

# North Ayrshire Performance Summary Report - Q2 2023/24

Reporting Period: 01/04/2023 - 30/09/2023



**POLICE  
SCOTLAND**  
Keeping people safe

**Total Crime**



**6.0%**



**6,398 Crimes**

Incidents  
Recorded

Violence/Homicide

Drug Supply

Robbery

Domestic Abuse

Sexual Crime

**-2.9%\***

**11.3%**

**5.7%**

**-23.8%**

**4.2%\***

**3.1%**



20,875

900

37

16

555

168

ASB

Hate Crime

Acquisitive Crime

Drink/Drug Driving

Speeding

Serious Injury &  
Fatal Accidents

**-15.9%\***

**29.4%\***

**9.1%**

**32.1%**

**30.9%**

**-19%/-75%**



4,410

89

1,419

126

328

17/1

Note: All percentage figures are based on the 5-year average with all data based on Management Information which may be subject to change. \*5-yr Average is locally produced and not MI

## Introduction

This document has been compiled to look at the quarterly data available for North Ayrshire. The report is based on the areas of focus identified within the Local Policing Plan agreed with the Local Authority. The 'Plan on a Page' document is available on Page 3, this provides details of the areas Police Scotland have agreed to report on. There is a new Local Policing Plan and 'Plan on a Page' which will be reported on as part of Q1 later in 2023.

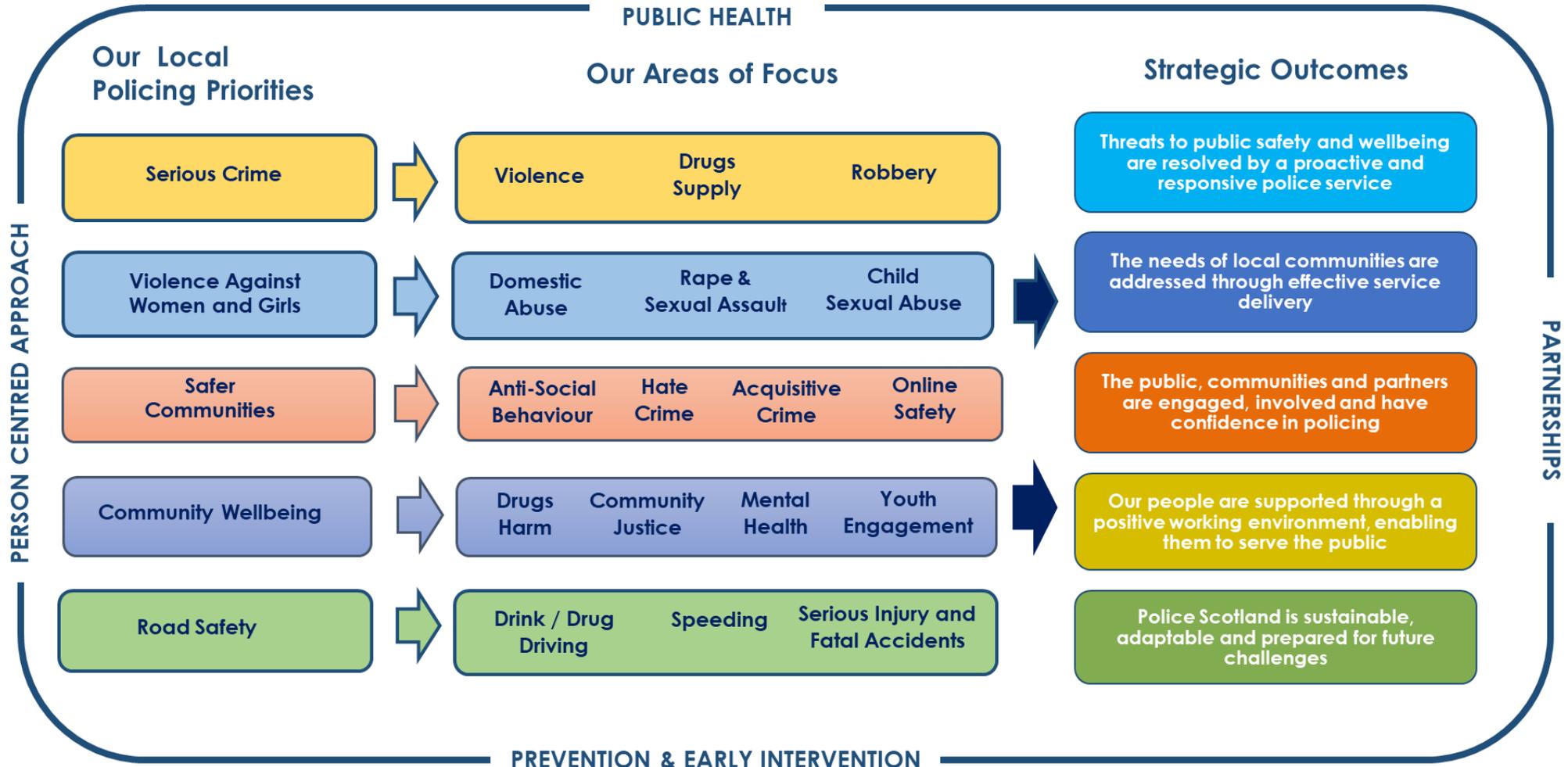
The following list of contents provides an overview of the items included in this report:

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**Plan on a Page  
North Ayrshire**

**Our vision** | Policing for a safe, protected and resilient Scotland  
**Our purpose** | Improve the safety and wellbeing of people, places and communities in Scotland  
**Our values** | Fairness, Integrity, Respect, Human Rights



OFFICIAL

## SERIOUS CRIME—Violence/Homicide

### Local Action/Context:

Overall violent crime has increased by 11.3% on the 5-year average. This increase is primarily due to the number of Minor Assaults both on Emergency workers and the public. However there has been a decrease noted in Serious Assaults on the 5-year average. There are currently around 6% of the Minor Assaults which are non-recent.

