



PERFORMANCE REPORT

Certification of Key Performance Indicators

As prescribed by *Treasurer's Instruction 904*, the Key Performance Indicators provide information to assist readers to assess the performance of the Western Australia Police Service in meeting its mission and outcomes.

The Western Australia Police Service continues to develop both the performance framework and the information that supports our performance information.

I hereby certify that Key Performance Indicators are based on proper records and fairly represent the performance of the Western Australia Police Service for the financial year ending 30 June 2001.



B E MATTHEWS

COMMISSIONER OF POLICE

14 August 2001

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Auditor General

To the Parliament of Western Australia

POLICE SERVICE

PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2001

Scope

I have audited the key effectiveness and efficiency performance indicators of the Police Service for the year ended June 30, 2001 under the provisions of the Financial Administration and Audit Act 1985.

The Commissioner of Police is responsible for developing and maintaining proper records and systems for preparing and presenting performance indicators. I have conducted an audit of the key performance indicators in order to express an opinion on them to the Parliament as required by the Act. No opinion is expressed on the output measures of quantity, quality, timeliness and cost.

My audit was performed in accordance with section 79 of the Act to form an opinion based on a reasonable level of assurance. The audit procedures included examining, on a test basis, evidence supporting the amounts and other disclosures in the performance indicators, and assessing the relevance and appropriateness of the performance indicators in assisting users to assess the Police Service's performance. These procedures have been undertaken to form an opinion as to whether, in all material respects, the performance indicators are relevant and appropriate having regard to their purpose and fairly represent the indicated performance.

The audit opinion expressed below has been formed on the above basis.

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Police Service are relevant and appropriate for assisting users to assess the Police Service's performance and fairly represent the indicated performance for the year ended June 30, 2001.



D D R PEARSON
AUDITOR GENERAL
September 7, 2001



PERFORMANCE REPORT >>

This performance report is based on accountability requirements under the *Financial Administration and Audit Act 1985* and *Treasurer's Instruction 904*, and supports the Government's direction in linking resource and performance reporting. The Police Service plays a key role in contributing to the overall Government outcome of a safer and more secure Western Australia. The outcomes sought by the Police Service, namely **Community Safety, Road Safety** and **Crime and Justice** also require commitment and involvement from other State Government agencies, the community and other stakeholders.

Although all the initiatives of the Police Service are working towards the outcomes, many are preventative in nature and may not provide tangible results for some years. This approach is consistent with crime prevention research that indicates that in the longer term, these preventative and early intervention activities will positively impact on crime trends and other performance indicators.

This performance report has three key sections:

- Key Performance Indicators
- Output Based Management Performance Measures
- Statistical Summary

Introduction

The accountability requirements of the *Financial Administration and Audit Act 1985* and *Treasurer's Instruction 904*, are the basis of this performance report.

However, this report also provides the public with the opportunity to appreciate and gain an awareness of policing in this State, and the factors that impact on the performance of the Police Service.

The Police Service plays a key role in contributing to the overall Government outcome of a safer and more secure Western Australia. The outcomes sought by the Police Service, namely **Community Safety, Road Safety** and **Crime and Justice** also require commitment and involvement from other State Government agencies, the community and other stakeholders.

The range of performance indicators reported here presents key aspects of the work of the Police Service. There are many other aspects of police services from across-Government initiatives to local community initiatives that all

contribute to the performance of the Police Service. Information on these can be obtained in main body of the Annual Report.

Outcome Framework

The Outcome Framework below shows the relationship between the three key Outcomes and the services we provide (seven Outputs). This is also the Output Based Management framework used by the agency.

Although all the initiatives of the Police Service are working towards the three key outcomes, many are preventative in nature and may not provide tangible results for some years. This approach is consistent with crime prevention research that indicates that in the longer term, these preventative and early intervention activities will positively impact on crime trends and other performance indicators.

The following performance information is structured around the three key outcomes of **Community Safety, Road Safety** and **Crime and Justice**.

Mission	What we sought to achieve 2000-2001 (OUTCOMES)	The services we provided (OUTPUTS)
In partnership with the community, create a safer and more secure Western Australia by providing quality police services	Community Safety A level of public safety and security in which individuals are confident to go about their daily activities	Community support, crime prevention and public order Emergency management and co-ordination Regulatory and information services
	Road Safety Road-users behave safely	Traffic management and road safety
	Crime and Justice Individuals committing offences are brought before the justice system	Response to offences Investigation of offences Services to the judicial process



PERFORMANCE REPORT ■ ■

Performance Framework

In assessing the performance of the Police Service, it is important to acknowledge the interrelatedness of many of its activities. For example, strategies aimed at reducing crime may contribute in some measure to all three of the key outcomes.

The Performance Framework below shows the relationship between the Police Service's Outcomes and Key Performance Indicators. This also demonstrates the links between the Outcomes. One aspect of performance will have an impact on

other Outcomes (as shown with shading), but for reporting purposes, there is at least one key indicator (★) that most aligns with the outcomes, and best represents performance against that Outcome.

OUTCOMES

Outcomes 2000-2001

Community Safety

A level of public safety and security in which individuals are confident to go about their daily activities

Road Safety

Road-users behave safely

Crime and Justice

Individuals committing offences are brought before the justice system

Key Performance Indicator (KPI)

Key Performance Indicator (KPI)	Community Safety	Road Safety	Crime and Justice
KPI 1 Community satisfaction with police services	★	★	★
KPI 2 Community perception of safety	★		
KPI 3 Major factors contributing to fatal road crashes		★	
KPI 4 Victims of crime			★
KPI 5 Offences reported and detected			★
KPI 6 Investigation of offences			★
KPI 7 Support to judicial processes resulting in successful prosecutions			★

OUTPUTS

Efficiency Indicator	Community support, crime prevention and public order	Emergency management and co-ordination	Regulatory and information services	Traffic management and road safety	Response to offences	Investigation of offences	Services to the judicial process
KPI 8 Estimated cost of police services							



EFFECTIVENESS INDICATORS >>

Outcomes

Community Safety	Road Safety	Crime and Justice
A level of public safety and security in which individuals are confident to go about their daily activities	Road-users behave safely	Individuals committing offences are brought before the justice system

COMMUNITY SATISFACTION

A wide range of factors can influence community perceptions of satisfaction, and satisfaction may be shaped by many experiences of police services from direct contact when calling for assistance, by working with police in community partnerships, through police managing an emergency situation or by being stopped by an officer monitoring road safety. Satisfaction can also be shaped by knowledge of criminal activity, by views of friends or by media coverage of policing situations. Community satisfaction can nevertheless be considered useful performance indicators.

The community's general satisfaction with police services is an indicator of how effective the Police Service is in achieving its outcomes through a wide range of services. With the Police Service having many hundreds of thousands of contacts with the public per year, it is also significant to have information on the

level of customer satisfaction with the most recent contact. The community's satisfaction with police services are indicators of how effective the Police Service is in achieving all its outcomes, and appropriately these are shown as contributing to all three key outcomes.

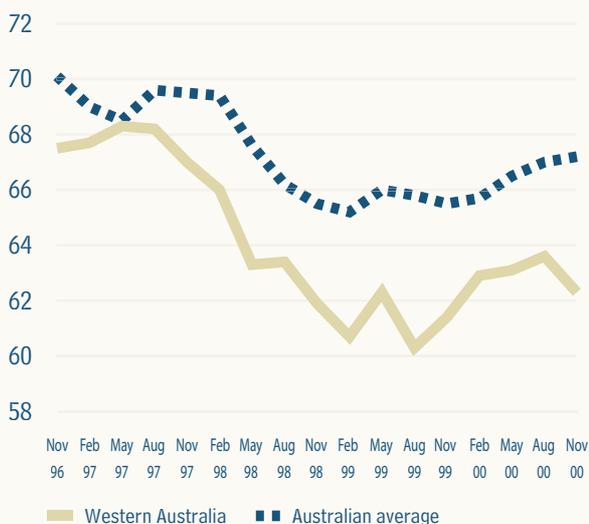
Community perceptions are independently obtained through surveys conducted by the Australian Bureau of Statistics (ABS) and the result of responses from people living in Western Australia.

Please note that the 2000-01 survey information data was only available up to November 2000 due to the ceasing of the ABS Population Survey Monitor. A new national survey, co-ordinated by the Australasian Centre for Policing Research, will begin in July 2001. Additional analysis has been provided this year to maximise the information collected by the ABS survey.

Key Performance Indicator 1 – Community satisfaction with police services

Measures of community satisfaction with the services provided by police are illustrated in Charts 1.1, 1.2.

Chart 1.1 Proportion (%) of people satisfied with services provided by police (a)(b)



Analysis

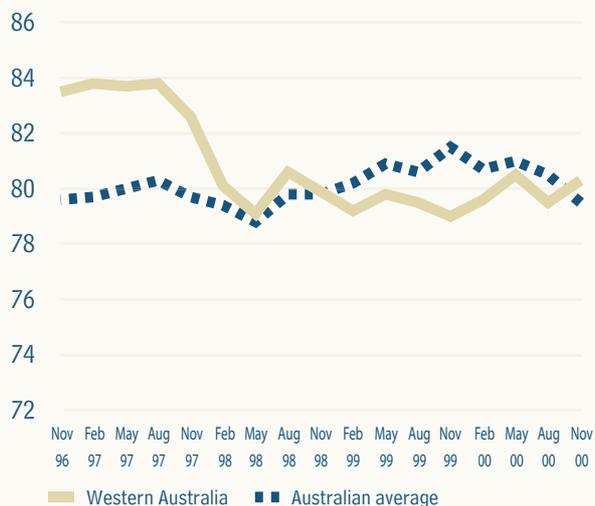
- The WA level of satisfaction with police services has remained below the Australian average since the survey began in 1996.
- At the period ending November 2000, 62% of people in WA were either satisfied or very satisfied with the services provided by the police.
- A higher proportion of females (67%) than males (57%), were satisfied with the services provided by the police.
- Satisfaction with the services provided by the police increased steadily by age group, from 56% for those aged 18 to 24 years to 72% of those aged 65 years or over.
- Satisfaction with the services provided by the police decreased as income increased from 68% for those in the lowest income group down to 59% for those in the highest income group.



