

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

STATUTORY PERFORMANCE INDICATORS 2010 – 2011



THE HIGHLAND COUNCIL
Performance Indicators Year ending 31 March 2011

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:		2009/10 vs 2008/09	2010/11 vs 2009/10
✓	performance has improved by 5% or more.	13	22
X	performance has declined by 5% or more.	14	4
—	there is no significant change in performance	21	23
	the indicator is new / changed / no comparison is possible / provided for contextual purposes only.	3	2

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		
	09/10	10/11	Progress
Teachers	7.3	6.4	✓
All other local government employees	11.6	10.5	✓

EQUAL OPPORTUNITIES POLICY

INDICATOR 2 – The number and percentage of the highest paid 2% and 5% earners among Council employees that are women.

	Number of employees in top earners		% of these posts that are women		
	09/10	10/11	09/10	10/11	Progress
In top 2% of all employees	272	205	32.4	34.5	✓
In top 5% of all employees	525	604	40.8	45.7	✓

PUBLIC ACCESS

INDICATOR 3 – Public Access

	09/10	10/11	Progress
Number of council buildings from which the Council delivers services to the public	170	168	
% of these in which all public areas are suitable and accessible to disabled people	87.1	91.1	—

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	
	09/10	10/11
Rent rebate caseload	13,071	13,273
Private rented sector caseload	3,314	6,797
Registered social landlord caseload	9,168	7,484
Council Tax Benefit caseload	29,280	30,519

	Gross cost per case		
	09/10 £	10/11 £	Progress
Gross administration cost per weighted case-	57.96	56.59	—

COUNCIL TAX COLLECTION

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

	09/10	10/11	Progress
	£	£	
The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	14.80	15.19	—

INDICATOR 6 – Current year council tax income

	09/10	10/11	Progress
	£,000	£,000	
a) the income due from Council Tax for the year, excluding reliefs and rebates	96,094	96,823	
	09/10	10/11	Progress
	%	%	
b) the percentage of (a) that was received during the year	95.0	95.4	—

PAYMENT OF INVOICES

INDICATOR 7– Payment of invoices

	09/10	10/11	Progress
	%	%	
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.	88.2	89.7	—

ASSET MANAGEMENT

INDICATOR 8 – Condition and Suitability

	09/10	10/11	Progress
	m ²	m ²	
Gross internal floor area of operational accommodation (m ²)	673,688	662,232	
	%	%	Progress
a) % of operational accommodation that is in a satisfactory condition	59.6	59.8	

	09/10	10/11	Progress
	%	%	
Number of operational buildings	1,412	1,403	
b) % of operational accommodation that is suitable for its current use	56.1	55.0	—

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+		
	09/10	10/11	09/10	10/11	Progress
The number of home care hours per 1,000 population age 65+	11,094	11,122	271.4	272.1	—
	No of homecare clients		% of homecare clients		
Flexibility	09/10	10/11	09/10	10/11	Progress
Total receiving personal care	1,644	1,610	82.5	92.4	✓
Total receiving a service during evenings/overnight	526	564	26.4	32.4	✓
Total receiving a service at weekends	1,138	1,143	57.1	65.6	✓

SPORT AND LEISURE MANAGEMENT

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

	09/10	10/11	Progress
a) The number of attendances per 1,000 population for all pools		1,855	

INDICATOR 10b – Attendance at indoor sports facilities excluding pools

	09/10	10/11	Progress
a) The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex		8,059	

MUSEUMS

INDICATOR 11 – Museums

	09/10	10/11	Progress
a) The number of visits to/usages of council funded or part funded museums per 1,000 population	1,817	2,364	✓
b) The number of those visits that were in person per 1,000 population	881	1,199	✓

INDICATOR 12 – Use of libraries

Borrowers from public libraries:	09/10	10/11	Progress
a) number of visits per 1,000 population	9,036	8,884	—