Three of the Attempt Murders remain undetected at this stage with 76% of the Serious Assaults currently detected.

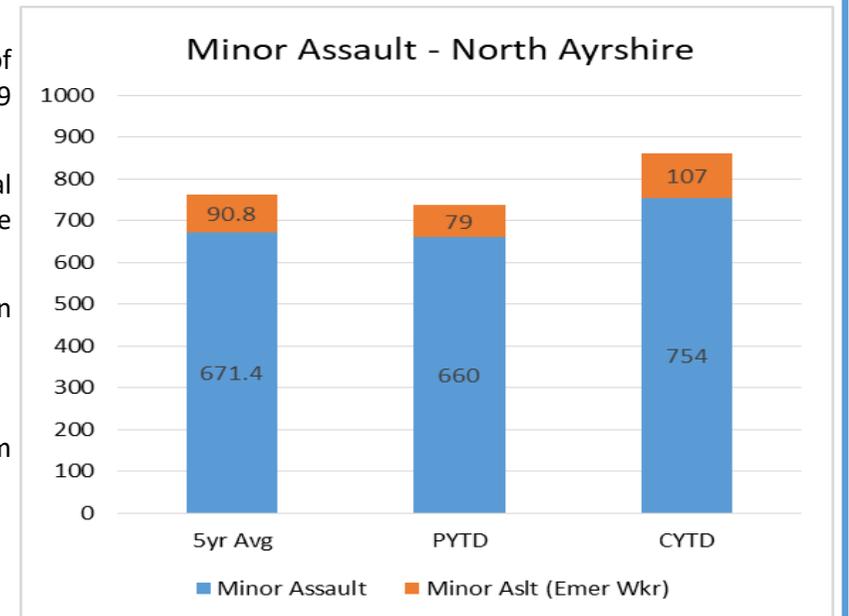
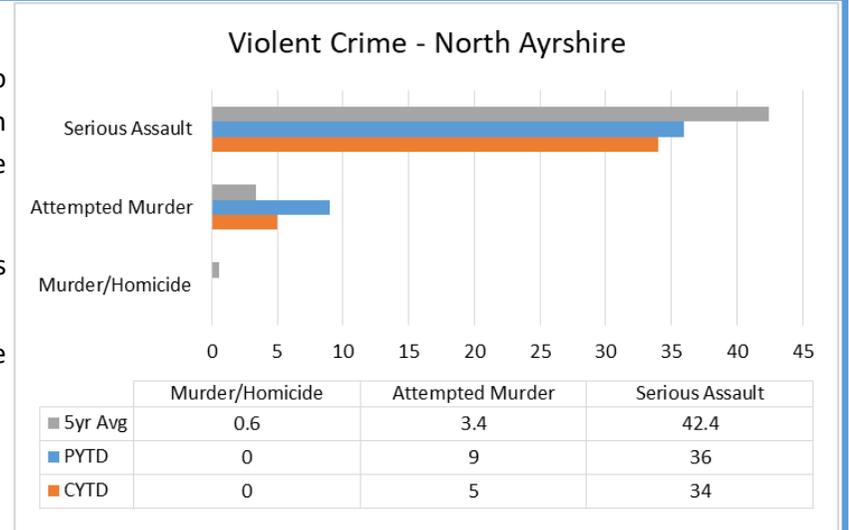
In relation to the undetected attempted murders 2 relate to the same incident in Stevenston where the CID are following a positive line of enquiry.

Whilst the overall level of violent crime has increased it is worthy of note that the crimes of significant violence are tracking downwards with the number of attempted murders reducing from 9 down to six during the reporting period.

All significant crimes of violence are subject to close scrutiny and managed by the Criminal Investigation Department supported by both the Locality and Priority policing teams where all are reviewed daily.

Officers continue to engage with Licensed premises and during the reporting period there have been 272 inspections compared to only 24 incidents.

The Community Wellbeing Unit (CWU) continue to work with identified offenders to deter them from future involvement in criminality.



Source: Taken from Police Scotland Business Intelligence Portal

## SERIOUS CRIME—Drug Supply

### Local Action/Context:

Drug supply charges in North Ayrshire have noted an increase over the last 6 months. Charges are up 5.7% on the 5-year average for Supplying Drugs and Cannabis Cultivations are up 47.7% on the 5-year average.

Proactivity remains the main focus and means by which these charges are obtained. Identifying any real patterns to where these crimes are taking place requires the combined work of local officers and Divisional staff, building on the Community Intelligence provided by North Ayrshire residents, community groups or via Crimestoppers.

The positive increase in supply charges is welcomed and is reflective of the significant work being undertaken within North Ayrshire by our Local Intelligence officer, Intelligence Development Unit and our Proactive Policing team. Information and intelligence gleaned from the community via our locality and response officers are the building blocks to identify who is responsible at all levels for the supply of controlled drugs across North Ayrshire.

An excellent example being the dismantling of an organised crime group Op Downbow which was a county lines drug supply group who operated in North Ayrshire. Following successful executive action this group have been dismantled.