EFFECTIVENESS INDICATORS >>

Key Performance Indicator 1 – Community satisfaction with police services

Chart 1.2 Proportion (%) of people satisfied with services received during their most recent contact with police (a)(b)



Notes:

- (a) Data are based on a quarterly survey of people aged 18 years and over. Nationally about 12,000 people are surveyed each year with about 1,500 being in WA. The data processed are 'annualised data' based on the four most recent quarterly surveys. 2000-2001 data was only available up to November 2000 due to the ceasing of the ABS Population Survey Monitor. A new national survey co-ordinated by the Australasian Centre for Policing Research will begin in July 2001.
- (b) The analysis includes demographic and additional information based on a combination of the samples for the years 1998, 1999 and 2000. This was done to get a reasonable sample to allow cross-classification of data. Care must be taken with using these statistics because combining three separate samples has two problems:
 - People's opinions change over time. Because this dataset is a combination over three years, it will give only a general indication of relative levels of satisfaction, etc. There will be an averaging effect, obscuring changes that occurred during the period.
 - The samples for each 12-month period are weighted according to the demographic profile of the population at the middle of that period. Combining three periods, with different weights, makes it difficult to calculate reliable standard errors because the demographic profile is changing throughout the period.

Source:

Australian Bureau of Statistics, Population Survey Monitor (ABS Cat. No. 4103.0 – ABS data available on request). The last survey in the series was conducted in November 2000.

Analysis

- Until late 1997 about 83% of people in WA were satisfied with the last contact they had with the police. This fell to 79% in the period ending May 1998, and has fluctuated between 79% and 81% since then.
- In the period ending November 2000, 80.3% of people in WA were either satisfied or very satisfied with their last contact with the police. This was higher than the Australian average of 79.5%.
- A higher proportion of males (61%) than females (54%) had contact with police in the last 12 months. These proportions decreased steadily with age from 71% for those aged 18 to 24 years to 28% of those aged 65 years or over.
- Police initiated a higher proportion of contacts with males (63%) than females (55%). The proportion of contacts initiated by police was higher for the younger age groups ranging from 70% for those aged 18 to 24 years to 46% of those aged 65 years or over.
- The main reasons for people contacting the police were to report a crime (38%); to report a traffic accident (11%); to report suspicious people or circumstances (12%); and to get assistance (14%).
- The main reasons for police initiated contact were Random Breath Tests (67%) and recording a traffic violation (9%).
- Females were generally more likely to be satisfied with their last contact with police (82%) than males (77%). Satisfaction levels increased steadily with age from 70% for those aged 18 to 24 years to 90% of those aged 65 years or over. The lowest satisfaction level was for males aged 18 to 24 years (66%).
- The main reasons for satisfaction with people's last contact with police were that the police were approachable/ friendly (15%) and courteous (18%).
- The main reasons for dissatisfaction with people's last contact with police were that the police took no action (17%) and showed no interest (15%).



EFFECTIVENESS INDICATORS >>

COMMUNITY SAFETY

Outcome: A level of public safety and security in which individuals are confident to go about their daily activities.

Community safety and security depends on many factors such as urban design, public transport systems, community support systems, public order issues, level of criminal activity and an individual's knowledge and capacity to contribute to their own safety and security. The Police Service alone cannot achieve the outcomes of community safety. This is a responsibility shared by other government agencies, local government, business, community organisations and individuals. The Police Service works with other Government agencies and with local communities to enhance community safety approaches and to find community solutions to local problems. The aim is for Western Australia to be a place in which people feel confident to live and work in safety and security. Working with and responding to the needs of local communities, and developing a partnership approach to crime and safety issues, may contribute to the community's perception of safety.

A person's sense of safety is influenced by many factors beyond police control including where they live, how they travel, their personal experience of crime, the views gained from media or other sources, police presence in the neighbourhood, police response to emergencies or calls for assistance or their individual sense of vulnerability. As can be seen in the performance information, perceptions of safety also vary by age and gender. While it is acknowledged that a wide range of factors can influence community perceptions of safety, community perceptions can nevertheless be considered useful performance indicators.

Community perception of safety is a key indicator of how effective the Police Service is in achieving the outcome. A person feeling safe has a level of confidence in their community: people feeling less safe feel less confident to go about their activities. Community perceptions are obtained independently through surveys conducted by the Australian Bureau of Statistics.

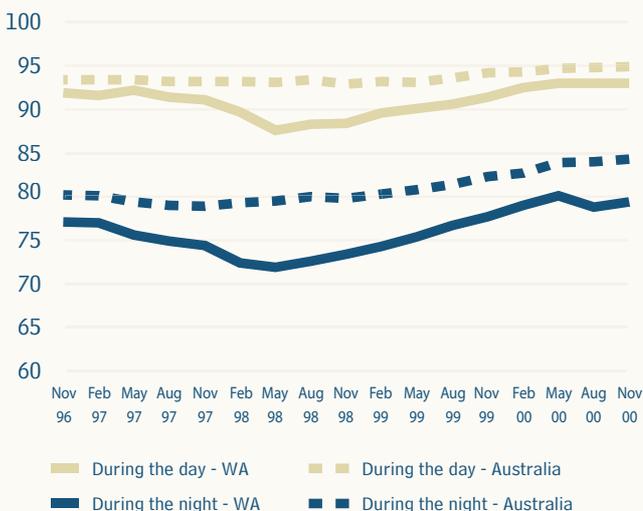
As well as community perception of safety, there are other indicators that contribute to the whole picture of community safety and security. These include victim-of-crime information, levels of reported and detected crime, whether or not an investigation is finalised in a short time, and whether offenders are successfully brought before the justice system (see later in this report).

Please note that the 2000-01 survey information data was only available up to November 2000 due to the ceasing of the ABS Population Survey Monitor. A new national survey, co-ordinated by the Australasian Centre for Policing Research, will begin in July 2001. Additional analysis has been provided this year to maximise the information collected by the ABS survey.

Key Performance Indicator 2 – Community perception of safety

Charts 2.1, 2.2, and 2.3 illustrate changes in community perception of safety over time at home and in public places during the day and at night.

Chart 2.1 Proportion (%) of people who felt safe or very safe home alone during the day and night (a)(b)



Analysis

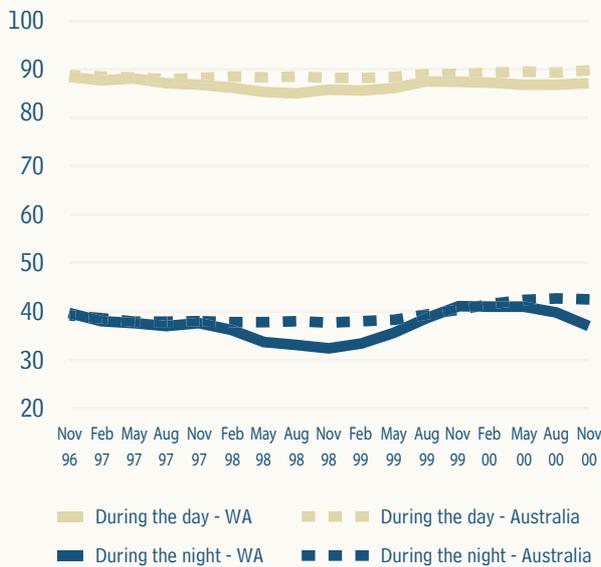
- Generally, people felt safe at home during the day. In WA, this proportion increased from less than 88% in the period ending May 1998 to 93% in May 2000 and has maintained this level to November 2000.
- Since the period ending August 1998 the proportion of people in WA who felt safe at home both during the day and night has risen faster than the Australian average.
- From the period ending May 1998 to May 2000, the proportion of people in WA feeling safe at home at night increased to its highest level since the survey began (80%). Since May 2000, this level has decreased to 79%.
- A higher proportion of males felt safe at home alone during the day (95%) than females (87%). For males, the proportion was about 95% for those aged up to 54 years, but dropped to under 90% for those aged 55 years and over. For females, the proportion for those up to 54 years was close to 90%, but fell slightly to 82% for those aged 55 to 64 years and 85% for those aged 65 years and over.
- At night, the proportion of people who felt safe at home alone was lower and the difference greater, being 87% for males and 68% for females. For men, the proportion who felt safe at home alone at night averaged almost 90% for those aged from 18 to 54 years, but fell slightly to 77% for those aged 55 to 64 years and 74% for those aged 65 years and over. For females the lowest proportion who felt safe at home alone at night were those aged from 18 to 24 years (61%), rising to 73% for those aged from 35 to 44 years before declining to 64% for those aged 65 years and over.
- In general, the proportion of males and females who felt safe at home alone, are reasonably high both during the day and at night.



EFFECTIVENESS INDICATORS >>

Key Performance Indicator 2 – Community perception of safety

Chart 2.2 Proportion (%) of people who felt safe or very safe walking or jogging locally during the day and night (a)(b)



Analysis

- In the period ending November 2000, 87% of people in WA felt safe while walking or jogging locally during the day, compared with only 37% at night.
- In November 1999 the proportion of people in WA who felt safe while walking or jogging locally during the night was higher than the Australian average. However, since then WA has fallen below the Australian average.
- A higher proportion of males felt safe walking or jogging locally during the day (91%) than females (83%). For males, the proportion was over 90% for those aged up to 54 years, but dropped to about 86% for those aged 55 to 64 years and about 80% for those aged 65 years and over. For females, the proportion was highest for those 25 to 34 years (89%) but declined to 71% for those aged 65 years and over.
- At night, both percentages were lower and the difference considerably greater at 57% for males and 17% for females. These percentages were slightly higher, 59% and 18% respectively, if we exclude those who stated that the question was not applicable to them.

For the remainder of this analysis the figures exclude those who stated that the question was not applicable to them.

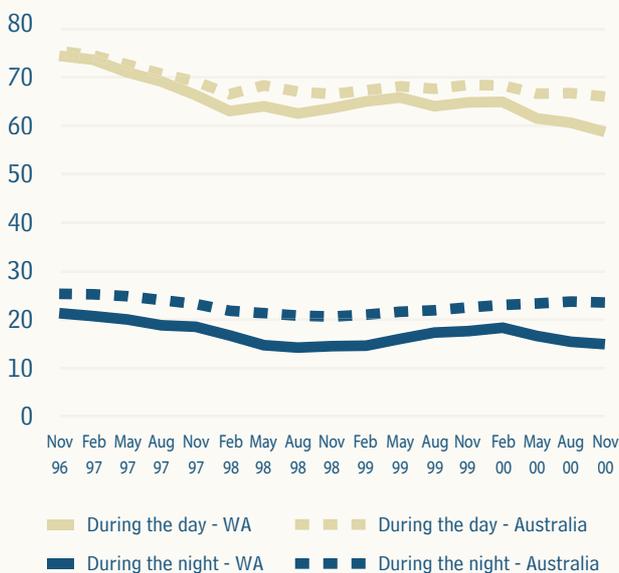
- For men, the proportion who felt safe walking or jogging locally at night averaged about 65% for those aged from 18 to 44 years before dropping off to about 40% for those aged 65 years and over.
- For females, those aged from 18 to 24 years felt safest (about 22%) declining to about 11% for those aged 65 years and over. The proportion who felt safe walking or jogging locally at night was generally greater for the higher income groups and for those in full-time employment.
- In general, the proportion of people who feel safe walking or jogging locally was considerably lower at night than during the day, particularly for females.



