

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

STATUTORY PERFORMANCE INDICATORS 2011 – 2012



THE HIGHLAND COUNCIL
Performance Indicators Year ending 31 March 2012

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.

The following key has been used where:		2010/11 vs 2009/10	2011/12 vs 2010/11
✓	performance has improved by 5% or more.	22	27
X	performance has declined by 5% or more.	4	10
—	there is no significant change in performance	23	19
N/A	the indicator is new / changed /unreliable/ no comparison is possible / provided for contextual purposes only.	2	3

SICKNESS ABSENCE

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

Staff Groupings	Average number of days lost		
	10/11	11/12	Progress
Teachers	6.4	6.3	—
All other local government employees	10.5	9.3	✓

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		
	10/11	11/12	10/11	11/12	Progress
In top 2% of all employees	205	167	34.5	32.9	—
In top 5% of all employees	604	698	45.7	54.0	✓

PUBLIC ACCESS

INDICATOR 3 – Public Access

	10/11	11/12	Progress
Number of council buildings from which the Council delivers services to the public	168	165	
% of these in which all public areas are suitable and accessible to disabled people	91.1	92.7	—

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	
	10/11	11/12
Rent rebate caseload	13,273	13,128
Private rented sector caseload	6,797	7,082
Registered social landlord caseload	7,484	7,708
Council Tax Benefit caseload	30,519	30,681

	Gross cost per case		
	10/11 £	11/12 £	Progress
Gross administration cost per weighted case-	56.59	53.26	✓

COUNCIL TAX COLLECTION

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

	10/11	11/12	Progress
	£	£	
The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	15.19	18.71	X

COUNCIL TAX INCOME

INDICATOR 6 – Current year council tax income

	10/11	11/12	Progress
	£,000	£,000	
a) the income due from Council Tax for the year, excluding reliefs and rebates	96,823,006	98,016,426	
	10/11	11/12	Progress
	%	%	
b) the percentage of (a) that was received during the year	95.4	95.5	—

PAYMENT OF INVOICES

INDICATOR 7– Payment of invoices

	10/11	11/12	Progress
	%	%	
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.	89.7	92.2	—

ASSET MANAGEMENT

INDICATOR 8 – Condition and Suitability

	10/11	11/12	Progress
	m ²	m ²	
Gross internal floor area of operational accommodation (m ²)	662,232	650,958	
	%	%	Progress
a) % of operational accommodation that is in a satisfactory condition	59.8	60.5	

	10/11	11/12	Progress
	%	%	
Number of operational buildings	1,403	1,338	
b) % of operational accommodation that is suitable for its current use	55.0	61.9	✓

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+		
	10/11	11/12	10/11	11/12	Progress
The number of home care hours per 1,000 population age 65+	11,122	11,065	272.1	265.5	—
	No of homecare clients		% of homecare clients		
Flexibility	10/11	11/12	10/11	11/12	Progress
Total receiving personal care	1,610	1,591	92.4	94.7	—
Total receiving a service during evenings/overnight	564	559	32.4	33.3	—
Total receiving a service at weekends	1,143	1,191	65.6	70.9	✓

SPORT AND LEISURE MANAGEMENT - Internal Audit recommends this is reported as unreliable data

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

	10/11	11/12	Progress
a) The number of attendances per 1,000 population for all pools	1,855	2,175	N/A

INDICATOR 10b – Attendance at indoor sports facilities excluding pools

	10/11	11/12	Progress
a) The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	8,059	8,814	N/A

MUSEUM SERVICES

INDICATOR 11 – Museums

	10/11	11/12	Progress
a) The number of visits to/usages of council funded or part funded museums per 1,000 population	2,364	3,336	✓
b) The number of those visits that were in person per 1,000 population	1,199	1,410	✓

USE OF LIBRARIES

INDICATOR 12 – Use of libraries

Borrowers from public libraries:

	10/11	11/12	Progress
a) number of visits per 1,000 population	8,884	8,157	X

PLANNING APPLICATIONS PROCESSING TIME

INDICATOR 13 – The percentage of applications dealt with within target time (two months)