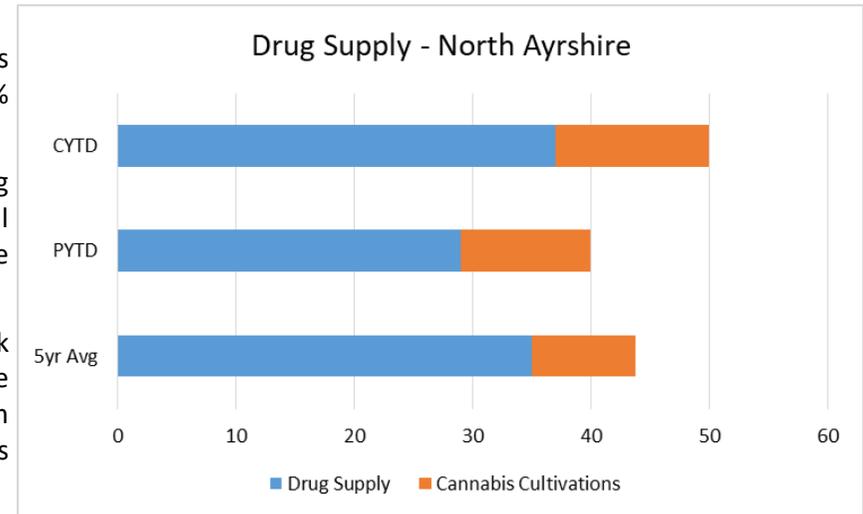
A joint warrant execution in July between Pro-Active and PPT in Livingstone Terrace in Irvine resulted in two males aged 16 and 17 charged and arrested for being concerned in supply of Class a Controlled drugs namely heroin and crack cocaine( approx. street value of around £2000). Also during this Quad bike and electric bike seized by PPT as established these vehicles had been used in ASB within the local area. Both individuals referred to community wellbeing unit

In September warrant executed by Pro-Active in Kilwinning resulted in 20 year old male arrested and charged in relation to the supply of Class A drugs with street value or approximately £1000. Further offences were identified with male charged with possession of a lock back knife.

In September Pro-Active crime team executed a search warrant at a property in Irvine, whereby a male and female both aged 30 were arrested and charged in connection with being concerned in supply of Class A worth approx. £4500.

Ayrshire continues to target those involved in serious and organised crime, with a drive to identify and arrest those operating at the highest level within our community

As part of an ongoing operation a drug search warrant was executed at an address in Stevenston. During this search a quantity of Class drugs were recovered along with a hydraulic press. Indicative of high level of dealing. Male subsequently charged with being concerned in supply of drugs with modifier of involvement in serious and organised crime.

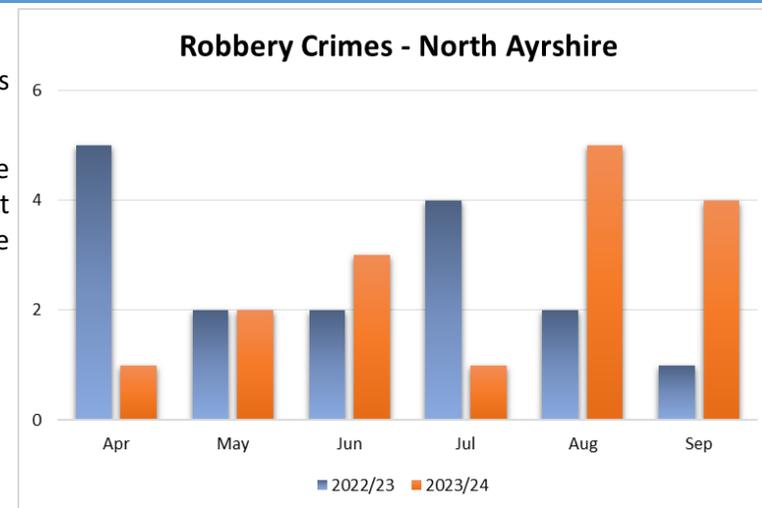


## SERIOUS CRIME—Robbery

### Local Action/Context:

The number of reported Robbery type crimes so far this year is the same as last year (n=15) which is below the 5-year average (n=21.0). So far 9 of the 15 reported crimes this year have been detected.

The Rivergate Shopping area is currently being shown as a repeat location with two crimes taking place at this location. Eight of the sixteen crimes have taken place within the home, with a physical assault being most commonly used against the victim. Cash remains the most commonly acquired item and the victim knew the offender, in some capacity, in 75% of robberies so far this year.



Source: Taken from Police Scotland Business Intelligence Portal

The significant reduction is welcomed and is reflective of the ongoing preventative work within North Ayrshire both within Schools and robust policing of the town centres.

Robberies are a key priority within North Ayrshire each report is subject to an enhanced level of governance and scrutiny by both the Area Command and CID, this ensures that all such crimes are thoroughly investigated and offenders pursued and apprehended at the earliest opportunity.

One of the reported crimes has now been identified as being a false report the individual concerned has been signposted for supports through our Community Wellbeing team.

Whilst the detection rate appears to be on the low side a number of these crimes are awaiting forensic updates which will if positive provide a sufficiency of evidence.

Dedicated town centre officers continue to proactively engage with retailers regarding preventative measures and raising awareness.

Preventative measures are continually refreshed which include identifying those known offenders who are subject to bail conditions to ensure compliance of conditions and all warrants for Robbery offenders are prioritised to ensure they are apprehended at the earliest opportunity.