EFFECTIVENESS INDICATORS >>

Key Performance Indicator 2 – Community perception of safety

Chart 2.3 Proportion (%) of people who felt safe or very safe travelling on public transport during the day and night (a)(b)



Notes:

- (a) Data are based on a quarterly survey of people aged 18 years and over. Nationally about 12,000 people are surveyed each year with about 1,500 being in WA. The data processed are 'annualised data' based on the four most recent quarterly surveys. 2000-2001 data was only available up to November 2000 due to the ceasing of the ABS Population Survey Monitor. A new national survey, co-ordinated by the Australasian Centre for Policing Research, will begin in July 2001.
- (b) The analysis includes demographic and additional information based on a combination of the samples for the years 1998, 1999 and 2000. This was done to get a reasonable sample to allow cross-classification of data. Care must be taken with using these statistics because combining three separate samples has two problems:
 - People's opinions change over time. Because this dataset is a combination over three years, it will give only a general indication of relative levels of satisfaction, etc. There will be an averaging effect, obscuring changes that occurred during the period.
 - The samples for each 12-month period are weighted according to the demographic profile of the population at the middle of that period. Combining three periods, with different weights, makes it difficult to calculate reliable standard errors because the demographic profile is changing throughout the period.

Source:

Australian Bureau of Statistics, Population Survey Monitor (ABS Cat. No. 4103.0 – ABS data available on request). The last survey in the series was conducted in November 2000.

Analysis

- In the period ending November 2000, people in WA felt much safer on public transport during the day (59%) than at night (15%).
- People in WA consistently felt less safe on public transport than the Australian average. During the day this was 59% compared with 66%. At night only 15% of people in WA felt safe compared to the Australian average of 24%.

Over 25% of people did not consider the question about safety on public transport was relevant to them. These people have been excluded in the remainder of this analysis.

- The proportion of males who felt safe on public transport during the day (85%) was not significantly higher than for females (83%). For males, there is little variation across most age groups, ranging from about 82% to about 89%, with the exception of those aged between 55 and 64 years (78%). However, this could be due to sampling variation. The proportion of females who felt safe on public transport during the day was consistently between 80% and 84% across all age groups.
- At night, the proportion of males (33%) and females (13%) who felt safe on public transport was considerably lower. For males, the proportion ranged from a high of 45% for those aged from 18 to 24 years, declining to 18% for those aged from 55 to 64 years before rising to 27% for those aged 65 years and over. However, this could be due to sampling variation. For females, those aged from 18 to 24 years felt safest (17%) generally declining to 7% for those aged 65 years and over. There was no pattern across the income groups.
- In general, the proportion of people who felt safe on public transport was considerably lower at night than during the day, particularly for females. This is similar to the situation for those walking or jogging locally. Essentially, people feel less safe away from home, particularly at night.



EFFECTIVENESS INDICATORS >>

ROAD SAFETY

Outcome: Road-users behave safely.

Road safety depends on many factors: road design and maintenance; vehicle design; road traffic legislation; driver and passenger safety devices; traffic management technology such as traffic lights; media messages; and the attitudes and behaviours of individual road-users. The Police Service is one of many organisations that contribute to road safety. In Western Australia, the State Government's role in road safety is co-ordinated through the Road Safety Council (RSC) which seeks to eliminate road crashes as a major cause of death and injury in Western Australia.

To achieve the whole-of-government outcome of minimising road fatalities and injuries, the Police Service takes an integrated approach to traffic management and road safety strategies that involves partnerships with other government agencies and stakeholders. The focus for the Police Service is that road-users behave safely. The Police Service seeks to influence road safety across a broad range of areas, playing a key role in promoting road safety and supporting the Road Safety Council's co-ordination of State road safety strategies.

These strategies include community education and road safety promotion campaigns, and specific initiatives targeting road safety or traffic management issues.

The operational focus on road safety is predominantly on traffic enforcement as a means of achieving the outcome. The Police Service focuses on the major factors contributing to road crashes, namely speed and drink-driving. These priorities are supported by road-safety research and a national survey, the Australian Transport Safety Bureau Community Attitudes Survey, that indicated speed and drink-driving are clearly perceived by the community as the major factors leading to road crashes. By continuing strategies that target these major contributing factors, the Police Service aims to improve road-user behaviour.

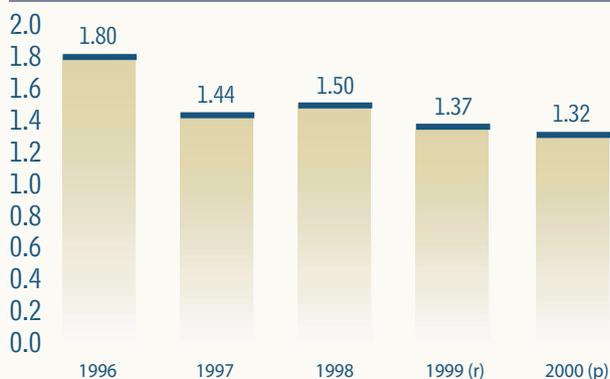
The number of road crashes is a key indicator of the agency's effectiveness in achieving the outcome, and although there are other contributing factors in road crashes, such as fatigue, speed and drink-driving are highlighted in the performance information. Road Safety outcomes also contribute to Community Safety.

Key Performance Indicator 3 – Major factors contributing to fatal road crashes ^(a)

Chart 3.1 illustrates the number of fatal road crashes (per 10,000 registered motor vehicles), and these figures include all factors such as fatigue as well as speed and drink-driving.

Chart 3.2 illustrates the number of fatal road crashes (per 10,000 registered motor vehicles) where drink-driving and excessive speed were major contributing factors.

Chart 3.1 Number of fatal road crashes per 10,000 registered motor vehicles (b)



Analysis

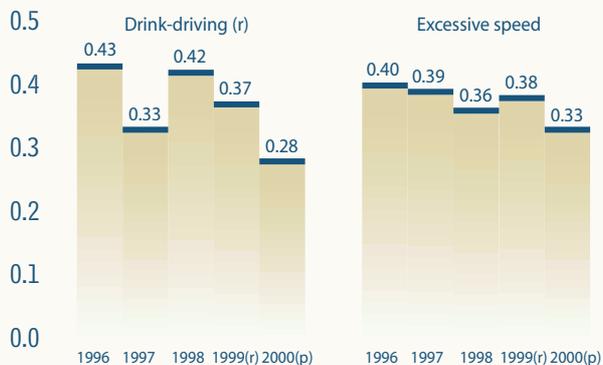
- The number of fatal crashes per 10,000 registered motor vehicles in 2000 is the lowest in five years. This reflects a decrease in the number of fatal crashes from 188 in 1999 to 185 in 2000. During the same period, the number of registered motor vehicles increased by over 30,000.



EFFECTIVENESS INDICATORS >>

Key Performance Indicator 3 – Major factors contributing to fatal road crashes ^(a)

Chart 3.2 Number of fatal road crashes per 10,000 registered motor vehicles (b) where drink-driving (c) and excessive speed (d) were major contributing factors



Analysis

- The 2000 number of fatal crashes per 10,000 registered motor vehicles where drink-driving was a major contributing factor is the lowest in five years.
- The 2000 number of fatal crashes per 10,000 registered motor vehicles where excessive speed was a major contributing factor is the lowest in five years.

Notes:

- This performance indicator is based on calendar year information due to the results of coronial inquiries not being available in sufficient time for inclusion at the end of the financial year.
- Registered motor vehicles exclude: caravans, trailers and plant and equipment. Numbers per 10,000 registered motor vehicles are calculated on the number of registered motor vehicles as at 31 October 1996, 1997 and 1998. 1999 and 2000 figures are based on current WA registered motor vehicles up to and including 1999 and 2000 year of manufacture, respectively. Please refer to the Statistical Summary for the number of registered motor vehicles.
- Drink-driving-related fatal crashes include fatal road crashes where at least one driver was over the 0.05 blood alcohol limit. These crashes may have also had other contributing causes, such as excessive speed, and therefore the figures shown for drink-driving and excessive speed are not mutually exclusive.
- Speed-related fatal crashes include fatal road crashes where the investigating officer deemed excessive speed to be involved. These crashes may have also had other contributing causes, such as drink-driving, and therefore the figures shown for excessive speed and drink-driving are not mutually exclusive.
- Preliminary figure pending the completion of all coronial inquiries.
- Revised figures from those shown in previous annual reports. Due to the correction of a programming error in the information system used to extract data for drink-driving-related fatal crashes, the number of fatal road crashes per 10,000 registered motor vehicles where drink-driving was a major contributing factor has decreased in each of the years shown in Chart 3.2. The revision of 1999 figures reflects a reduction in the total number of fatal crashes from 189 to 188 and a reduction in the number of fatal crashes where excessive speed was a major contributing factor from 54 to 52. 1999 figures were also affected by a revision of the number of registered motor vehicles.

Sources:

Western Australia Police Service, Casualty database.

Australian Bureau of Statistics, Motor Vehicle Census Australia (ABS Cat. No. 9309.0).

Department of Transport vehicle registration data extracted as at 12 June 2000 for 1999, and 7 April 2001 for the year 2000.



EFFECTIVENESS INDICATORS >>

CRIME AND JUSTICE

Outcome: Individuals committing offences are brought before the justice system.

Once an offence has been committed, the police have a key role in ensuring an effective response. This generally includes attending at a scene, investigating the incident, the collation and analysis of intelligence, the apprehension of offenders, and the preparation of evidence to go before the justice system. The outcome we seek is that individuals committing offences are brought before the justice system.

The four key indicators of performance of effectiveness for this outcome are: Victims of Crime, Reported and Detected Offences, Investigation of Offences, and Support to Judicial Processes Resulting in Successful Prosecutions.

The number of offences reported to the police does not necessarily reflect the true level of crime and criminal activity. Factors that may impact on crime information include the community's willingness to report crime. A proportion of offences committed are not reported to police for a variety of reasons. The level of criminal victimisation, including offences not reported, can be measured through conducting a survey of households. This type of survey is independently performed by the Australian Bureau of Statistics, and is considered to be a relevant indicator of the Police Service's effectiveness.

Due to the many economic and social causal factors that influence criminal activity, the number of offences committed is not within the direct control of the police. Nevertheless, the number of offences reported and detected is an indicator of the Police Service's effectiveness. Improving the quality of police services may impact the number of offences in several ways, by:

- increasing the detection of offences;
- encouraging the reporting of certain offences; and
- decreasing offences in targeted areas or situations, or decreasing offences committed by repeat offenders.

This may result in an overall increase in the total number of offences reported and detected.

