

The Highland Council  
Highland & Islands Fire and Rescue Service  
and  
Northern Constabulary

# STATUTORY PERFORMANCE INDICATORS 2012 – 2013



**THE HIGHLAND COUNCIL**  
**Performance Indicators Year ending 31 March 2013**

Each year the Council has a statutory duty to present indicators, which compare our performance over the last 12 months with that of the previous year. This is required by the Local Government in Scotland Act 2003 (Section 13) Publication of Information (Standards of Performance Direction 2001 (Amended)). The Council's goals and values commit the organisation to striving for excellence, innovation, quality and efficiency in delivery of its Services. This is to be achieved through regularly reviewing performance and setting targets for continuous improvement. The following demonstrates that in a number of areas of activity our performance is improving.

All indicators are shown prior to finalisation by external audit.

The table below illustrates the movement of the indicators over the past year.

<b>The following key has been used where:</b>		2011/12 vs 2010/11	<b>2012/13</b> vs <b>2011/12</b>
✓	performance has improved by 5% or more.	27	<b>18</b>
X	performance has declined by 5% or more.	10	<b>3</b>
—	there is no significant change in performance	19	<b>32</b>
N/A	the indicator is new / changed /unreliable/ no comparison is possible / provided for contextual purposes only.	3	<b>3</b>

\*below indicates the high level SPi included in analysis above

### SICKNESS ABSENCE

INDICATOR 1 – The average number of working days per employee lost through sickness absence, for the following groups of staff:

<b>Staff Groupings</b>	Average number of days lost		
	11/12	<b>12/13</b>	Progress
Teachers *	6.3	<b>5.7</b>	-
All other local government employees *	9.3	<b>9.9</b>	-

### EQUAL OPPORTUNITIES POLICY

INDICATOR 2 – The number and percentage of the highest paid 2% and 5% earners among Council employees that are women (please note this indicator excludes teachers).

	Number of employees in top earners		% of these posts that are women		
	11/12	<b>12/13</b>	11/12	<b>12/13</b>	Progress
In top 2% of all employees *	167	<b>169</b>	32.9	<b>35.5</b>	-
In top 5% of all employees *	698	<b>363</b>	54.0	<b>46.0</b>	<b>X</b>

### PUBLIC ACCESS

INDICATOR 3 – Public Access

	11/12	<b>12/13</b>	Progress
Number of council buildings from which the Council delivers services to the public *	165	<b>158</b>	-
% of these in which all public areas are suitable and accessible to disabled people *	92.7	<b>94.3</b>	-

## ADMINISTRATION COSTS - Housing Benefit and Council Tax Benefit

INDICATOR 4 – The number of cases for each of the following caseloads and the average gross administration cost per case.

The average weighted caseload	Number of cases	
	11/12	12/13
Rent rebate caseload	13,128	12,686
Private rented sector caseload	7,082	6,710
Registered social landlord caseload	7,708	7,714
Council Tax Benefit caseload	30,681	29,445

	Gross cost per case		
	11/12 £	12/13 £	Progress
Gross administration cost per weighted case *	53.26	50.21	√

## COUNCIL TAX COLLECTION

INDICATOR 5 – Collection costs: the cost of collecting Council Tax per dwelling.

	11/12	12/13	Progress
	£	£	
The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable) *	18.71	15.52	√

## COUNCIL TAX INCOME

INDICATOR 6 – Current year council tax income

	11/12	12/13	Progress
	£,000	£,000	
a) the income due from Council Tax for the year, excluding reliefs and rebates	98,016,426	99,485,231	
	11/12	12/13	Progress
	%	%	
b) the percentage of (a) that was received during the year *	95.5	95.6	-

## PAYMENT OF INVOICES

INDICATOR 7 – Payment of invoices

	11/12	12/13	Progress
	%	%	
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid. *	92.2	90.7	-

## ASSET MANAGEMENT

INDICATOR 8 – Condition and Suitability

	11/12	12/13	Progress
	m <sup>2</sup>	m <sup>2</sup>	
Gross internal floor area of operational accommodation (m <sup>2</sup> )	650,958	646,431	
	%	%	Progress
	%	%	
a) % of operational accommodation that is in a satisfactory condition *	60.5	60.4	-

	11/12	12/13	Progress
	%	%	
Number of operational buildings	1,338	1,357	
	%	%	Progress
	%	%	
b) % of operational accommodation that is suitable for its current use *	61.9	59.2	-

## HOME CARE/HOME HELPS

INDICATOR 9 – The level and volume of service of home care clients.