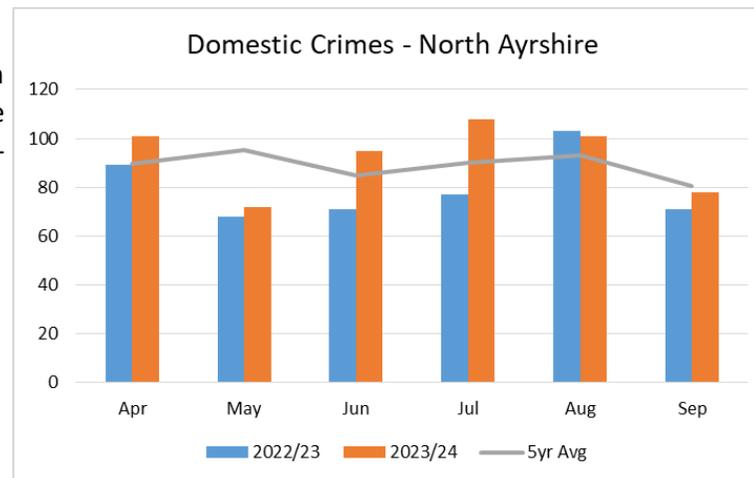
Whilst being committed to robust enforcement we remain committed to identifying the underlying factors that lead offenders to commit such crimes working closely with partners to ensure appropriate supports are put in place that could reduce the likelihood of reoffending.

## VIOLENCE AGAINST WOMEN & GIRLS—Domestic Abuse

### Local Action/Context:

Domestic crimes during the first six months of this year are showing an increase when compared with last year (up 16%) and are up on the 5-year average (up 4.2%). The chart opposite clearly shows that the months of May and September have recorded fewer crimes than the other months and are below the 5-year average figures.

It has been noted that around 8% of the crimes reported during this period are non-recent.



Source: Data taken from iVPD through ScOMIS

During July – September 2023 there has been a slight increase in Domestic related incidents reported to Police across Ayrshire, which is reflected in North Ayrshire with a rise of 35 incidents over the period. This increase can in part be explained by the excellent work undertaken by the Domestic Abuse Safeguarding Team (DAST) who initiate follow up contact with victims of Domestic Abuse. These subsequent interactions allow victims the opportunity to report further offences which are robustly investigated by the Domestic Abuse Investigation Unit (DAIU).

Since its creation in July 2022, the DAST have provided safety advice and implemented protective measures to victims of Domestic Abuse who have been highlighted through the submission of IVPD's. These invaluable contacts offer reassurance to individuals affected by Domestic Abuse and encourages partner agency engagement.

DSDAS referrals have slightly increased from the last quarter from 34 to 39 referrals submitted during the period. This is an increase from the same period last year where 27 referrals were received within North Ayrshire.

Domestic Abuse remains a high priority within the North Ayrshire Local Police Plan and the DAIU continue to work closely with partner agencies to identify high risk victims of Domestic Abuse and develop safety plans around them. During this reporting period, 52 victims were referred to MARAC and risk-focused safety plans were implemented. These conferences are crucial in providing a voice for the victim through their individually assigned Independent Domestic Abuse Advocacy worker and tailors the support specifically to their needs. The number of MARAC cases during this period has significantly increased and demonstrates the increase in knowledge and awareness around this process.

Information gleaned during diligent investigations in September identified one high tariff offender of Domestic Abuse as a Multi-Agency Tasking and Co-ordination (MATAC) target and investigations are currently ongoing.

Ayrshire DAIU and DAST remain committed to providing a professional, sensitive and consistent service to all victims of Domestic Abuse.

## VIOLENCE AGAINST WOMEN & GIRLS—Rape & Sexual Assault

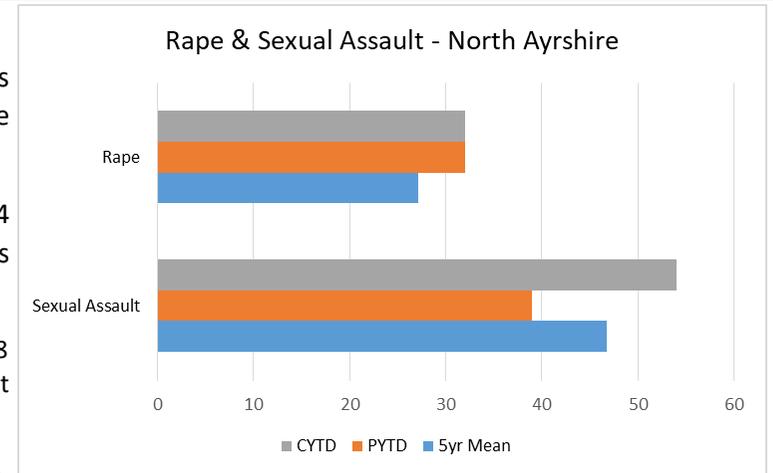
### Local Action/Context:

Examination of the Rape crimes shows the same level reported this year compared to last year, which is above the 5-year average. It is notable that a total of 14 of these are non-recent crimes of which 11 were Domestic related.

Sexual Assaults have noted a marked increase on both last year and the 5-year average. Of the 54 reported crimes, 19 are non-recent so far, and 9 are domestic related. It should be noted that 9 crimes have been reported by one individual against the same male and this is impacting on the overall figures.

There have been a total of 35 individuals aged 17 years or younger who have reported a sexual crime (a total of 58 crimes have been reported by these individuals). Notably 21% of the crimes were non-recent, which is a slight increase from 20% last year.

To date sexual assault and cause to look at a sex image were the most commonly recorded crimes. Notably the number of rape crimes has halved this year (10 down to 5). In over 80% of cases the victim knew the offender, with a friend / acquaintance most commonly being the perpetrator.