Type of applicant	Number of applications		Percentage dealt with within two months		
	10/11	11/12	10/11	11/12	Progress
Householder	1,064	939	75.8	81.5	✓
Non-householder	2,459	2,183	46.8	54.8	✓
Total	3,523	3,122	55.6	62.8	✓

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
	10/11	11/12	10/11	11/12	
Total number of response repairs	40,781	43,159	87.9	90.7	✓
Emergency – 24 hours	11,619	10,932	95.5	96.5	
Urgent – 3 days	13,618	13,055	84.7	89.5	
Routine – 20 days	15,544	19,172	85.1	88.2	

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
	10/11	11/12	10/11	11/12	
Number of council dwellings	13,549	13,511	100.0	100.0	—
i) Tolerable standard	13,549	13,511	100.0	100.0	—
ii) Free from serious disrepair	5,086	6,470	37.5	47.9	✓
iii) Energy efficient	11,455	11,669	84.5	86.4	—
iv) Modern facilities and services	13,549	13,511	100.0	100.0	—
v) Healthy, safe and secure	4,344	5,623	32.1	41.6	✓
vi) Total dwellings meeting SHQS					

MANAGING TENANCY CHANGES

INDICATOR 16 – Managing tenancy changes

	10/11	11/12	Progress
	%	%	
The total annual rent loss due to voids, expressed as a percentage of the total amount of rent due in the year.	1.9	2.1	X

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	
	10/11	11/12	10/11	11/12	10/11	11/12	10/11	11/12
Less than 2 weeks	197	140	4	13	18.8	13.7	5.6	15.3
2-4 weeks	365	322	18	20	34.8	31.5	25.4	23.5
5-8 weeks	391	381	32	25	37.3	37.3	45.1	29.4
9-16 weeks	89	146	14	22	8.5	14.3	19.7	25.9
More than 16 weeks	7	32	3	5	0.7	3.1	4.2	5.9
Total	1,049	1021	71	85	100.0	100.0	100.0	100.0
% empty houses that were re-let within 4 weeks								
Progress	53.6	45.2	31.0	38.8				
		X		✓				

	NOT low demand		Low demand	
	10/11	11/12	10/11	11/12
	Days	Days	Days	Days
Average time taken to re-let	32	38	48	47
Progress		✓		—

RENT MANAGEMENT

INDICATOR 18 – Rent Arrears

	10/11	11/12	Progress
a) Current tenants arrears as a percentage of the net amount of rent due in the year.	5.9	5.3	✓
b) % of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	4.6	4.2	✓
c) % of those tenants giving up their tenancy during the year that was in rent arrears.	15.1	18.9	X
Average debt owed by tenants leaving their tenancies with arrears	£613.23	£648.84	X
d) The average number of weeks rent owed by tenants leaving in arrears, as a proportion of the average weekly rent.	9.6	9.8	—
e) % of arrears owed by former tenants that was either written off or collected during the year.	57.0	57.1	—

HOMELESSNESS

INDICATOR 19 – Homelessness

	10/11	11/12	Progress
Permanent Accommodation			
a(i) The number of households assessed as homeless or potentially homeless during the year	1,295	866	✓
a(ii) % of decision notifications issued within 28 days of date of initial presentation.	65.9%	61.4%	✓
a(iii) % who are housed.	57.1%	52.2%	X
a(iv) Number of cases reassessed within 12 months of completion of duty.	57	30	✓
a(iv) % of cases reassessed.	4.4%	3.4%	✓
Temporary Accommodation	10/11	11/12	
a(v) The number of households assessed as homeless or potentially homeless during the year	359	214	✓
a(vi) % of decision notifications issued within 28 days of date of initial presentation.	68.5%	56.5%	X
a(vii) Number of cases reassessed within 12 months of completion of duty.	15	8	✓
a(vii) % of cases reassessed.	4.1%	3.6%	✓
b % of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	91.4%	97.5%	✓