Level of Service	Number of home care hours		As a rate per 1,000 population aged 65+		
	11/12	12/13	11/12	12/13	Progress
The number of home care hours per 1,000 population age 65+ *	11,065	<b>10,551</b>	265.5	<b>247.9</b>	-
	No of homecare clients		% of homecare clients		
Flexibility	11/12	12/13	11/12	12/13	Progress
Total receiving personal care *	1,591	<b>1,610</b>	94.7	<b>97.3</b>	-
Total receiving a service during evenings/overnight *	559	<b>578</b>	33.3	<b>34.9</b>	-
Total receiving a service at weekends *	1,191	<b>1,225</b>	70.9	<b>74.0</b>	-

## SPORT AND LEISURE MANAGEMENT

INDICATOR 10a – Sport and leisure management – change in application

	11/12	12/13	Progress
a) The number of attendances per 1,000 population for all pools *	2,175	<b>2,313</b>	√

INDICATOR 10b – Attendance at indoor sports facilities excluding pools

	11/12	12/13	Progress
a) The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex *	8,814	<b>9,145</b>	√

## MUSEUM SERVICES

INDICATOR 11 – Museums

	11/12	12/13	Progress
a) The number of visits to/usages of council funded or part funded museums per 1,000 population *	3,336	<b>2,698</b>	X
b) The number of those visits that were in person per 1,000 population *	1,410	<b>1,418</b>	-

## USE OF LIBRARIES

INDICATOR 12 – Use of libraries

Borrowers from public libraries:

	11/12	12/13	Progress
a) number of visits per 1,000 population *	8,157	<b>9,674</b>	√

## PLANNING APPLICATIONS PROCESSING TIME

### INDICATOR 13

The average time (weeks) to deal with major and local planning applications determined during the year.

	Number of applications		Total number of days to deal with all applications			Average time (weeks) to deal with applications *			
	11/12	12/13	11/12	12/13	Progress	11/12	12/13	Progress	
Major Developments	-	20	-	4,110	N/A	-	29.4	N/A	
Local Developments	-	2,457	-	219,551	N/A	-	12.8	N/A	
TOTAL	-	2,477	-	223,661	N/A	-	12.9	N/A	

## HOUSING - RESPONSE REPAIRS

### INDICATOR 14 – Response Repairs

- The target time for each priority category set by the Council
- The number of repairs carried out in each category
- The percentage of repairs completed within the target response times

Priority category set by the Council	Number		% completed within target time		Progress
	11/12	12/13	11/12	12/13	
Total number of response repairs *	43,159	42,192	90.7	92.0	-
Emergency – 24 hours *	10,932	9,965	96.5	97.5	-
Urgent – 3 days *	13,055	12,929	89.5	90.9%	-
Routine – 20 days *	19,172	19,298	88.2	89.8%	-

## HOUSING QUALITY

INDICATOR 15 – The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria.