Source: Taken from Police Scotland Business Intelligence Portal

We continue to work closely with partners to ensure survivors are supported throughout the criminal justice process. The introduction of the dedicated sexual health service at The Willows in Prestwick has provided vital in our effective and efficient response as SOLO officers, ensuring that victim welfare is at the core of our response. The Willows in Prestwick is a dedicated sexual assault response coordination service that offers healthcare choices including a forensic medical examination, and is available to individuals who have experienced rape or sexual assault, in a way that is sensitive, compassionate and reduces the risk of any re-traumatisation. The Willows is available 7 days a week between the business hours of 9am-9pm and offers police referrals with examinations carried out by a peripatetic team from Archway in Glasgow. Since the inception of the Willows it has seen 55 cases in respect of Police Scotland referrals and self-referrals.

The Violence Against Women and Girls (VAWG) Strategy was approved in March 2023. Based on broad and unprecedented engagement with the general public, women and girls, survivors of violence, key partners, academics and experts, the strategy builds on our commitment to improve and future proof our response. The strategy shows Police Scotland's commitment to act and to improve how we tackle sexual violence and domestic abuse that disproportionately affects women and girls. We will work closely with our partners to improve the opportunities and support available for women and to improve our response and drive the change needed to end violence against women and girls.

An online form has been added to the Police Scotland website to gain anonymous feedback from victims of domestic abuse, rape or other sexual crime, to help improve the quality of service we provide. The form, which has been developed by our in-house Research and Insights team, is now available on our website. The aim of the form is to get honest feedback from victims and survivors about how we, as an organisation, handle criminal incidents of domestic abuse, rape and sexual assault and where we can make improvements to our service. Respondents will be asked not to provide any information that could identify them or their location.

## SAFER COMMUNITIES—Antisocial Behaviour

### Local Action/Context:

Anti-social behaviour in general has shown a reduction this year when compared to the 5-year average, although there has been a slight increase on last year (up 3.7%). Most months have recorded increases and this may in part be as a result of the improved weather which resulted in more transient visitors to the beaches in Ayrshire, including those in North Ayrshire.

ASB incidents involving youths accounted for just under 12%.

ASB continues to be targeted across North Ayrshire by our dedicated teams, focussing on the areas that have a direct impact to the wellbeing of our local communities. Daily scrutiny, governance and partnership working, including Prevention First Group address emerging issues timeously.

The good weather we enjoyed in June did not continue throughout quarter 2 resulting in less ASB on our coastline. Using an intelligence led approach, officers were deployed along beaches with resources such as the Mounted Branch and Quads, affording early intervention of ASB, seizure of alcohol and identifying offences. This supported on designated Safer-Shores days with partners from the Coastguard, SAS, ScotRail, BTP and policing Divisions in Glasgow/Inverclyde to ensure that persons attending did so responsibly.

ASB involving Off Road Bikes/Quads in areas such as Ardeer, Stanecastle and Kilwinning continue to cause concern. Intelligence led action plans continue with Quad Bikes playing a key role. This has resulted in a number of detections, seizures and a number of enquiries remaining live.

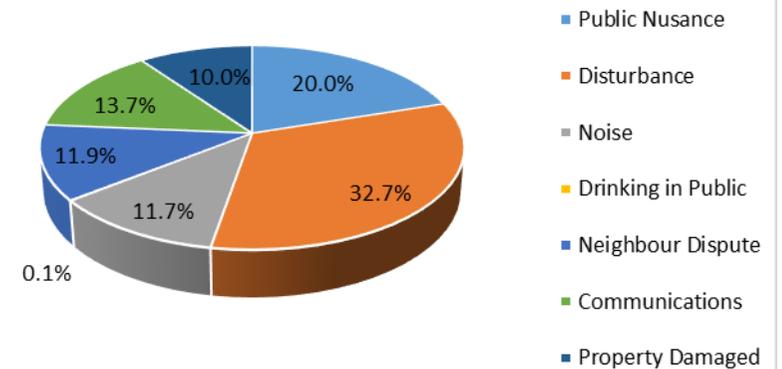
Quads have also been deployed on the mainland and Islands providing efficiency when assisting with a number vast rural searches for reported missing person.

Each weekend officers patrol within Town Centre areas, conducting proactive high visible visits to licensed premises, providing public reassurance and support to night time economy workers. Throughout the period local officers undertook 266 visits to licensed premises.

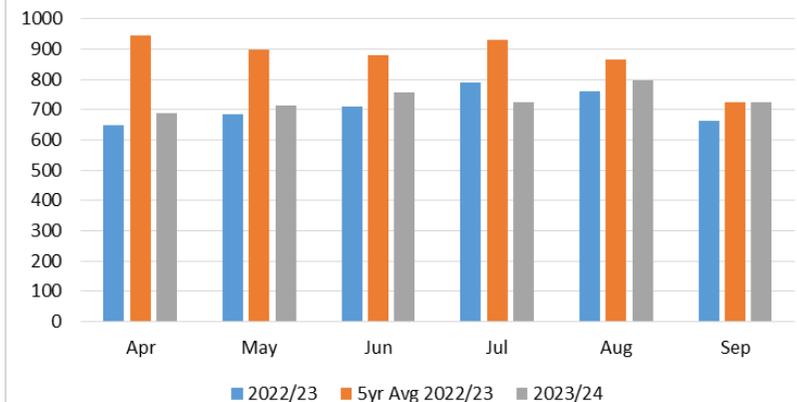
ASB continues to be prevalent in Ardeer, Ardrossan, Stevenston Retail Park and Irvine Town Centre, dedicated town centre officers providing presence during dayshift hours with additional patrols by late shift/nightshift officers.