DOMESTIC NOISE COMPLAINTS

INDICATOR 20 – Domestic Noise Complaints

	10/11	11/12	Progress
Total Number of Domestic Complaints	65	79	
a(i) The number of complaints settled without the need for attendance on site.	10	36	
a(ii) The number of complaints requiring attendance on site.	55	43	
a(iii) The number of complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004.	0	0	
b(ii) average time between time of complaint & attendance on site.	22.0 hours	28.0 hours	X

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		
	10/11	11/12	10/11	11/12	Progress
Consumer complaints dealt with within 14 days of receipt	1,518	1,513	66.5%	77.9%	✓
Business advice requests dealt with within 14 days of receipt	293	254	93.9%	93.3%	—

CARRIAGEWAY CONDITION

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

Road classes	Percentage of road network		
	10/11	11/12	Progress
A class	23.5	24.1	
B class	31.7	32.5	
C class	31.3	32.9	
Unclassified roads	39.5	35.0	
Overall	33.2	31.9	—

REFUSE COLLECTION AND DISPOSAL COSTS

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

The net cost of:

	10/11 £	11/12 £	Progress
a) Refuse collection (combined domestic, commercial and domestic bulky uplift) per premise	67.10	86.17	X
b) Refuse disposal per premise	182.89	163.13	✓

REFUSE RECYCLING

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

Method	Total Tonnes		Progress
	10/11	11/12	
Household waste collected		124,954	
Household waste composted		19,821	
Household waste recycled		37,514	
	% household waste		
% Household waste composted/recycled		45.9%	N/A

CLEANLINESS

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

	10/11	11/12	Progress
Overall Cleanliness Index	81	78	—

Please contact the following with any queries:

Appendix 1			
SPI No.	Indicator	Contact Name	Contact Number
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

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:		2009/10 vs 2010/11	2011/12 vs 2010/11
✓	performance has improved by 5% or more.	13	18
X	performance has declined by 5% or more.	10	17
—	there is no significant change in performance	25	12
N/A	the indicator is new / changed / unreliable/ no comparison is possible / provided for contextual purposes only.	6	5

		2010/11	2011/12	Change
Chief Executive				
LPI 1	Personnel - HR cost as % of Net Revenue Budget + HRA	0.46%	0.46%	—
LPI 2	Personnel - HR cost per employee	£228.08	£252.48	X
LPI 3	Personnel - ratio of employees to HR staff	1:179.01	1:154.48	✓
LPI 5	ICT Services – Central ICT cost (excluding curriculum) as % of Net Revenue Budget + HRA	2.12%	2.18%	—
LPI 6a	Average cost per kilowatt hour: electricity	£0.093	£0.096	—
LPI 6b	Average cost per kilowatt hour: gas	£0.021	£0.028	X
LPI 6c	Average cost per kilowatt hour: oil	£0.055	£0.061	X
LPI 6d	Total kilowatt hours	132,915,149	115,074,365	✓
LPI 7	Cost of Legal Services as a % of Net Revenue Budget + HRA	0.15%	0.15%	—
LPI 8	Cost of Public Relations as a % of Net Revenue Budget + HRA	0.05%	0.06%	X
Education, Culture and Sport				
LPI 9	School Transport - cost per pupil transported (based on Local Financial Returns)	£1,307.29	£1,414.28	X
LPI 10	School Meals - gross cost to Council per meal provided	£2.75	£2.81	—
LPI 11a	Supply Cover - cost per Teacher Full Time Equivalent (FTE) - Primary	£1,891.59	£1,642.44	✓
LPI 11b	Supply Cover - cost per Teacher FTE - Secondary	£1,180.13	£1,319.75	X
LPI 12a	Cost per attendance - Leisure Facilities	£3.45	£2.97	N/A
LPI 12b	Cost per attendance - Community Facilities	£2.55	£2.14	N/A
LPI 12d	Cost per attendance - High Life Trust Sites	£1.50	£1.23	N/A
LPI 12e	Cost per attendance - Council Funded Sites	£1.58	£1.99	N/A
LPI 13a	Museums - cost per visit/usage	£1.62	£1.05	✓
LPI 13b	Museums - cost per visit/usage in person	£3.20	£2.47	✓
LPI 14	Library Usage - cost per visit	£2.11	N/A	N/A
Finance				
LPI 15	Audit - cost of audit per £1 million of net expenditure	£681.86	£669.58	—
LPI 16	Insurance - cost per claim processed (net budget and includes fire and police claims)	£69.39	£183.00	X
LPI 17	Creditors - unit cost per creditor invoice issued	0.87	0.96	X
LPI 18	Payroll - cost per payslip produced	£3.26	£3.40	—
LPI 19	Pensions - cost per member (total cost measured against average pension scheme membership)	£24.82	£22.71	✓
LPI 20	Accounting - cost of Accounting as a percentage of Net Revenue Budget + HRA	0.37%	0.32%	✓
LPI 21	Accounting - cost of completing the Annual Accounts	£117,013	£109,699	✓
LPI 22a	Exchequer - cost of NDR collection (per chargeable property)	£28.26	£23.48	✓
LPI 22b	Exchequer - % NDR collected by year end	97.37%	97.52%	—
LPI 23a	Exchequer - cost of sundry debtors (per debtors account	£4.09	£5.20	X