	Number		%		Progress
	11/12	12/13	11/12	12/13	
Number of council dwellings					
i) Tolerable standard	13,511	13,542	100.0	100.0	-
ii) Free from serious disrepair	13,511	13,542	100.0	100.0	-
iii) Energy efficient	6,470	10,828	47.9	80.0	√
iv) Modern facilities and services	11,669	11,969	86.4	88.4	-
v) Healthy, safe and secure	13,511	13,542	100.0	100.0	-
vi) Total dwellings meeting SHQS *	5,623	9,509	41.6	70.2	√

## MANAGING TENANCY CHANGES

### INDICATOR 16 – Managing tenancy changes

	11/12 %	12/13 %	Progress
The total annual rent loss due to voids, expressed as a percentage of the total amount of rent due in the year *	2.1	2.0	√

INDICATOR 17 – The time taken by the Council to re-let houses, analysed by the following time bands

Void Period	i) Number of houses re-let				ii) as a % of total for (i)			
	NOT low demand		Low Demand		NOT low demand		Low Demand	
	11/12	<b>12/13</b>	11/12	<b>12/13</b>	11/12	<b>12/13</b>	11/12	<b>12/13</b>
Less than 2 weeks	140	<b>135</b>	13	<b>12</b>	13.7	<b>11.7</b>	15.3	<b>13.1</b>
2-4 weeks	322	<b>365</b>	20	<b>35</b>	31.5	<b>31.7</b>	23.5	<b>38.4</b>
5-8 weeks	381	<b>451</b>	25	<b>26</b>	37.3	<b>39.2</b>	29.4	<b>28.6</b>
9-16 weeks	146	<b>183</b>	22	<b>14</b>	14.3	<b>15.9</b>	25.9	<b>15.4</b>
More than 16 weeks	32	<b>15</b>	5	<b>4</b>	3.1	<b>1.3</b>	5.9	<b>4.4</b>
Total	1021	<b>1149</b>	85	<b>91</b>	100.0	<b>100.0</b>	100.0	<b>100.0</b>
% empty houses that were re-let within 4 weeks *								
Progress	45.2	<b>43.5</b>	38.8	<b>51.6</b>				
		-		√				

	NOT low demand *		Low demand *	
	11/12	<b>12/13</b>	11/12	<b>12/13</b>
	Days	<b>Days</b>	Days	<b>Days</b>
Average time taken to re-let *	38	<b>38</b>	47	<b>41</b>
Progress		-		√

## RENT MANAGEMENT

### INDICATOR 18 – Rent Arrears

	11/12	<b>12/13</b>	Progress
a) Current tenants arrears as a percentage of the net amount of rent due in the year. *	5.3	<b>6.1</b>	-
b) % of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	4.2	<b>4.8</b>	-
c) % of those tenants giving up their tenancy during the year that was in rent arrears.	18.9	<b>23.7</b>	<b>X</b>
Average debt owed by tenants leaving their tenancies with arrears *	£648.84	<b>£658.71</b>	<b>X</b>
d) The average number of weeks rent owed by tenants leaving in arrears, as a proportion of the average weekly rent.	9.8	<b>9.8</b>	-
e) % of arrears owed by former tenants that was either written off or collected during the year.	57.1	<b>59.9</b>	-

## HOMELESSNESS

### INDICATOR 19 – Homelessness

<b>Permanent Accommodation</b>	11/12	12/13	Progress
a(i) The number of households assessed as homeless or potentially homeless during the year *	866	<b>812</b>	√
a(ii) % of decision notifications issued within 28 days of date of initial presentation. *	61.4%	<b>88.8%</b>	√
a(iii) % who are housed.*	52.2%	<b>71.8%</b>	√
a(iv) Number of cases reassessed within 12 months of completion of duty. *	30	<b>32</b>	√
a(iv) % of cases reassessed.*	3.4%	<b>3.7%</b>	-
<b>Temporary Accommodation</b>	11/12		
a(v) The number of households assessed as homeless or potentially homeless during the year *	214	<b>214</b>	-
a(vi) % of decision notifications issued within 28 days of date of initial presentation. *	56.5%	<b>56.5%</b>	-
a(vii) Number of cases reassessed within 12 months of completion of duty.*	8	<b>8</b>	-
a(vii) % of cases reassessed. *	3.6%	<b>3.6%</b>	-
b % of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months *	97.5%	<b>99.0%</b>	-