Campus officers continue to educate and divert pupils from ASB utilising Early and Effective Intervention protocol when appropriate.

ASB Incident Breakdown - North Ayrshire



Monthly ASB - North Ayrshire



Source: Taken from Police Scotland Business Intelligence Portal

## SAFER COMMUNITIES—Hate Crime

### Local Action/Context:

Hate crime across North Ayrshire is currently showing a marked increase when compared to the same period in 2022/23 (n= 89 this year, n=56 last year) and the 5-year average (n=68.8). The chart opposite highlights the fact that Racial crimes have increased markedly. The majority of these have involved members of the public rather than Police Officers.

Three repeat victims have been identified during the first six months of the year, two were subjected to racial abuse and one was the victim of transphobic crimes. There are currently no repeat locations identified apart from the addresses associated to the repeat victims.

Majority of hate crime occurred in public space (77%) and 4 have occurred within schools. 15 have occurred in shops throughout North Ayrshire.

Around 60% of hate crime directed at members of the public were committed by someone known to them (neighbour or acquaintance).

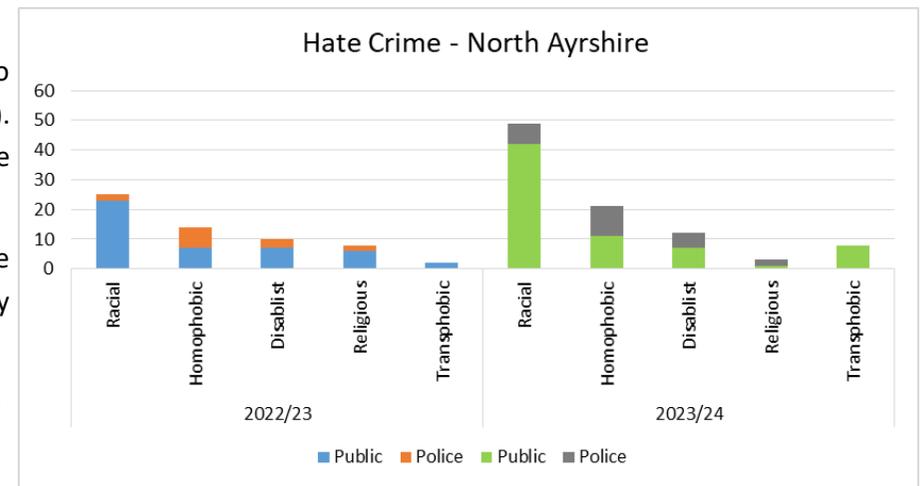
Addressing the increase in racial crime is a priority in North Ayrshire with support provided to all hate crime victims.

Every report of a hate crime attracts additional scrutiny and governance from the Local Area Commander and team to identify patterns of behaviour, repeat victims, locations and to ensure the relentless pursuit of offenders. Local Policing Teams and interventions officer visit the victims of such crimes ensuring appropriate advice and support providing them with a single point of contact.

During the reporting period there have been two repeat victims, one for Transphobic crimes and one for racial crimes.

During the reporting period no hate crimes have been recorded against any Ukrainian nationals in North Ayrshire and one Syrian national has been the victim. The Local Authority Liaison Officer continues to work closely with both the Ukrainian and Syrian community within North Ayrshire.

Campus officers continue to provide inputs around hate crime to all pupils within secondary schools.



Source: Taken from the IVPD database through ScOMIS

## SAFER COMMUNITIES—Acquisitive Crime

### Local Action/Context:

From the table opposite it is evident that the majority of acquisitive type crimes are currently showing increases when compared with last year but decreases when compared with the 5-year average.

Fraud type crimes have been on the increase for a number of years, and this was exacerbated with the start of the pandemic in 2020 as more people moved their shopping habits online making them more vulnerable to potential scams and fake sites. Around 48% of Fraud crimes this year in North Ayrshire can be classed as having a cyber element, whether that is due to goods purchased and not received, monies not received for goods sent or WhatsApp type scams, there is some part of the Fraud which has involved the use of the internet.

Acquisitive Crime	CYTD	PYTD	5yr Mean
All Housebreaking	136	79	127.2
All Vehicle Crime	87	137	141.6
Fraud	170	137	113.4
Common Theft	352	313	438.2
Shoplifting	564	432	356.4
Other Thefts	110	93	123.4

Source: Taken from Police Scotland Business Intelligence Portal

Whilst housebreaking crimes are also showing an increase this is primarily due to crimes where commercial premises have been broken into. Housebreaking crimes to domestic premises have increased slightly compared to last year however remain below the 5-year average.

North Ayrshires Preventions and Interventions officer has been very active through the communities of North Ayrshire working with partner agencies to raise awareness and help prevent all members of the public and in particular vulnerable members of our communities in relation to Scam and fraud prevention. These include;

Jul 2023: Attended Community Open Day, Largs Library 1400-1600hrs. Provided inputs on scam prevention and also advertised on social media as a drop-in centre for any non-urgent police matters.

Jul 2023: 12<sup>th</sup> Annual Tenant Conference 2023. Preventions Officer provided a 30 minute input to the Cunninghame Housing Association Tenants on scam prevention and ran a stand providing further info.

Aug 2023: Partnership working with NAC Trading Standards – attended West Kilbride library and provided a scam input stand and an opportunity to drop in for non-urgent police matters.