		2010/11	2011/12	Change
	issued)			
LPI 23b	Exchequer - % income for sundry debtors collected during the year	84.82%	76.50%	X
LPI 24	Corporate Finance - cost of Corporate Finance as a percentage of Net Revenue Budget + HRA	0.10%	0.07%	✓
LPI 25	Procurement – cost of Procurement Section as a percentage of Net Revenue Budget + HRA	0.11%	0.09%	✓
Housing				
LPI 26	Management cost per Council house per annum	£787.61	£797.00	—
LPI 27	Maintenance cost per Council house per annum	£1,182.64	£996.00	✓
Property				
LPI 28	Energy cost in operational buildings per square metre	£14.58	£12.89	✓
Planning and Development				
LPI 29	Economy and Regeneration - Cost per tourist (2010 visitor numbers used)	£0.17	£0.16	✓
LPI 30	Economy and Regeneration - Business Gateway - cost per business supported	£1,308	£998.61	✓
LPI 31	Tourism Section - cost per film industry inquiry	£522	£704	X
LPI 32	Tourism Section - cost per film industry inquiry converted to actual shoot	£1,721	£2480	X
LPI 33	Planning & Building Standards - cost per Planning Application determined	£596.39	£417.05	✓
LPI 34	Planning & Building Standards - cost per Building Warrant application	£436.72	£464.29	X
LPI 35	Countryside, Heritage & Natural Resources - Cost per archaeological consultation	£18.92	£19.64	—
LPI 36	Countryside, Heritage & Natural Resources - Cost per Historic Environment Record consultation	£0.18	£0.16	✓
LPI 37	Countryside, Heritage and Natural Resources - Rangers cost per participant for guided walks	£6.30	£5.10	✓
LPI 38	Countryside, Heritage and Natural Resources - Access Team cost per km of core path	£80.71	£81.88	—
Social Work				
LPI 39	Children's Residential units – gross cost per bed per week	£2,008.44	£2,184.00	X
LPI 40	Elderly People Care Homes – gross cost per bed night per week	£899.86	£1,023.61	X
LPI 41	Care at Home – cost per hour of care scheduled/planned	£25.25	£28.79	X
Transport, Environment and Community Services				
LPI 42	Cost of electricity per street lighting unit	£33.99	£32.75	—
LPI 43	Cost of maintenance per street lighting unit	£21.45	£24.77	X

Please contact the following with any queries:

LPI No.	Contact Name	Contact Number
1 – 3 15 – 21 22 – 25 29 - 38	Margaret Grigor	01463 702421
9 – 14 39	Brenda Dunthorne	01463 724225
26 - 28 40 - 41	Gavin Gilray	01463 703492
42 - 43	Mike Mitchell	01463 702479