## DOMESTIC NOISE COMPLAINTS

### INDICATOR 20 – Domestic Noise Complaints

	11/12	12/13	Progress
Total Number of Domestic Complaints *	79	<b>59</b>	√
a(i) The number of complaints settled without the need for attendance on site. *	36	<b>15</b>	√
a(ii) The number of complaints requiring attendance on site. *	43	<b>44</b>	-
a(iii) The number of complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004. *	0	<b>0</b>	-
b(ii) average time between time of complaint & attendance on site. *	28.0 hours	<b>19.0 hours</b>	√

## TRADING STANDARDS COMPLAINTS AND ADVICE

INDICATOR 21 – The number of consumer complaints received during the year, and the percentage completed within 14 days:

	Number received		% dealt with within 14 days		
	11/12	12/13	11/12	12/13	Progress
Consumer complaints dealt with within 14 days of receipt *	1,513	897	77.9%	<b>74.0%</b>	-
Business advice requests dealt with within 14 days of receipt *	254	261	93.3%	<b>96.7%</b>	-

## CARRIAGEWAY CONDITION

INDICATOR 22 – The percentage of the road network that should be considered for maintenance treatment.

Road classes	Percentage of road network		
	11/12	<b>12/13</b>	Progress
A class	24.1	<b>24.6</b>	-
B class	32.5	<b>33.5</b>	-
C class	32.9	<b>34.6</b>	-
Unclassified roads	35.0	<b>36.4</b>	-
Overall *	31.9	<b>33.2</b>	-

## REFUSE COLLECTION AND DISPOSAL COSTS

INDICATOR 23 – The net cost of refuse collection and refuse disposal

The net cost of:

	11/12 £	<b>12/13 £</b>	Progress
a) Refuse collection (combined domestic, commercial and domestic bulky uplift) per premise *	86.17	<b>74.28</b>	√
b) Refuse disposal per premise *	163.13	<b>146.38</b>	√

## REFUSE RECYCLING

INDICATOR 24 – The percentage of household waste collected by the authority during the year that was recycled or composted:

Method	Total Tonnes		Progress
	11/12	<b>12/13</b>	
Household waste collected	124,954	<b>126,430</b>	-
Household waste composted	19,821	<b>16,023</b>	<b>X</b>
Household waste recycled	37,514	<b>39,553</b>	-
	% household waste		
% Household waste composted/recycled *	45.9%	44.0%	-

## CLEANLINESS

INDICATOR 25 – The cleanliness index achieved following inspection of a sample of streets and other relevant land.

	11/12	<b>12/13</b>	Progress
Overall Cleanliness Index *	78	79	-

Please contact the following with any queries:

<b>Appendix 1</b>			
<b>SPI No.</b>	<b>Indicator</b>	<b>Contact Name</b>	<b>Contact Number</b>
1	Sickness Absence	Murdo MacDonald	01463 702028
2	Equal Opportunities	Murdo MacDonald	01463 702028
3	Public Access	John Clark	01463 702681
4	Benefits Administration	Dawson Lamont	01463 702404
5	Council Tax Collection – Collection Costs	Dawson Lamont	01463 702404
6	Council Tax Collection – Current Year Income	Dawson Lamont	01463 702404
7	Payment of Invoices	Charlie MacCallum	01463 702334
8	Asset Management	Tom Gilmour	01463 702236
9	Home Care/ Home Helps	George McCaig	01463 703526
10	Sport and Leisure Management	John O’Kane	01397 707354
11	Museums	John MacDonald	01478 614057
12	Libraries	Joyce Watson	01463 663839
13	Planning and Development Services	Malcolm MacLeod	01463 702506
14	Housing Response Repairs	Brian Cameron	01463 702862
15	Housing – Progress towards SHQS	Brian Cameron	01463 702862
16	Managing Tenancy Changes – Annual Rent Lost	Shirley MacKenzie	01463 702865
17	Managing Tenancy Changes – Time Taken to Relet	Shirley MacKenzie	01463 702865
18	Rent Management - Arrears	Shirley MacKenzie	01463 702865
19	Homelessness	Janice Wilson	01463 702052
20	Domestic Noise Complaints	Alan Yates	01463 228728
21	Trading Standards	Gordon Robb	01463 228721
22	Carriageway Condition	Richard Guest	01463 702622
23	Refuse Collection and Disposal	Colin Clark	01463 702527
24	Refuse Recycling	Colin Clark	01463 702527
25	Cleanliness	Richard Guest	01463 702622

## APPENDIX 3

The Council has identified additional Local Performance Indicators (LPIs) for 2011/12.