Aug 2023: Marymass. Ran a stand for members of the public providing marketing material for scams prevention and offering advice re same.

Sep 2023: RBS, Irvine – provided a fraud prevention input with NAC Trading standards to the customers and staff of the local bank

Sep 2023: Partnership working with NAC Trading Standards – attended Scottish Alzheimers, AD Cameron Centre, Largs - provided a scam input stand and an opportunity to drop in for non-urgent police matters.

## COMMUNITY WELLBEING

### **Local Action/Context:**

The North Ayrshire Community Wellbeing team continue to make a positive impact on the communities of North Ayrshire, the below heading are aligned to the Local Policing Plan.

### **Drugs Harm**

CWU work closely with the North Ayrshire ADP assisting those in addiction by means of relevant signposting and practical support. A regular multi-agency meeting takes place with statutory partners to plan suitable joint visits with a view to solving local problems, including assisting those in addiction through drugs and alcohol. From this, a number of visits have been carried out with NHS, Social Work and Housing as well as Turning Point Scotland to those in crisis. These have led to a number of persons in the community receiving the correct assistance either directly or by referral on to the relevant agency.

### **Community Justice**

CWU continue to work closely with Criminal Justice Social Work with a view to reducing re-offending through supporting those in the community most at risk through addiction and poverty. CWU are working closely with the Rapid Relief Team who have provided a number of emergency food boxes and personal hygiene kits for distribution where appropriate. This has since been rolled out and made available to all officers, all with a view to providing necessary support whilst reducing offending, allowing vulnerable members of the community to provide themselves and family with food without resorting to crime to do so.

### **Mental Health**

CWU has engaged with numerous vulnerable community members, many of which have serious mental ill health. Through the strong partnerships built between CWU, statutory and third-sector agencies, often carrying out joint visits as previously mentioned, CWU has ensured that appropriate assistance is put in place at the earliest stage allowing best outcome for the individual whilst reducing the likely-hood of crisis. All CWU officers are now trained in Applied Suicide Intervention and mental health first aid. Many other officers have now completed the courses with more due to receive the training in the months ahead ensuring that they not only provide the best possible service to the community, but are also able to use these skills with colleagues, friends and family, therefore having a wider positive impact in the community.

### **Youth Engagement**

CWU continue to build their positive relationship with young persons in care settings, with some having shown interest in joining the Police Scotland Youth Volunteers which is being progressed. Through the authentic interest CWU officers have taken in these young people, there has been a 25% reduction in children from care settings being reported missing over the same period last year. CWU have also been involved with several events involving local youths such as the family day in July at Lawthorn Primary School where several young persons from seldom heard communities engaged in meaningful conversation with police. These events, combined with the CWU's engagement aligned with The Promise ensures that a clear and positive alternative to ASB and absconding is available to our young persons in North Ayrshire.

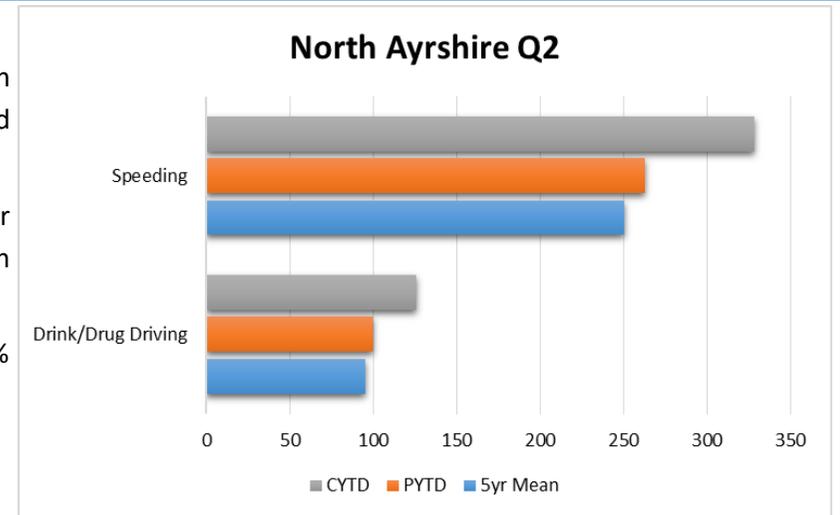
## ROAD SAFETY

### Local Action/Context:

There has been an increase in both Speeding offences and Drink/Drug Offences within North Ayrshire. However, this is likely to be due to increased pro-activity across the area to ensure road users are driving appropriately and safely.

In terms of Serious and Fatal Road Accidents —there have been one Fatal Accident so far this year compared with three last year. However there have been 17 people seriously injured, which is an decrease of 2 compared to last year and includes two children.

Detections for Drink/Drug Driving and Speeding have increased during the reporting period by 32.1% and 30.9% respectively, however this is highly likely due to the continued proactive approach adopted by police in North Ayrshire when targeting road safety.



Source: Taken from Police Scotland Business Intelligence Portal

Road safety continues to be a key priority for both the Police and communities of North Ayrshire. Local officers supported by Ayrshires Road Policing Unit remain committed towards the pro-active targeting of speeders, drink/drug drivers and other road traffic offenders, in the constant pursuance of reducing the number of people killed and seriously injured on Scotland's Roads.

During the reporting period, a number of locations have been identified within North Ayrshire which continually receive complaints of speeding from members of the public and local elected members, whereby daily speed checks have increased, ultimately resulting in a number of motorists being subject of Conditional Offers of Fixed Penalty, or alternative reports direct to the Procurator Fiscal. Officers take every opportunity to highlight significant detections via social media to ensure wider communities are aware of policing activity towards road safety.

