly safe in their area

79%



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

29%



Strongly agree or agree that local police are friendly and approachable

62%

Forensic Services

 **21.8k**
cases dealt with
in 2023-24

5,441
open cases at year end

 improved from
last year

1.7 months
average age of open cases

 steady compared to
last year

Key activities this year include:

- Publication of the HMICS review of Toxicology Provision in April 2023, and agreement of a partnership action to address recommendations.
- A renewed Memorandum of Understanding between the Authority, the Chief Constable, and the Crown Office and Procurator Fiscal Service approved in August 2023.
- Post Mortem Toxicology services transferred from the University of Glasgow to Forensic Services, including the opening of a new laboratory in November 2023.
- Creation of a new Forensic Services National Scenes Tasking Unit in April 2024.



UKAS accreditation
maintained for over 25
consecutive years



Compliance with the
Scottish Biometric
Commissioner's Code of
Practice confirmed
during first annual
assessment by the
Commissioner

SPA Corporate activities

Public and partnership events on topics including violence against women and girls, antisocial behaviour, and mental health & trauma in policing

Ongoing expert legal advice to the Authority and its Committees across a range of matters, including work on Digital Evidence Sharing Capabilities

Ongoing handling of complaints relating to senior officers, with no decisions made by the Authority challenged in the year

Continued delivery and enhancement of Independent Custody Visiting across Scotland, with 1057 visits carried out

Completion of the Authority's Best Value self-assessment, informing an HMICS review of the SPA Corporate function

Achievement of the Independent Custody Visiting Association Gold Award

Delivery of senior officer and Authority Member recruitment processes

Positive turnaround times for Freedom of Information and Subject Access Requests – over 98% on time



Financial performance

Break-even

overall spend this year is a break-even position to funding

£80m uplift in core revenue funding from the Scottish Government

£18.3m additional funding to support the 2023-24 pay deal

£1.2m net additional funding provided for funded initiatives and programmes

Throughout the year mitigating actions and savings have been managed and delivered through the Policing Our Communities programme.

This has brought spend back in line with the funded position and therefore delivering a balanced budget position for 2023-24.

	Revenue £m	Capital £m	Reform £m	Total £m
2023-24				
Outturn	1,347.7	63.4	20.0	1,431.1
Funding	1,347.7	63.4	20.0	1,431.1
Under / (Over) Spend	0.0	0.0	0.0	0.0
2022-23				
Outturn	1,299.3	60.8	21.2	1,381.3
Funding	1,299.2	61.1	21.3	1,381.6
Under / (Over) Spend	0.1	0.3	(0.1)	0.3



Useful links

[Annual Report & Accounts 2023-24](#)

[Complaints & Conduct Annual Report 2023-24](#)

[Forensic Services Year End Performance Report 2023-24](#)

[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](#)