For these LPIs, no definitions have been provided by the Accounts Commission. Therefore it should be noted that meaningful comparisons with other councils is unlikely on these specific indicators.

The following key has been used where:		2011/12 vs 2010/11	2012/13 vs 2011/12
✓	performance has improved by 5% or more.	18	22
X	performance has declined by 5% or more.	17	16
—	there is no significant change in performance	12	14
N/A	the indicator is new / changed / unreliable/ no comparison is possible / provided for contextual purposes only.	5	1

		2011/12	2012/13	Change
<b>Chief Executive</b>				
LPI 1	Personnel - HR cost as % of Net Revenue Budget + HRA	0.46%	0.38%	✓
LPI 2	Personnel - HR cost per employee	£252.48	£243.27	-
LPI 3	Personnel - ratio of HR staff to employees	1:154.48	1:173.07	X
LPI 5	ICT Services – Central ICT cost (excluding curriculum) as % of Net Revenue Budget + HRA	2.18%	2.098%	-
LPI 6a	Average cost per kilowatt hour: electricity	£0.096	£0.103	-
LPI 6b	Average cost per kilowatt hour: gas	£0.028	£0.03	-
LPI 6c	Average cost per kilowatt hour: oil	£0.061	£0.063	-
LPI 6d	Total kilowatt hours	115,074,365	116,532,940	-
LPI 7	Cost of Legal Services as a % of Net Revenue Budget + HRA	0.15%	0.08%	-
LPI 8	Cost of Public Relations as a % of Net Revenue Budget + HRA	0.06%	0.05%	-
<b>Education, Culture and Sport</b>				
LPI 9	School Transport - cost per pupil transported (based on Local Financial Returns)	£1,414.28	£1,554.69	X
LPI 10	School Meals - gross cost to Council per meal provided	£2.81	£2.98	X
LPI 11a	Supply Cover - cost per Teacher Full Time Equivalent (FTE) - Primary	£1,642.44	£1,815.37	X
LPI 11b	Supply Cover - cost per Teacher FTE - Secondary	£1,319.75	£862.94	✓
LPI 12a	Cost per attendance - Leisure Facilities	£2.97	£2.04	✓
LPI 12b	Cost per attendance - Community Facilities	£2.14	£2.74	X
LPI 12d	Cost per attendance - High Life Trust Sites	£1.23	£1.31	X
LPI 12e	Cost per attendance - Council Funded Sites	£1.99	£1.78	✓
LPI 13a	Museums - cost per visit/usage	£1.05	£1.08	-
LPI 13b	Museums - cost per visit/usage in person	£2.47	£2.06	✓
LPI 14	Library Usage - cost per visit	N/A	£1.94	N/A
<b>Finance</b>				
LPI 15	Audit - cost of audit per £1 million of net expenditure	£669.58	£626.03	✓
LPI 16	Insurance - cost per claim processed (net budget and includes fire and police claims)	£183.00	£251.00	X
LPI 17	Creditors - unit cost per creditor invoice issued	0.96	0.99	-
LPI 18	Payroll - cost per payslip produced	£3.40	£3.15	✓
LPI 19	Pensions - cost per member (total cost measured against average pension scheme membership)	£22.71	£27.00	X
LPI 20	Accounting - cost of Accounting as a percentage of Net Revenue Budget + HRA	0.32%	0.28%	✓
LPI 21	Accounting - cost of completing the Annual Accounts	£109,699	£103,791	✓
LPI 22a	Exchequer - cost of NDR collection (per chargeable property)	£23.48	£21.31	✓
LPI 22b	Exchequer - % NDR collected by year end	97.52%	97.49%	-
LPI 23a	Exchequer - cost of sundry debtors (per debtors account issued)	£5.20	£4.53	✓
LPI 23b	Exchequer - % income for sundry debtors collected during the year	76.50%	84.74%	✓