A primary activity of the Police Service is the investigation of offences, and an indicator of effectiveness is the clearance rate for investigations. Knowing that a high rate of clearances is achieved may positively impact criminal activity because it deters potential offenders. The quality of investigations can also be measured by how long it takes for an investigation to be finalised or cleared.

The indicators: Victims of Crime, Reported and Detected Offences, and Investigation of Offences, present performance in terms of the response and investigation roles of police. A quality investigation will also contribute significantly towards the outcome of bringing the offenders before the justice system, including the court. Although there are a range of ways in which offenders are dealt with by the justice system such as diversion and cautioning, 'matters' heard before the court represent the culmination of quality investigations, presentation of evidence and the police prosecution role.

Achievements in this area will also contribute to Community Safety, and Road Safety, and performance in those areas will impact on issues in this outcome area.



EFFECTIVENESS INDICATORS >>

Key Performance Indicator 4 – Victims of crime

Charts 4.1 and 4.2 illustrate the trend in victimisation rates between 1991 and 2000.

Chart 4.1 Victimisation rate, percentage of persons (a)(b)(c)



Analysis

- The rate of personal victimisation for WA increased at a faster rate than the Australian average from 1993 to 1998.
- From 1998 to 1999 WA's rate of personal victimisation remained constant at 5.6% before falling marginally to 5.5% in 2000.

Chart 4.2 Victimisation rate, percentage of households (a)(b)(d)



Analysis

- WA's rate of household victimisation was higher than the Australian average in both 1993 and 1998.
- WA's rate of household victimisation has shown a steady decline from 1995 (15.8%) to 2000 (11.4%).

Notes:

- Australian data are based on the perception of about 42,000 people, aged 15 years and over, surveyed nationally on a five-yearly basis (1993 and 1998). WA data are based on the perception of approximately 5,300 people surveyed as part of this national survey, as well as separate state surveys in 1991, 1995, 1999 and 2000. Accordingly no national comparison can be made for these years.
- It should be emphasised that the responses obtained in these surveys are based on each respondent's perception of having been the victim of an offence. The terms used summarise the wording of the questions asked of the respondent, and may not necessarily correspond with the legal or police definitions. Consequently, direct comparison between these figures and reported offence rates should be avoided.
- The personal victimisation rate is based on the proportion of all persons who were victims of robbery, assault, or sexual assault offences.
- The household victimisation rate is based on the proportion of all households that were victims of break and enter, attempted break and enter, or motor vehicle theft offences.

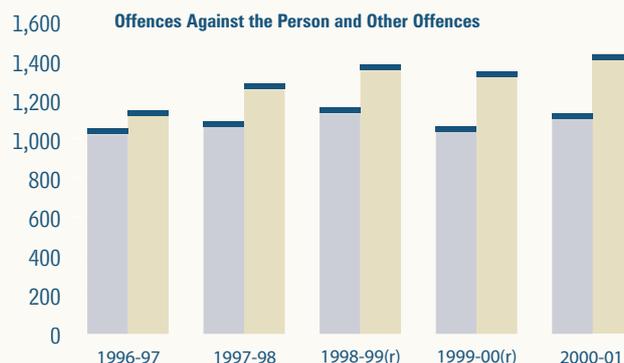
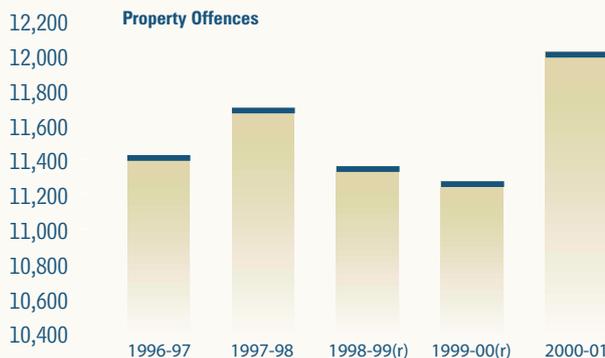
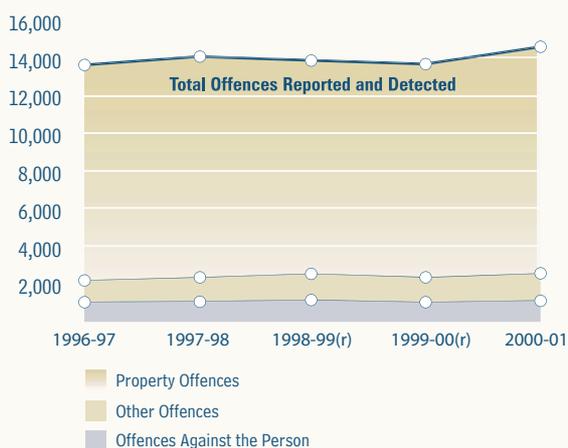
Source:

Australian Bureau of Statistics, Crime and Safety Survey (ABS Cat. No. 4509.0, 4509.5 and 1367.5).

Key Performance Indicator 5 – Offences reported and detected

The number of offences reported and detected are expressed as a rate per 100,000 persons to enable comparisons to be made for each of the last five financial years as shown in Chart 5.1.

Chart 5.1 Rate of offences reported and detected per 100,000 persons, 1996-97 to 2000-2001 (a)(b)(c)(d)(e)(f)



Analysis

- In the 2000-01 financial year, the rate of total offences reported and detected per 100,000 persons was 14,586. This is the highest rate since at least 1996-97 and represents an increase of 6.6% compared with the 1999-2000 rate of 13,684 offences.
- Property offences comprise over 80% of all offences reported and detected, and therefore strongly affects the overall offence rate per 100,000 persons. Between 1997-98 and 1999-2000, the rate of property offences showed a decreasing trend. However, in 2000-01 the rate has increased by 6.6% to 12,019 per 100,000 persons compared with 11,273 in 1999-2000.
- Offences against the person make up less than 10% of all offences reported and detected, with the majority involving an assault of some description. After showing a steady pattern of increase since 1996-1997, the offence rate decreased to 1,064 per 100,000 persons in 1999-2000. However, in 2000-01 the rate has increased by 6.5% to 1,133.
- Other offences make up about 10% of total offences reported and detected. With the exception of a decrease in 1999-2000, the rate of other offences has increased between 1996-97 and 2000-01. The rate in 2000-01 was 1,434 per 100,000 persons, a 6.5% increase compared with the 1999-2000 rate of 1,347. About 60% of other offences are detected drug offences. The number of drug offences detected can be influenced by proactive police initiatives in this area.

Notes:

- 'Offences against the person' include: homicide, driving causing death, robbery, assault, sexual assault and deprivation of liberty.
- 'Offences against property' include: burglary, stealing, motor vehicle theft, fraud, arson and damage offences.
- 'Other offences' include: drugs, breach of restraining order, stalking and other summary and indictable offences.
- The number of reported offences for a period (e.g. financial year) comprises all offences reported during that period and may include offences committed during earlier periods. Therefore the reporting of historical offences will inflate the number of reported offences for a period.
- Reported offences are selected offences reported to, or becoming known to police, and resulting in the submission of an offence report in the Offence Information System (OIS). Offences against public order, such as disorderly conduct and offences against the Firearms Act, Liquor Licensing Act and a number of other offences against the statute laws of this State and the Commonwealth are not recorded in this system at present.
- For the number of offences reported and detected by category of offence, please also refer to the Statistical Summary.
- Revised figures from those shown in previous annual reports. The revised rates for 1998-99 and 1999-2000 are due to revised Estimated Resident Population figures in the Australian Bureau of Statistics publication, Australian Demographic Statistics, December Quarter 2000 as at 31 December 1998 and 1999.

Sources:

Western Australia Police Service, Offence Information System (OIS).
 Australian Bureau of Statistics, Australian Demographic Statistics, December Quarter 2000, (ABS Cat. No. 3101.0).



EFFECTIVENESS INDICATORS >>

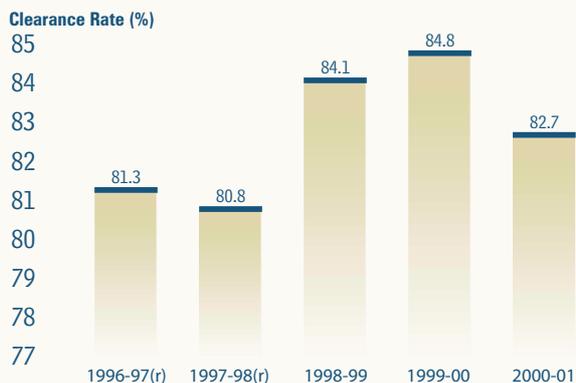
Key Performance Indicator 6 – Investigation of offences

A measure of the quality of investigations is the number of offences that are cleared or the clearance rate. An offence is deemed to be cleared where a satisfactory result has been achieved or where, for some substantial reason, police investigations cannot be continued.^(d) A proportion of offences investigated are not finalised by the end of the financial year when figures for these performance indicators are closed. The

investigation of these offences may either be actively continued into the next financial year or are pending/suspended until a decision has been made to finalise the case.

The number of offences cleared and the clearance rate are illustrated in Charts 6.1, 6.2 and 6.3. Table 6.1 shows the proportion of investigations that were finalised within 30 days from the offence being recorded.

Chart 6.1 Number and rate of reported offences against the person cleared, 1996-97 to 2000-2001 (a)(d)(e)(k)

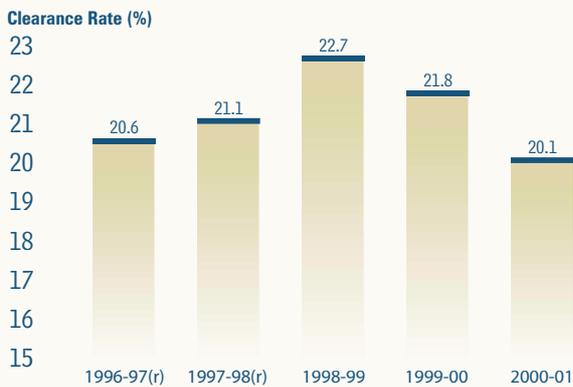
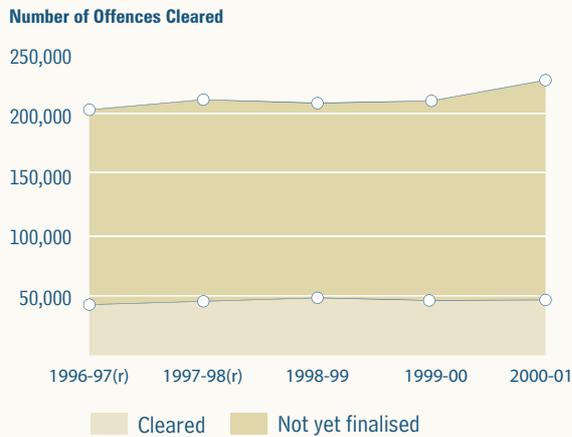


Analysis

- The number of offences cleared has increased by 16.7% from 15,236 in 1996-97 to 17,784 in 2000-01. The number of reported offences against the person increased by 14.8% over the same period.
- The investigation of offences against the person is given the highest priority. This is reflected in the high clearance rate for such offences. This rate has been consistently over 80.0% for the past five years, reaching a peak of 84.8% in 1999-2000.
- The offence clearance rate increased significantly from a low of 80.8% in 1997-98 to 84.8% in 1999-2000. An 8.0% (1,595) increase in offences has contributed to a decrease in the clearance rate to 82.7% in 2000-01.