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		
	09/10	10/11	09/10	10/11	Progress
Householder	1,150	1,064	76.3	75.8	—
Non-householder	2,516	2,459	52.5	46.8	
Total	3,666	3,523	60.0	55.6	X

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
	09/10	10/11	09/10	10/11	
Total number of response repairs	37,953	40,781	87.7	87.9	—
Emergency – 24 hours	9,460	11,619	95.9	95.5	
Urgent – 3 days	10,172	13,618	85.5	84.7	
Routine – 20 days	14,024	15,544	84.5	85.1	

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
	09/10	10/11	09/10	10/11	
Number of council dwellings	13,602	13,549	100.0	100.0	—
i) Tolerable standard	13,602	13,549	99.8	100.0	—
ii) Free from serious disrepair	4,251	5,086	31.3	37.5	✓
iii) Energy efficient	11,043	11,455	81.2	84.5	—
iv) Modern facilities and services	13,602	13,549	100.0	100.0	—
v) Healthy, safe and secure	3,514	4,344	25.8	32.1	✓
vi) Total dwellings meeting SHQS					

MANAGING TENANCY CHANGES

INDICATOR 16 – Managing tenancy changes

	09/10	10/11	Progress
	%	%	
The total annual rent loss due to voids, expressed as a percentage of the total amount of rent due in the year.	1.7	1.9	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	
	09/10	10/11	09/10	10/11	09/10	10/11	09/10	10/11
Less than 2 weeks	132	197	11	4	14.0	18.8	19.0	5.6
2-4 weeks	293	365	13	18	31.1	34.8	22.4	25.4
5-8 weeks	365	391	17	32	38.7	37.3	29.3	45.1
9-16 weeks	142	89	14	14	15.1	8.5	24.1	19.7
More than 16 weeks	10	7	3	3	1.1	0.7	5.2	4.2
Total	942	1,049	58	71	100.0	100.0	100.0	100.0
% empty houses that were re-let within 4 weeks								
	45.1	53.6	41.4	31.0				
Progress		✓						

	NOT low demand		Low demand	
	09/10	10/11	09/10	10/11
	Days	Days	Days	Days
Average time taken to re-let	37	32	45	48
Progress		✓		

RENT MANAGEMENT

INDICATOR 18 – Rent Arrears

	09/10	10/11	Progress
a) Current tenants arrears as a percentage of the net amount of rent due in the year.	6.9	5.9	✓
b) % of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	6.3	4.6	✓
c) % of those tenants giving up their tenancy during the year that was in rent arrears.	24.6	15.1	✓
Average debt owed by tenants leaving their tenancies with arrears	£651.08	£613.23	
d) The average number of weeks rent owed by tenants leaving in arrears, as a proportion of the average weekly rent.	10.2	9.6	✓
e) % of arrears owed by former tenants that was either written off or collected during the year.	34.1%	57.0	✓

HOMELESSNESS

INDICATOR 19 – Homelessness

Permanent Accommodation	09/10	10/11	Progress
a(i) The number of households assessed as homeless or potentially homeless during the year	1,279	1,295	
a(ii) % of decision notifications issued within 28 days of date of initial presentation.	65.8%	65.9%	—
a(iii) % who are housed.	59.3%	57.1%	—
a(iv) Number of cases reassessed within 12 months of completion of duty.	69	57	
a(iv) % of cases reassessed.	5.3%	4.4%	✓
Temporary Accommodation	09/10	10/11	Progress
a(v) The number of households assessed as homeless or potentially homeless during the year	480	359	
a(vi) % of decision notifications issued within 28 days of date of initial presentation.	63.5%	68.5%	✓
a(vii) Number of cases reassessed within 12 months of completion of duty.	31	15	
a(vii) % of cases reassessed.	6.3%	4.1%	✓
b % of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	89.9%	91.4%	—

NOISE COMPLAINTS

INDICATOR 20 – Domestic Noise Complaints

	09/10	10/11	Progress
Total Number of Domestic Complaints	94	65	
a(i) The number of complaints settled without the need for attendance on site.	56	10	
a(ii) The number of complaints requiring attendance on site.	38	55	
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.	19.5 hours	22.0 hours	X

TRADING STANDARDS ENQUIRIES, COMPLAINTS AND ADVICE

INDICATOR 21 – The number of enquiries, complaints and advice requests received, and the percentage completed in the within 14 days.