		2011/12	2012/13	Change
LPI 24	Corporate Finance - cost of Corporate Finance as a percentage of Net Revenue Budget + HRA	0.07%	0.05%	√
LPI 25	Procurement – cost of Procurement Section as a percentage of Net Revenue Budget + HRA	0.09%	0.08%	√
<b>Housing</b>				
LPI 26	Management cost per Council house per annum	£797.00	£738.80	√
LPI 27	Maintenance cost per Council house per annum	£996.00	£1151.39	X
<b>Property</b>				
LPI 28	Energy cost in operational buildings per square metre	£12.89	£11.9	√
<b>Planning and Development</b>				
LPI 29	Economy and Regeneration - Cost per tourist (2010 visitor numbers used)	£0.16	£0.15	√
LPI 30	Economy and Regeneration - Business Gateway - cost per business supported	£998.61	£848.39	√
LPI 31	Tourism Section - cost per film industry inquiry	£704	£396	√
LPI 32	Tourism Section - cost per film industry inquiry converted to actual shoot	£2480	£938	√
LPI 33	Planning & Building Standards - cost per Planning Application determined	£417.05	£663	X
LPI 34	Planning & Building Standards - cost per Building Warrant application	£464.29	£503.40	X
LPI 35	Countryside, Heritage & Natural Resources - Cost per archaeological consultation	£19.64	£18.50	√
LPI 36	Countryside, Heritage & Natural Resources - Cost per Historic Environment Record consultation	£0.16	£0.18	X
LPI 37	Countryside, Heritage and Natural Resources - Rangers cost per participant for guided walks	£5.10	£8.93	X
LPI 38	Countryside, Heritage and Natural Resources - Access Team cost per km of core path	£81.88	£107.00	X
<b>Social Work</b>				
LPI 39	Children's Residential units – gross cost per bed per week	£2,184.00	£2,166.21	-
LPI 40	Elderly People Care Homes – gross cost per bed night per week	£1,023.61	£1,036.02	X
LPI 41	Care at Home – cost per hour of care scheduled/planned	£28.79	£28.95	-
<b>Transport, Environment and Community Services</b>				
LPI 42	Cost of electricity per street lighting unit	£32.75	£44.39	X
LPI 43	Cost of maintenance per street lighting unit	£24.77	£23.07	√

Please contact the following with any queries:

LPI No.	Contact Name	Contact Number
1 – 8 16 – 19 22a, 23a, 23b, 25 29 – 38	Margaret Grigor	01463 702421
9 – 14, 39	Edward Foster	01463 702316
15	Nigel Rose	01463 702399
20, 21, 24	David Robertson	01463 702302
40 – 41	Gavin Gilray, NHS	01463 706751
26 – 28, 42 - 43	Mike Mitchell	01463 252945



## COMMUNITY FIRE SAFETY

### INDICATOR 1 – Fire Casualties

	2011/12	2012/13
a) The number of incidents resulting in casualties per 10,000 population	1.4	1.6
b) The number of fatal and non fatal casualties per 10,000 population	2.0	1.9

### INDICATOR 2 – The number of accidental dwelling fires per 10,000 population

	2011/12	2012/13
The number of accidental dwelling fires per 10,000 population	6.0	6.1

## SICKNESS ABSENCE

### INDICATOR 3 – Days Lost per employee:

	2011/12	2012/13
a) rider shifts lost due to sickness and light duties per fire officer	11.2	11.3
b) working days lost to sickness for all other staff	8.2	8.9

## Local Performance Indicators – new in 2009/10

### INDICATOR LPI 1 – The number of home fire safety checks conducted per 1,000 domestic properties

	2011/12	2012/13
Number of home fire safety checks conducted per 1,000 domestic properties	33.1	29.2