Key Performance Indicator 6 – Investigation of offences

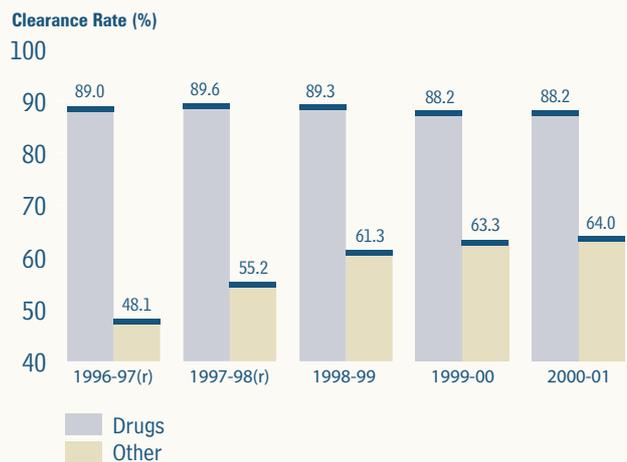
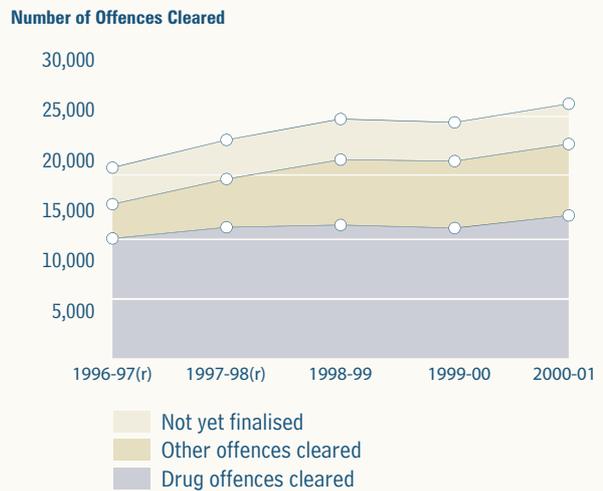
Chart 6.2 Number and rate of reported property offences cleared, 1996-97 to 2000-2001 (b)(d)(e)(k)



Analysis

- Over 200,000 property offences are reported each year. Given the volume of offences and the priority given to the investigation of offences against the person, property offences have a lower clearance rate of approximately 20%. However, this still equates to over 40,000 offences cleared each year.
- Between 1996-97 and 1999-2000, the clearance rate for property offences reached a peak of 22.7% in 1998-1999. This equated to 47,635 offences cleared out of 209,534.
- There has been a decreasing trend in the offence clearance rate from 22.7% in 1998-99 to 20.1% in 2000-01. An 8.1% (17,116) increase in offences has contributed to a decrease in the clearance rate to 20.1% in 2000-01.

Chart 6.3 Other offences - number and rate of reported offences cleared, 1996-97 to 2000-2001 (c)(d)(e)(k)



Analysis

- About 60% of other offences cleared are drug offences. Most drug offences are detected by police rather than reported to police. As a result, the clearance rate for drug offences has been consistently high.
- The number of drug offences cleared has increased by 19.2% from 11,909 in 1996-1997 to 14,196 in 2000-01.
- The clearance rate for offences other than drug offences increased significantly from 48.1% in 1996-1997 to 64.0% in 2000-01 despite a 56.8% increase in offences from 7,084 in 1996-1997 to 11,108 in 2000-01.

Key Performance Indicator 6 – Investigation of offences

Table 6.1: Outcome of Investigations - the proportion (%) of investigations finalised within 30 days ^{(d)(f)(g)}

Offence Category	Calendar Year			
	1997	1998	1999	2000
Homicide ^(h)	66.1	74.2	78.2	62.1
Assault	53.1	53.0	54.7	54.9
Sexual Assault	54.9	48.4	46.7	43.7
Robbery ⁽ⁱ⁾	22.8	20.6 ^(r)	25.7	24.8
Burglary (UEWI) ^(j)	6.7	7.5	7.9	6.7
Motor Vehicle Theft	11.8	12.3	13.0	13.9
Other Theft	14.2	14.6	15.2	14.9

Analysis

- In the 2000 calendar year, assault and motor vehicle theft showed an improvement in the proportion of investigations finalised within 30 days.
- A higher proportion of investigations relating to offences against the person, such as Homicide, Assault, Sexual Assault and Robbery are finalised within 30 days. This is a reflection of the high priority the Police Service gives to these offences and the relatively high volume of property offences such as Burglary.

Notes:

- (a) 'Offences against the person' include: homicide, driving causing death, robbery, assault, sexual assault and deprivation of liberty.
- (b) 'Offences against property' include: burglary, stealing, motor vehicle theft, fraud, arson and damage offences.
- (c) 'Other offences' include: drugs, breach of restraining order, stalking and other summary and indictable offences.
- (d) An offence is deemed to be cleared or finalised where a satisfactory result has been achieved or where, for some substantial reason, police investigations cannot be continued. This includes: offender(s) processed by arrest, summons, Juvenile Justice Team referral or juvenile caution; the offender has died; the offender is in another jurisdiction and extradition is not desired or available; there is a statute bar to proceedings where an offender is under age or claims diplomatic immunity; admittance to a psychiatric facility; false or mistaken reports; civil action recommended.
- (e) The number of offences cleared (clearances) for a period (e.g. financial year) comprises all offences for which the clearance was recorded on the Offence Information System (OIS) during that period. Due to the nature and length of investigations, the number of offences cleared during a period may include offences reported prior to that period.
- (f) Outcome of investigations represents the status that a police investigation has reached after a period of 30 days has elapsed since the police recorded the offence.
- (g) The statistics shown in Table 6.1 and the use of the 30-day period, have been compiled according to national standards and classifications developed by the Australian Bureau of Statistics. The national counting rule is based on the number of victims of offences rather than the total number of offences recorded.
- (h) Homicide includes: murder, attempted murder and manslaughter.
- (i) Robbery includes: armed and unarmed robbery.
- (j) Burglary or Unlawful Entry With Intent (UEWI) is the unlawful entry of a structure with the intent to commit an offence that includes the taking of property and other criminal acts.
- (k) For the number of offences cleared and clearance rates by category of offence, please also refer to the Statistical Summary.
- (r) Revised figures from those shown in previous annual reports. The revised statistics for 1996-97 and 1997-98 in Charts 6.1 to 6.3 is due to the correction of information system anomalies. The revised figure for the proportion of robbery investigations finalised in 1998 is due to the correction of a calculation error.

Sources:

Western Australia Police Service, Offence Information System (OIS).

Australian Bureau of Statistics, Recorded Crime Australia (1997, 1998, 1999 and 2000) (ABS Cat. No. 4510.0).

Key Performance Indicator 7 – Support to judicial processes resulting in successful prosecutions

Police activities supporting the judicial process include police prosecutions, presentation of evidence, processing and serving of court documents, and managing the bail and court reporting process. Achieving successful prosecutions through the court system is the culmination of all the activities involved in the investigation process and is an indicator of the effectiveness of these processes.

Table 7.1: Number and percentage of matters placed before the courts by the Police Service that resulted in either a plea of guilty or a conviction after trial ^(a)

	1998-99		1999-00		2000-01	
	Number	%	Number	%	Number	%
Total matters brought before the courts by the Police Service	101,639		97,401		102,547	
Matters resulting in plea of guilty	86,040	85	83,026	85	91,526	89
Matters defended	12,537		10,731		8,356	
Defended matters that resulted in conviction after trial	10,296	82	9,089	85	6,821	82
Matters withdrawn	3,062		3,644		2,665	
Total matters resulting in a conviction	96,336	95	92,115	95	98,347	96

Note:

(a) Statistics only include matters dealt with by (1) police prosecutors under the direct supervision of the Police Service's Prosecuting Branch for matters before the Central Law Courts and Perth Children's Court and (2) suburban and country courts where a District-supervised police officer or section has been dedicated to the prosecuting role.

Source:

Western Australia Police Service, Prosecution Branch.

Key Performance Indicator 8 – Estimated cost of police services (outputs)

Key efficiency indicators demonstrate the efficiency with which the Police Service allocates its resources to the appropriate services (outputs) to create a safer and more secure community.

One means of measuring efficiency is the total cost of providing police services to the community. Another indicator is the cost of each service (output) based on hours of service provided. Table 8.1 shows: the total cost (expenditure), the cost per hour, and the cost per person in 1999-2000 and 2000-2001 for each service (output).

Table 8.1: Cost of Police Services (outputs)

Output	1999-00 Costs in \$million	2000-01 Costs in \$million	1999-00 ^(a) Cost per hour \$	2000-01 ^{(a)(b)} Cost per hour \$	1999-00 ^(c) Cost per person \$	2000-01 ^(c) Cost per person \$
Community Safety	168.85	171.043				
1 Community support, crime prevention and public order	145.438	148.739	54	54	78	78
2 Emergency management and co-ordination	6.926	6.459	59	61	4	3
3 Regulatory and information services	16.486	15.845	54	56	9	8
Road Safety	86.553	81.338				
4 Traffic management and road safety	86.553	81.338	50	51	46	43
Crime and Justice	209.900	216.111				
5 Response to offences	51.394	56.352	55	54	27	30
6 Investigation of offences	104.362	109.484	53	54	56	58
7 Services to the judicial process	54.144	50.275	52	56	29	26
Totals	465.303	468.492	53	54	248	247

Analysis

- Community support, crime prevention and public order represented the largest resource commitment in both 1999-2000 and 2000-2001, with an estimated \$78 spent per person. This output equated to approximately 31% of police resources in 1999-2000 and 32% in 2000-2001. This reflects the agency's aim of working closely with local communities in crime prevention and proactive policing initiatives.
- Investigation of offences, traffic management and road safety, and response to offences were also major commitments and reflect priorities directed towards safety and security issues.
- In 2000-2001 the cost of police services per person was maintained or decreased for all outputs except response to offences and investigation of offences.

Notes:

(a) Calculated by dividing Actual Total Cost for each Output by the actual operational hours for each Output.