HIGHLANDS & ISLANDS FIRE & RESCUE SERVICE

COMMUNITY FIRE SAFETY



INDICATOR 1 – Fire Casualties

	2010/11	2011/12
a) The number of incidents resulting in casualties per 10,000 population	1.3	1.4
b) The number of fatal and non fatal casualties per 10,000 population	1.5	2.0

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

	2010/11	2011/12
The number of accidental dwelling fires per 10,000 population	6.2	6.0

SICKNESS ABSENCE

INDICATOR 3 – Days Lost per employee:

	2010/11	2011/12
a) rider shifts lost due to sickness and light duties per fire officer	10.0	11.2
b) working days lost to sickness for all other staff	8.6	8.2

Local Performance Indicators – new in 2009/10

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

	2010/11	2011/12
Number of home fire safety checks conducted per 1,000 domestic properties	37.7	33.1

INDICATOR LPI 2 – Number of malicious fires

	2010/11	2011/12
Number of malicious fires	355	377

INDICATOR LPI 3 – Number of alcohol related primary fires

	2010/11	2011/12
Number of alcohol related primary fires	42	27

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	
	2010/11	2011/12	2010/11	2011/12	2010/11	2011/12
Non-sexual crimes of violence	485	482	91.3	94.4	16.8	16.6
Crimes of indecency	414	355	73.4	80.8	14.3	12.2
Crimes of dishonesty	5413	5219	50.2	52.0	187.4	179.8
Fire-raising, vandalism	3726	3562	41.3	47.6	129.0	122.7
Other crimes	3546	3938	99.3	99.8	122.8	135.6
Miscellaneous offences	9118	9417	90.8	92.3	315.7	324.4
Motor vehicle offences	16499	17340	98.7	99.0	571.2	597.3

RESPONSE TIMES

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

	2010/11	2011/12
a) the number of calls in the sample	18887	19150
b) the percentage answered within the 10 second target time	87	86

SICKNESS ABSENCE

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

	2010/11	2011/12
a) police officers	4.3	4.9
b) civilian staff	Not Available	5.2

COMPLAINTS

INDICATOR 4

a) Complaints about Police Officers & Police Staff

	2010/11	2011/12
Number of complaints received	256	300
Number of complaints per 10,000 incidents recorded	8.9	10.3
Number of allegations arising from the complaints	451	608
Number of allegations where action is taken	69	108

b) Service complaints

	2010/11	2011/12
Number of service complaints raised about the force	99	76
Number of service complaints raised about the force per 10,000 population	3.43	2.62

NORTHERN CONSTABULARY (continued)

RACIALLY MOTIVATED INCIDENTS

INDICATOR 5

	2010/11	2011/12
a) the number of racist incidents recorded	112	127
b) the number of racially motivated crimes recorded	78	92
c) The number of racially motivated crimes detected	58	86
d) Percentage of racially motivated crimes detected	74.4	93.5

DRUG OFFENCES

INDICATOR 6

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

	Weight (g)	Tablets	Liquids (ml)
2011/12	3925.41	711	1803
2010/11	4561.34	514	356.8
% change	-16.9	38.3	405.0

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

	Number recorded
2011/12	89
2010/11	95
% change	-6.3

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	
	2010/11	2011/12	2010/11	2011/12
All people killed or seriously injured	139	129	0.044	0.042
Children killed or seriously injured	12	3	0.004	0.001
All people slightly injured	659	637	0.210	0.214

POLICE REPORTS SENT TO CHILDREN'S REPORTER

INDICATOR 8

	2010/11	2011/12
The number of police reports that were sent to the children's panel	686	528
The percentage of police reports that were sent to the children's panel within 14 days of caution/charge	82.4	70.8

NORTHERN CONSTABULARY (continued)

POLICE REPORTS SENT TO PROCURATOR FISCAL

INDICATOR 9

	2010/11	2011/12
The number of police reports that were sent to the Procurator Fiscal	12052	12339
The percentage of police reports that were sent to the Procurator Fiscal within 28 days of caution/charge	87.7	81.1

CONTACT: Head of Information Management, Northern Constabulary: Paul Howell – 01463 720555