### INDICATOR LPI 2 – Number of malicious fires

	2011/12	2012/13
Number of malicious fires	377	206

### INDICATOR LPI 3 – Number of alcohol related primary fires

	2011/12	2012/13
Number of alcohol related primary fires	27	26

**HIGHLANDS & ISLANDS FIRE & RESCUE SERVICE CONTACT – Head of Corporate Services - 01463 227000**

## NORTHERN CONSTABULARY

### CRIMES: CLEAR-UP RATES

INDICATOR 1 – The number and percentage of reported crimes cleared-up

Crime Group	Number recorded		% clear-up rate		Recorded crimes per 10,000 population	
	2011/12	2012/13	2011/12	2012/13	2011/12	2012/13
Non-sexual crimes of violence	482	406	94.4	95.1	16.6	13.9
Crimes of indecency	355	471	80.8	76.4	12.2	16.2
Crimes of dishonesty	5219	4337	52.0	52.8	179.8	149
Fire-raising, vandalism	3562	2809	47.6	48.6	122.7	96.5
Other crimes	3938	3332	99.8	99.3	135.6	114.5
Miscellaneous offences	9417	8871	92.3	91.4	324.4	304.7
Motor vehicle offences	17340	18869	99.0	99.4	597.3	648.2

### RESPONSE TIMES

INDICATOR 2 – The proportion of 999 calls answered within 10 seconds

	2011/12	2012/13
a) the number of calls in the sample	19150	17860
b) the percentage answered within the 10 second target time	86	94

### SICKNESS ABSENCE

INDICATOR 3 – The proportion of working time lost to sickness absence

	2011/12	2012/13
a) police officers	4.9	4.4
b) civilian staff	5.2	4.3

### COMPLAINTS

INDICATOR 4

a) Complaints about Police Officers & Police Staff

	2011/12	2012/13
Number of complaints received	300	336
Number of complaints per 10,000 incidents recorded	10.3	11.5
Number of allegations arising from the complaints	608	547
Number of allegations where action is taken	108	83

b) Service complaints

	2011/12	2012/13
Number of service complaints raised about the force	76	84
Number of service complaints raised about the force per 10,000 population	2.62	2.89

**RACIALLY MOTIVATED INCIDENTS**

INDICATOR 5

	2011/12	2012/13
a) the number of racist incidents recorded	127	109
b) the number of racially motivated crimes recorded	92	79
c) The number of racially motivated crimes detected	86	73
d) Percentage of racially motivated crimes detected	93.5	92.4

**DRUG OFFENCES**

INDICATOR 6

a) The weight of Class A drug seizures and the percentage change

	Weight (g)	Tablets	Liquids (ml)
2012/13	4617.93	634	161
2011/12	3925.41	711	1803
% change	+15%	-12%	-91.1%

b) The number of offences for supply and possession with intent to supply Class A drugs and the percentage change

	Number recorded
2012/13	56
2011/12	89
% change	-47%

**ROAD POLICING/SAFETY**

INDICATOR 7 – The number of persons killed or injured as a result of road accidents

Road Accidents	Number		Number per million vehicle kilometres	
	2011/12	2012/13	2011/12	2012/13
All people killed or seriously injured	132*	121	0.042	0.039
Children killed or seriously injured	3	3	0.001	0.001
All people slightly injured	678	767	0.214	0.228

Correction previously stated at 129.

**POLICE REPORTS SENT TO CHILDREN'S REPORTER**

INDICATOR 8

	2011/12	2012/13
The number of police reports that were sent to the children's panel	528	407
The percentage of police reports that were sent to the children's panel within 14 days of caution/charge	70.8	45.92

**POLICE REPORTS SENT TO PROCURATOR FISCAL**

INDICATOR 9

	<b>2011/12</b>	<b>2012/13</b>
The number of police reports that were sent to the Procurator Fiscal	<b>12339</b>	12291
The percentage of police reports that were sent to the Procurator Fiscal within 28 days of caution/charge	<b>81.1</b>	83.5

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