(b) 2000-2001 allocation of cost and hours based on Police Service Activity Quarterly Surveys for the period.

(c) Calculated by dividing Actual Total Cost for each Output by the estimated resident population for Western Australia as at December 1999 and December 2000, respectively.

Sources:

Total cost of output from Output Schedule of Expenses and Revenues for the years ending 30 June 2000 and 30 June 2001, respectively.

Operating hours are obtained from the Resource Management Information System and are distributed according to percentages from Western Australia Police Service Activity Quarterly Surveys.

Australian Bureau of Statistics, Australian Demographic Statistics, December Quarter 2000, (ABS Cat. No. 3101.0).

OUTPUT BASED MANAGEMENT PERFORMANCE MEASURES >>

Requirement under *Treasurer's Instructions (TI) 904 Section (3)(ii)*.

	2000-2001 Budget Estimate	2000-2001 Actual
Output 1: Community Support, Crime Prevention and Public Order		
Total cost of Output ^{(a)(b)}	\$143.219m	\$148.739m
Quantity		
Hours of community support, crime prevention and public order ^{(a)(b)}	2.816m	2.764m
Quality		
Percentage of survey respondents who are satisfied with the job the Police Service is doing in dealing with public order problems ^(c)	51%	48%
Percentage of survey respondents who are satisfied with the job the Police Service is doing in supporting community programs ^(c)	77%	75%
Timeliness		
Percentage of overall calls for assistance answered within 20 seconds ^(d)	85%	70%
Percentage of general calls for assistance (not including '000' calls) answered within 20 seconds ^(e)		62%
Cost		
Cost per hour of community support, crime prevention and public order ^(f)	\$51	\$54
Output 2: Emergency Management and Co-ordination		
Total cost of Output ^{(a)(b)}	\$8.965m	\$6.459m
Quantity		
Hours of emergency management and co-ordination ^{(a)(b)}	176,000	105,768
Quality		
Number of state emergency management plans that are in place and current, where the Police Service is the designated hazard management authority ^(g)	6	6
Cost		
Cost per hour of emergency planning and co-ordination ^(f)	\$51	\$61
Output 3: Regulatory and Information Services		
Total cost of Output ^{(a)(b)}	\$17.931m	\$15.845m
Quantity		
Hours of regulatory and information services ^{(a)(b)}	352,000	285,482
Quality/Timeliness		
The individual activities that comprise this output have specific measures of quality and timeliness that do not logically aggregate to overall output measures		
Cost		
Cost per hour of regulatory and information services ^(f)	\$51	\$56



OUTPUT BASED MANAGEMENT PERFORMANCE MEASURES >>

	2000-2001 Budget Estimate	2000-2001 Actual
Output 4: Traffic Management and Road Safety		
Total cost of Output ^{(a)(b)}	\$76.109m	\$81.338m
Quantity		
Hours of traffic management and road safety ^{(a)(b)}	1.496m	1.598m
Quality		
Percentage of survey respondents satisfied with the service received during the most recent traffic contact with the Police Service ^(c)	≥ 90%	91.9%
Timeliness		
No single measure of timeliness covers the diverse activities of this output. Specific measures related to delivering services in the most appropriate locations and at the most suitable time to maximise the desired outcome of 'road-users behave safely' are being developed.		
Cost		
Cost per hour of traffic management and road safety ^(f)	\$51	\$51
Output 5: Response to Offences		
Total cost of Output ^{(a)(b)}	\$44.754m	\$56.352m
Quantity		
Hours of response to offences ^{(a)(b)}	880,000	1.034m
Quality		
Percentage of survey respondents satisfied with the job the Police Service is doing in responding to calls for police assistance ^(c)	80%	81%
Timeliness		
Percentage of emergency calls ('000') for police assistance answered in 20 seconds ^(h)	92%	84%
Average time taken to respond to urgent calls ⁽ⁱ⁾ for police assistance in the metropolitan area from call received to arrival at scene - priority 1-3 calls	<17 minutes	18 minutes
Cost		
Cost per hour of response to offences ^(f)	\$51	\$54
Output 6: Investigation of Offences		
Total cost of Output ^{(a)(b)}	\$112.034m	\$109.484m
Quantity		
Hours of investigation of offences ^{(a)(b)}	2.200m	2.016m
Quality		
Matters brought before the courts by the Police Service that resulted in a plea of guilty ⁽ⁱ⁾	≥ 84%	89%
Defended matters successfully prosecuted by the Police Service ⁽ⁱ⁾	≥ 83%	82%
Timeliness		
Percentage of investigations for offences against the person finalised within 30 days ^{(k)(l)(m)(n)}	>50%	50%
Percentage of investigations for property offences finalised within 30 days ^{(k)(l)(m)(o)}	>12%	12%
Cost		
Cost per hour of investigating offences ^(f)	\$51	\$54



OUTPUT BASED MANAGEMENT PERFORMANCE MEASURES

	2000-2001 Budget Estimate	2000-2001 Actual
Output 7: Services to the Judicial Process		
Total cost of Output ^{(a)(b)}	\$44.808m	\$50.275m
Quantity		
Hours of services to the judicial process ^{(a)(b)(p)}	880,000	898,666
Quality		
Matters brought before the courts by the Police Service that resulted in a plea of guilty ⁽ⁱ⁾	≥ 84%	89%
Defended matters successfully prosecuted by the Police Service ⁽ⁱ⁾	≥ 83%	82%
Timeliness		
Timeliness measures are not appropriate as the Police Service has no control over the timing of the court process		
Cost		
Cost per hour of services to the judicial process ⁽ⁱ⁾	\$51	\$56

Notes:

- (a) The 2000-2001 Budget Estimates and 2000-2001 Actuals were based on activity surveys conducted in the prior 12 months.
- (b) Actuals from Resource Management Information System, based on Police Service Activity Surveys held quarterly over the period.
- (c) Population Survey Monitor conducted by Australian Bureau of Statistics (ABS). This survey ceased in November 2000 and has been replaced by the National Survey of Community Satisfaction with Policing, which is co-ordinated by the Australasian Centre for Policing Research. The latter survey commences in July 2001.
- (d) Overall calls to Police Operations Centre. Overall calls include "000", general "9222 1111" calls and calls from security firms, education security, St John Ambulance, FESA, State Emergency Service, Cab Alert, and Western Power.
- (e) General calls to Police Operations Centre. General calls include "9222 1111" calls and calls from security firms, education security, St John Ambulance, FESA, State Emergency Service, Cab Alert, and Western Power.
- (f) Proportion of total cost.
- (g) "Current" means that plans have been reviewed in the past 12 months.
- (h) Calls to Police Operations Centre ("000") not including general "9222 1111" calls or calls from security firms, education security, St John Ambulance, FESA, State Emergency Service, Cab Alert, and Western Power. May include a small number of urgent calls, which do not constitute an offence.
- (i) Urgent calls are defined as priority 1 - 3 calls. Priority 1 calls cover armed hold-up in progress; armed offender incident in progress; and other life-threatening incidents. Priority 2 calls cover incidents where life or property is or may be in a state of threat or imminent danger. Priority 3 calls cover incidents requiring immediate attention but is not life-threatening at that time. It may involve the welfare of a person(s), the possible apprehension of offenders or the preservation of evidence. Requires the dispatch of the first available local, district or other vehicle.
- (j) Statistics only include matters dealt with by (1) police prosecutors under the direct supervision of the Police Service's Prosecuting Branch for matters before the Central Law Courts and Perth Children's Court, and (2) suburban and country courts where a District-supervised police officer or section has been dedicated to the prosecuting role.
- (k) This performance measure is based on Outcome of Investigation statistics contained in the Australian Bureau of Statistics publication Recorded Crime Australia 2000 (ABS Cat. No. 4510.0). The statistics relate to the 2000 calendar year and not the 2000-01 financial year.
- (l) Police investigations finalised within 30 days of the recording of the offence by police. The period of 30 days is a national standard used by the Australian Bureau of Statistics in their publication Recorded Crime Australia 2000 (ABS Cat. No. 4510.0).
- (m) Police investigations finalised have been compiled on a victim basis that counts the number of victims for each offence category rather than the number of breaches of criminal law.
- (n) Only includes selected offences against the person: homicide, assault, sexual assault, kidnapping/abduction robbery, and blackmail/extortion.
- (o) Only includes selected property offences: unlawful entry with intent (burglary), motor vehicle theft, and other theft.
- (p) Support provided to the judicial process includes services such as presentation of evidence, prosecution role in courts, processing and serving court documents, custodial services and services to the coroner. The level of effort applied to these is subject to the court processes, and is therefore primarily outside the direct control of the Police Service.

STATISTICAL SUMMARY >>

RESOURCE PROFILE (as at 30 June 2001)

	Personnel ^(a)		Expenditure		
	Sworn	Unsworn	Recurrent ^(b) \$'000	Capital ^{(d)(e)(f)} \$'000	Total \$'000
Metropolitan Region	2,137	175	131,583	19,055	150,638
Southern Region	620	83	44,345	12,320	56,665
North-eastern Region	676	59	58,202	6,182	64,384
Crime Investigation Support	507	173	47,039	4,802	51,841
Traffic and Operations Support	519	300	55,580	18,053	73,633
Professional Standards	56	36	7,104	630	7,734
Support Services					
Administration	23	35	3,886	215	4,101
Asset Management	0	44	25,174	1,284	26,458
Financial Management	0	35	1,712	76	1,788
Human Resources	22	124	33,877	1,807	35,684
- Academy	114	16			
- Recruits	184	-	-	-	-
Information Management	0	69	8,076	182	8,258
Policy, Planning and Evaluation	75	57	30,231	809	31,040
Other	60	0	-	-	-
Wages staff ^(c)	-	119	-	-	-
TOTALS	4,993	1,325	446,809	65,416	512,225
Crossing Guards employed by the Police Service	-	515	-	-	-

Notes:

- (a) Personnel figures are based on a headcount as at 30 June 2001, not full-time equivalent (FTE) staff including personnel on leave without pay.
- (b) Total recurrent figure is the net cost of services. This is net of operating revenue.
- (c) Expenditure relating to wages staff is incorporated within the expenditure for the Regions.
- (d) Capital Expenditure relating to the Police Academy project has been apportioned across all portfolios according to total sworn FTE numbers.
- (e) Capital Expenditure relating to Information Technology projects such as DCAT and CADCOM has been apportioned across all portfolios according to total sworn and unsworn FTE numbers, excluding wages and crossing guards.
- (f) Capital Expenditure has been adjusted for items that have been expensed.

Sources:

Western Australia Police Service, Human Resource Information System.
Western Australia Police Service, Finance Directorate.