Officers from Ayrshires Road Policing unit have worked in conjunction with local officers and partners such as North Ayrshire Council and Ayrshire Roads Alliance, and the DVSA during the reporting period to positively influence road user behaviour through a number of events and educative inputs such as:

- Fit to ride event (motorcycle safety event).
- Experienced drivers event (held in South Ayrshire but open to North Ayrshire motorists/residents).
- Isle of Arran (experienced driver's event).
- Ayrshire College (Kilwinning Campus) – New Driver Scheme inputs.
- Commercial Vehicle Safety.

## PUBLIC CONFIDENCE—Survey Information

### User Experience - Current Position

It should also be noted that the ‘Feeling adequately informed’ question has changed in 2022/23 and only applies to those who stated they expected to be kept informed.

Questions	YTD	Force YTD	Female	Male	Blank/Other
<b>Number of Respondents</b>	<b>194</b>	<b>7711</b>	<b>90</b>	<b>37</b>	<b>67</b>
Ease of Contact? (% Easy and Very Easy)	71%	69%	74%	76%	64%
Being provided with the appropriate response? (% Yes)	69%	62%	75%	72%	59%
Feeling adequately informed about progress made with your report (% Yes)	53%	48%	58%	40%	54%
Overall Satisfaction? (% Satisfied or Very Satisfied)	72%	67%	79%	70%	64%

### Your Survey

How safe do you feel in your local area?				Male		Female		Total Respondents
	Very Safe	Fairly Safe	Total	Very Safe	Fairly Safe	Very Safe	Fairly Safe	
North	21.10%	55.96%	<b>77.06%</b>	19.05%	54.76%	23.81%	57.14%	109

Concern about Crime				Male		Female		Total Respondents
	Increased a Lot	Increased a Little	Total	Increased a Lot	Increased a Little	Increased a Lot	Increased a Little	
North	26.69%	26.61%	<b>53.3%</b>	30.95%	21.43%	22.22%	30.16%	109

### Local Action/Context:

Your Police Survey remains open for all police and members of the public to provide their views on Policing in the local community.

Local officers continue to promote engagement with Your Police Survey at all events and community engagements with regular broadcasts on media and social media platforms.

## PUBLIC CONFIDENCE—Complaints Against the Police

**NOTE:** The information in these tables covers the period 1 April 2023 to 31 August 2023.

### Complaint Cases & Allegations Received

	TOTAL COMPLAINT CASES RECEIVED			TOTAL NUMBER OF ALLEGATIONS RECEIVED		
	YTD	LYTD	% CHANGE	YTD	LYTD	% CHANGE
<b>U DIVISION</b>	<b>142</b>	<b>157</b>	<b>-9.6%</b>	<b>198</b>	<b>251</b>	<b>-21.1%</b>
North Ayrshire	34	59	-42.4%	44	95	-53.7%

### Breakdown of Case Categories

	FLR (Early)	FLR PSD	FLR (Spec)	Criminal	Non Criminal	Abandoned	Withdrawn	Ongoing	Not Relevant
<b>U DIVISION</b>	<b>0</b>	<b>61</b>	<b>7</b>	<b>7</b>	<b>41</b>	<b>16</b>	<b>8</b>	<b>2</b>	<b>0</b>
North Ayrshire	0	15	2	1	10	4	2	0	0

### Breakdown of Allegations

	Assault	Corrupt Practice	Discriminatory Behaviour	Excessive Force	Incivility	Irregularity in Procedure	Neglect of Duty	Oppressive Conduct/ Harassment	Other - Criminal	Other - Non Criminal	Traffic Irregularity / Offence	Unlawful/ Unnecessary Arrest or Detention
<b>U DIVISION</b>	<b>8</b>	<b>0</b>	<b>3</b>	<b>12</b>	<b>23</b>	<b>62</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>3</b>
North Ayrshire	1	0	0	1	2	16	0	1	0	0	0	1

### Breakdown of Quality of Service Allegation Types

	Policy/Procedure	Service Delivery	Service Outcome
<b>U DIVISION</b>	<b>22</b>	<b>16</b>	<b>39</b>
North Ayrshire	6	5	11

## GLOSSARY OF TERMS

Acronym	Details
ASB	Anti-Social Behaviour
ASBIT	Anti-Social Behaviour Investigation Team
CWU	Community Wellbeing Unit
CYTD	Current Year to Date
DAIU	Domestic Abuse Investigation Unit
DAST	Domestic Abuse Safeguarding Team
DRD	Drug Related Deaths
DSDAS	Disclosure Scheme for Domestic Abuse Scotland
NAC	North Ayrshire Council
FLR	Front Line Resolution
GIRFEC	Getting It Right For Every Child
HMP	Her Majesty's Prison
LPP	Local Policing Plan
LPT	Local Policing Team
LYTD	Last Year to Date
MARAC	Multi Agency Risk Assessment Conference
NCARU	National Complaints and Resolution Unit
Non-Rec	Non Recent (over one year from incident occurring)
PACT	Pro-Active Crime Team
PSOS	Police Service of Scotland
PYTD	Previous Year to Date
QoS	Quality of Service (relates to complaints)
RADAR	Rapid Access to Drug and Alcohol Recovery
SARC	Sexual Assault Referral Centre
ScOMIS	Scottish Operational and Management Information System
SFRS	Scottish Fire and Rescue Service
SWD	Social Work Department
VAWG	Violence Against Women and Girls
YTD	Year to Date