Human Resources Information

Approved Average Staffing Level (AASL) ^(a)

As at 30 June 2001	1997	1998	1999	2000	2001
Sworn	4,809	4,815	4,813	4,813	4,811
Unsworn	1,118	1,114	1,111	1,079	1,063
TOTALS	5,927	5,929	5,924	5,892	5,874

Sworn Members by rank ^(b)

Senior Executive	7	9	8	9	8
Commissioned Officers	143	137	147	134	143
Sergeants	888	1,026	1,009	1,000	1,005
Senior Constables	1,292	1,429	1,572	1,690	1,633
Constables	2,312	2,093	1,922	1,808	1,919
Recruits in Training	144	33	90	127	184
Aboriginal Police Liaison Officers	106	99	100	99	100
Special Constables	5	4	2	2	1
TOTALS	4,897	4,830	4,850	4,869	4,993

Gender profile of Sworn Members ^(b)

Senior Executive

Male	7	9	8	9	8
Female	0	0	0	0	0
TOTALS	7	9	8	9	8

Police Officers

Male	4,251	4,182	4,187	4,171	4,244
Female	528	536	553	588	640
TOTALS	4,779	4,718	4,740	4,759	4,884

Aboriginal Police Liaison Officers

Male	91	86	86	82	83
Female	15	13	14	17	17
TOTALS	106	99	100	99	100

Special Constables

Male	5	4	2	2	1
Female	0	0	0	0	0
TOTALS	5	4	2	2	1

Total Males	4,354	4,281	4,283	4,264	4,336
Total Females	543	549	567	605	657
TOTALS	4,897	4,830	4,850	4,869	4,993

Sick-leave (Sworn Members) ^(c)

Financial year	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
Total number of sick days involved	39,379	35,786	35,898	36,732	31,162
Average number of days sick leave across the agency per FTE	8.1	7.5	7.5	7.7	6.4
Estimated \$ cost in lost productivity	4,527,000	6,032,000	6,933,140	7,371,897	6,350,372



STATISTICAL SUMMARY >>

Profile of Unsworn Staff by gender and classification ^(b)

LEVEL	As at 30 June 2000			As at 30 June 2001		
	Male	Female	Total	Male	Female	Total
Level 9	5	1	6	4	1	5
Level 8	5	1	6	5	2	7
Level 7	13	0	13	10	0	10
Level 6/7	1	0	1	1	0	1
Level 6	25	10	35	28	12	40
Level 5	44	11	55	46	15	61
Level 4	65	41	106	58	48	106
Level 3 (includes Band Officers)	51	42	93	54	44	98
Level 2/4	1	3	4	2	3	5
Level 2	113	151	264	116	155	271
Level 1	173	445	618	183	418	601
Other	2	0	2	1	0	1
Wages	33	104	137	14	105	119
TOTALS	531	809	1,340	522	803	1,325
Crossing Guards employed by the Police Service			514			515

Sick-leave (Unsworn Staff) ^{(c)(d)}

Financial Year	1999-2000	2000-2001
Total number of sick-days involved	8,205	7,635
Average number of days of sick-leave across the agency for unsworn personnel	7.3	7.1
Estimated \$ cost in lost productivity	1,447,951	1,377,144

Notes:

- (a) Does not include wages staff and Crossing Guards. Statistics based on full-time equivalent (FTE) staff.
- (b) Personnel figures are based on a headcount as at 30 June 2001 not full-time equivalent (FTE) staff.
- (c) Statistics based on full-time equivalent (FTE) staff.
- (d) Does not include Crossing Guards.

Source:

Western Australia Police Service, Human Resource Information System.



STATISTICAL SUMMARY >>

CRIME INFORMATION ^{(a)(b)(c)(d)(e)}

Offences against the person

	Financial year	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
Homicide ^(f)	Reported (no.)	43	62	59	60	44
	Cleared	40 (r)	59 (r)	58	58	47
	Clearance rate (%)	93.0 (r)	95.2 (r)	98.3	96.7	106.8
Driving causing death	Reported (no.)	35	43	38	35	32
	Cleared	28 (r)	54 (r)	40	34	34
	Clearance rate (%)	80.0 (r)	125.6 (r)	105.3	97.1	106.3
Assault ^(g)	Reported (no.)	13,923	14,232	15,338	14,883	15,824
	Cleared	11,808 (r)	12,392 (r)	13,603	13,080	13,639
	Clearance rate (%)	84.8 (r)	87.1 (r)	88.7	87.9	86.2
Sexual assault ^(h)	Reported (no.)	2,505	2,529	3,164	2,453	3,080
	Cleared	2,406 (r)	2,207 (r)	2,927	2,445	2,738
	Clearance rate (%)	96.0 (r)	87.3 (r)	92.5	99.7	88.9
Deprivation of liberty	Reported (no.)	267	346	353	347	368
	Cleared	214 (r)	265 (r)	278	282	312
	Clearance rate (%)	80.1 (r)	76.6 (r)	78.8	81.3	84.8
Robbery (unarmed)	Reported (no.)	987	1,245	1,272	1,152	1,131
	Cleared	363 (r)	451 (r)	524	504	503
	Clearance rate (%)	36.8 (r)	36.2 (r)	41.2	43.8	44.5
Robbery (armed)	Reported (no.)	973	1,270	1,155	981	1,027
	Cleared	377 (r)	509 (r)	542	486	511
	Clearance rate (%)	38.7 (r)	40.1 (r)	46.9	49.5	49.8
TOTALS	Reported (no.)	18,733	19,727	21,379	19,911	21,506
	Cleared	15,236 (r)	15,937 (r)	17,972	16,889	17,784
	Clearance rate (%)	81.3 (r)	80.8 (r)	84.1	84.8	82.7

Property Offences

	Financial year	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
Burglary	Reported (no.)	58,062	59,095	56,054	59,280	61,950
	Cleared	7,169 (r)	7,755 (r)	9,079	8,547	8,090
	Clearance rate (%)	12.3 (r)	13.1 (r)	16.2	14.4	13.1
Stealing	Reported (no.)	77,472	78,155	80,618	86,015	94,494
	Cleared	17,166 (r)	17,552 (r)	19,284	20,112	20,871
	Clearance rate (%)	22.2 (r)	22.5 (r)	23.9	23.4	22.1
Motor vehicle theft	Reported (no.)	14,953	17,146	14,700	13,507	12,353
	Cleared	2,685 (r)	3,011 (r)	2,940	2,661	2,644
	Clearance rate (%)	18.0 (r)	17.6 (r)	20.0	19.7	21.4
Motor vehicle theft (attempted)	Reported (no.)	2,275	2,756	2,361	1,991	1,712
	Cleared	256 (r)	324 (r)	233	194	130
	Clearance rate (%)	11.3 (r)	11.8 (r)	9.9	9.7	7.6
Fraud	Reported (no.)	8,784	7,081	7,200	6,224	7,105
	Cleared	6,964 (r)	6,705 (r)	6,205	5,252	5,512
	Clearance rate (%)	79.3 (r)	94.7 (r)	86.2	84.4	77.6
Arson	Reported (no.)	676	805	835	980	1,065
	Cleared	199 (r)	249 (r)	272	293	276
	Clearance rate (%)	29.4 (r)	30.9 (r)	32.6	29.9	25.9
Damage	Reported (no.)	36,983	37,142	35,714	32,757	34,615
	Cleared	6,588 (r)	7,357 (r)	8,178	7,416	7,293
	Clearance rate (%)	17.8 (r)	19.8 (r)	22.9	22.6	21.1
Graffiti	Reported (no.)	4,333	9,730	12,052	10,171	14,747
	Cleared	988 (r)	1,790 (r)	1,444	1,463	1,090
	Clearance rate (%)	22.8 (r)	18.4 (r)	12.0	14.4	7.4
TOTALS	Reported (no.)	203,538	211,910	209,534	210,925	228,041
	Cleared	42,015 (r)	43,743 (r)	47,635	45,938	45,906
	Clearance rate (%)	20.6 (r)	21.1 (r)	22.7	21.8	20.1



STATISTICAL SUMMARY >>

Other offences

	Financial year	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
Other summary offences	Reported (no.)	5,509	5,522	5,769	5,493	5,336
	Cleared	2,073 (r)	2,329 (r)	2,385	2,368	2,187
	Clearance rate (%)	37.6 (r)	42.2 (r)	41.3	43.1	41.0
Other indictable offences	Reported (no.)	510	1,575	2,679	2,589	2,931
	Cleared	354 (r)	1,048 (r)	2,111	1,912	2,280
	Clearance rate (%)	69.4 (r)	66.5 (r)	78.8	73.9	77.8
Breach of restraining order	Reported (no.)	959	1,450	2,026	2,282	2,720
	Cleared	907 (r)	1,325 (r)	1,914	2,257	2,550
	Clearance rate (%)	94.6 (r)	91.4 (r)	94.5	98.9	93.8
Stalking	Reported (no.)	106	142	131	159	121
	Cleared	74	94	93	121	91
	Clearance rate (%)	69.8	66.2	71.0	76.1	75.2
Drugs	Reported (no.)	13,375	14,535	14,833	14,677	16,091
	Cleared	11,909 (r)	13,022 (r)	13,248	12,942	14,196
	Clearance rate (%)	89.0 (r)	89.6 (r)	89.3	88.2	88.2
TOTALS	Reported (no.)	20,459	23,224	25,438	25,200	27,199
	Cleared	15,317 (r)	17,818 (r)	19,751	19,600	21,304
	Clearance rate (%)	74.9 (r)	76.7 (r)	77.6	77.8	78.3
GRAND TOTALS	Reported (no.)	242,730	254,861	256,351	256,036	276,746
	Cleared	72,568 (r)	78,498 (r)	85,358	82,427	84,994
	Clearance rate (%)	29.9 (r)	30.8 (r)	33.3	32.2	30.7

Notes:

- (a) Reported offences are selected offences reported to or becoming known to police and resulting in the submission of an offence report in the Offence Information System (OIS). Offences against public order, such as disorderly conduct and offences against the Firearms Act, Liquor Licensing Act and a number of other offences against the statute laws of this State and the Commonwealth are not recorded in this system at present.
- (b) The number of reported offences for a period (e.g. financial year) comprises all offences reported during that period and may include offences committed during earlier periods. Therefore the reporting of historical offences will inflate the number of reported offences for a period.
- (c) An offence is deemed to be cleared (clearance) where a satisfactory result has been achieved or where, for some substantial reason, police investigations cannot be continued. These include: offender(s) processed by arrest, summons, Juvenile Justice Team referral or juvenile caution; the offender has died; the offender is in another jurisdiction and extradition is not desired or available; there is a statute bar to proceedings where an offender is under age or claims diplomatic immunity; admittance to a psychiatric facility; false or mistaken reports; civil action recommended.
- (d) The number of offences cleared (clearances) for a period (e.g. financial year) comprises all offences for which the clearance was recorded on the OIS during that period. Due to the nature and length of investigations, the number of offences cleared during a period may include offences reported prior to that period.
- (e) The clearance rate may exceed 100 due to more offences being cleared than were reported in the reporting period.
- (f) 'Homicide' includes: murder, attempted murder and manslaughter.
- (g) 'Assault' includes: common assault, serious assault, assault public officer and assault police officer.
- (h) 'Sexual assault' includes: indecent assault, sexual penetration and aggravated sexual penetration.
- (r) Revised figures from those shown in previous annual reports. The revised statistics for the years 1996-97 and 1997-98 are due to the correction of information system anomalies.

Source:

Western Australia Police Service, Offence Information System (OIS).

ROAD SAFETY INFORMATION

Crashes and casualties

Calendar year ^(a)	1996	1997	1998	1999	2000 ^(p)
Number of crashes	37,386	36,556	39,108	39,547	38,137
Number of fatal crashes	220	183	199	189	185
Number of fatalities	247	196	223	218	213
Number of casualties	11,628	11,726	12,227	12,644	12,212
Casualties per 100,000 population	658.7	652.2	668.5	680.7 (r)	648.2
Casualties per 10,000 licensed drivers	100.7	97.8	97.0	100.4	95.9
Casualties per 10,000 registered motor vehicles ^(b)	94.9	92.4	92.1	92.4 (r)	87.2
Population (as at 30 June)	1,765,256	1,797,870	1,829,145	1,857,586 (r)	1,883,860
Licensed drivers (as at 30 June)	1,154,165	1,199,053	1,260,196	1,258,896	1,273,234
Registered motor vehicles ^(b)	1,224,997	1,269,581	1,327,203	1,369,135 (r)	1,401,032

Number of fatalities by road-user

Calendar year	1996	1997	1998	1999	2000 ^(p)
Motor vehicle driver	93	79 (r)	96 (r)	108	92
Motor vehicle passenger	63	53	61 (r)	65	63
Motor cycle (rider and passenger)	34	19	28	19	22
Bicyclists, pedestrians and other	57	45	38	26	36
TOTALS	247	196	223	218	213

Traffic Enforcement

Financial year	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001 ^(p)
Random Breath Testing ^(c)					
Drivers tested	903,043	949,410	993,205	1,070,794	1,078,217
Charges	8,729	8,819	8,384	8,243	8,191
Percentage charged	0.97	0.93	0.84	0.77	0.76
Speed Cameras					
Vehicles passed through cameras	11,187,847	11,054,423	18,335,582	19,806,894	18,794,523
No. of speeding offence infringements issued	224,085	243,090	391,413	370,160 (r)	400,698
Percentage of infringements	2.00	2.20	2.13	1.87	2.13

Notes:

- (a) Crashes and casualties are based on calendar year information due to the results of coronial inquiries not being available in sufficient time for inclusion at the end of the financial year.
- (b) Registered motor vehicles exclude: caravans, trailers and plant and equipment. Casualties per 10,000 registered motor vehicles are calculated on the number of registered motor vehicles as at 31 October 1996, 1997 and 1998. Rates for 1999 and 2000 are based on current WA registered motor vehicles up to and including 1999 and 2000 year of manufacture, respectively.
- (c) The number of recorded random breath tests is subject to a review being undertaken in 2001-2002.
- (p) Preliminary.
- (r) Revised figures from those shown in previous annual reports.

Sources:

Western Australia Police Service, Traffic Enforcement and Crash Executive Information System.

Legge, M., Kirov, C. and Cercarelli, L.R., Reported Road Crashes in Western Australia 2000, Injury Research Centre, Department of Public Health, The University of Western Australia (unpublished data).

Australian Bureau of Statistics, Australian Demographic Statistics, December Quarter 2000, (ABS Cat. No. 3101.0).

Australian Bureau of Statistics, Motor Vehicle Census, Australia, (ABS Cat. No. 9309.0).

Department of Transport vehicle registration data extracted as at 12 June 2000 for 1999, and 7 April 2001 for the year 2000.

PROFESSIONAL STANDARDS INFORMATION

Overall Police Service Information

	1997-1998	1998-1999	1999-2000	2000-2001
Officers stood down/suspended	n.a.	7	15	8
Officers subject to Section 8 or Regulation 505A^(a)	n.a.	8	7	15

Notes:

(a) Section 8 of the *Police Act 1892* gives the Commissioner of Police the power to remove a member of the Police Service. Regulation 505A of the Police Regulations gives the Commissioner of Police the power to remove a probationary member or recruit of the Police Service. The statistics relate to the number of officers at various stages of these processes and does not necessarily mean that the officers have been dismissed.

n.a. Denotes information not available.

The following tables relate to self-regulation activities within the Police Service.

Internal Investigations Unit

Inquiries			1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
Public Complaints	Major	Administration	1	1	2	0	0
		Assault	172	214	201	161	140
		Misconduct	98	131	170	116	136
		Neglect	21	40	62	42	48
		Stealing	15	16	10	10	9
	Total	307	402	445	329	333	
	Minor	Total	730	757	702	649	684
Total Public Complaints			1,037	1,159	1,147	978	1,017
Commissioner of Police^(a)	Major	Administration	0	0	1	1	5
		Assault	11	9	3	3	7
		Misconduct	99	137	124	119	96
		Neglect	69	72	107	80	76
		Stealing	10	14	8	5	9
	Total	189	232	243	208	193	
	Minor	Total	9	8	5	2	1
Total Commissioner of Police			198	240	248	210	194
Other Inquiries	Deaths/Suicides		7	6	13	10	9
	Attempted suicides/injuries		55	39	126	75	90
	Firearm discharge		15	8	10	7	12
	Capsicum spray		0	0	1	2	15
	Total Other Inquiries			77	53	150	94
TOTAL INQUIRIES			1,312	1,452	1,545	1,282	1,337

Note:

(a) Inquiries initiated from internally sourced information.

Action resulting from inquiries (number of officers in brackets)

	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
Statutory charges	48 (21)	31 (20)	29 (17)	18 (13)	43(a) (18)(b)
Discipline charges	65 (34)	58 (38)	108 (37)	37 (24)	51(c) (32)(d)
Unfavourable reports	(29)	(25)	70 (69)	(72)	(61)
Dismissals	(7)	(2)	(0)	(0)	4(e)(g)
Resignation	(9)	(22)	(22)	(5)	(6)(f)
Notice of intention to remove	(5)	(22)	(8)	(7)	(5)(g)
Commendation	(7)	(2)	(2)	(0)	(0)
Certificate of merit	(1)	(0)	(1)	(0)	(0)

Notes:

(a) 3 charges arising from inquiries commenced prior to July 2000.

(b) 3 officers charged from inquiries commenced prior to July 2000.

(c) 21 charges arising from inquiries commenced prior to July 2000.

(d) 10 officers charged from inquiries commenced prior to July 2000.

(e) 2 officers dismissed arising from inquiries commenced prior to July 2000.

(f) 2 officers resigned arising from inquiries commenced prior to July 2000.

(g) Also included in Overall Police Service Information – Section 8 or Regulation 505A.



STATISTICAL SUMMARY >>

Internal Investigations Unit (continued)

Outcome of Allegations		1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
Public Complaints	Conciliated	393	137	26	1	45
	Not Conciliated	174	33	6	0	21
	Sustained	199	215	209	115	191
	Not sustained	864	1,180	995	810	751
	Unfounded	160	111	80	17	31
	Withdrawn	40	77	26	30	23
	No action required	67	20	50	2	5
	Complainant unavailable	19	27	14	3	15
	Exonerated	71	25	24	16	6
	Commended	3	0	0	0	0
	Not finalised	40	438	424	356	402
	Total Public Complaints	2,030	2,263	1,854	1,350	1,490
	Commissioner of Police ^(a)	Conciliated	3	0	0	0
Not conciliated		0	0	0	0	0
Sustained		177	194	129	136	144
Not sustained		47	54	105	50	43
Unfounded		16	9	8	2	9
Withdrawn		1	2	1	0	1
No action required		12	0	22	1	1
Complainant unavailable		27	0	1	0	0
Exonerated		12	10	7	4	18
Commended		5	2	0	0	0
Certificate of merit		0	0	1	0	0
Not finalised		8	48	96	60	114
Total Commissioner of Police		308	319	370	253	330
Total Outcome of Allegations	2,338	2,582	2,224	1,603	1,820	

Note:

(a) Inquiries initiated from internally sourced information.

Time taken to complete internal investigations ^(a)

	Standards	2000 Target %	Completed %	2001 Target %	Completed %
Major Inquiries Completed	within 42 days	35	40.1	40	44.6
	within 43-90 days	40	19.8	45	16.9
	within 91-150 days	25	20.1	15	20.5
	within 151-189 days	0	8.2	0	17.9
	within 190-321 days	0	11.8	0	0.0
	TOTALS		100	100.0	100
Local Resolutions ^(b)	within 30 days	100	66.1	100	54.7
	within 31-60 days	0	18.8	0	24.8
	within 61-185 days	0	14.2	0	11.0
	within 186-247 days	0	1.0	0	9.5
	TOTALS		100	100.0	100

Note:

(a) Table illustrates measurement of performance in time taken to complete the internal investigations as compared with the standards agreed to by the Commissioner of Police and the State Ombudsman in October 1998.

(b) Totals may not equal 100 due to rounding.

Source:

Western Australia Police Service, Investigation Information System.



STATISTICAL SUMMARY ■ ■

Internal Affairs Unit (includes allegations of serious/improper misconduct or corruption)

Information Reports	1999-2000	2000-2001
Investigation categories		
Official corruption	n.a.	33
Unauthorised/inappropriate computer access	n.a.	29
Disclose official secrets	n.a.	22
Drug-related	n.a.	30
Improper associations	n.a.	22
Serious improper misconduct	n.a.	32
Disciplinary matters	n.a.	10
Other	n.a.	20
Total	n.a.	198
Information reports investigated	147	76
Outsourced for investigation (to districts)	n.a.	21
Information reports filed for intelligence	83	101
TOTALS	230	198

Investigation Folios relating to investigation categories	1999-2000	2000-2001
Investigation categories		
Official corruption	50	11
Unauthorised/inappropriate computer access	33	12
Disclose official secrets	4	5
Drug-related	25	14
Improper associations	7	7
Serious improper misconduct	7	17
Disciplinary matters	21	4
TOTALS	147	70

Persons Charged/Sanctioned

Category	Number of persons	Number of criminal/disciplinary charges sanctions
Non-police	4	6 criminal charges
Police officers	4	38 criminal charges
Police officers	14	15 disciplinary charges/sanctions

Note:

n.a. Denotes information not available.

Source:

Western Australia Police Service, Internal Affairs Unit.