	Number received		% dealt with within 14 days		
	09/10	10/11	09/10	10/11	Progress
Consumer complaints dealt with within 14 days of receipt	1,606	1,518	69.6	66.5%	—
Business advice requests dealt with within 14 days of receipt	446	293	93.0	93.9%	—

CARRIAGEWAY CONDITION

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

Road classes	Percentage of road network		
	09/10	10/11	Progress
A class	23.9	23.5	
B class	31.1	31.7	
C class	29.6	31.3	
Unclassified roads	41.3	39.5	
Overall	33.6	33.2	—

REFUSE COLLECTION AND DISPOSAL COSTS

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

The net cost of:

	09/10 £	10/11 £	Progress
a) Refuse collection (combined domestic, commercial and domestic bulky uplift) per premise	68.38	67.10	—
b) Refuse disposal per premise	165.57	182.89	X

REFUSE RECYCLING

INDICATOR 24 – The amount and percentage of municipal waste collected by the Council during the year that was recycled or disposed of by the following methods:

Method	Total Tonnes		% municipal waste		
	09/10	10/11	08/09	10/11	Progress
Composted	19,832.0	19,223.9	12.5	12.4	
Recycled	34,919.0	33,564.6	22.0	21.6	
Total composted / recycled	54,751.0	52,788.5	34.6	34.0	—
Total tonnes	158,451	155,213			

STREET CLEANLINESS

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

	09/10	10/11	Progress
Overall Cleanliness Index	77	81	✓

Please contact the following with any queries:

SPI No.	Indicator	Contact Name	Contact Number
Appendix 1			
1-2	Sickness Absence / Equal Opportunities	Murdo MacDonald	01463 702028
3	Public Access	Finlay MacDonald	01463 702211
4	Benefits Administration	Mark Peden	01463 702213
5/6	Council Tax Collection	Mark Peden	01463 702213
7	Payment of Invoices	Charlie MacCallum	01463 702334
8	Asset Management	Caroline Campbell	01463 702610
9	Home Care/ Home Helps	George Maldonado	01463 703553
10	Sport and Leisure Management	Simon Workman	01463 663803
11	Museums	Judi Menabney	01463 702038
12	Libraries	Ian Dalrymple	01463 251253
13	Planning and Development Services	Sheila Lunn	01463 702294
14-19	Housing	Caroline Campbell	01463 702610
20	Noise Complaints	Neil Downie	01463 702651
21	Trading Standards	Neil Downie	01463 702651
22	Carriageway Condition	Neil Downie	01463 702651
23	Refuse Collection and Disposal	Neil Downie	01463 702651
24	Refuse Recycling	Neil Downie	01463 702651
25	Cleanliness	Neil Downie	01463 702651

APPENDIX 2

The Council has identified additional Local Performance Indicators (LPIs) for 2010/11.

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

		2009/10	2010/11	Change
Chief Executive				
LPI 1	Personnel - HR cost as % of Net Revenue Budget + HRA	0.47%	0.46%	NC
LPI 2	Personnel - HR cost per employee	£225.59	£228.08	NC
LPI 3	Personnel - ratio of employees to HR staff	1:179.17	1:179.01	NC
LPI 5	ICT Services – Central ICT cost (excluding curriculum) as % of Net Revenue Budget + HRA	2.11%	2.12%	NC
LPI 6a	Average cost per kilowatt hour: electricity	10.755p	9.313p	✓
LPI 6b	Average cost per kilowatt hour: gas	3.208p	2.133p	✓
LPI 6c	Average cost per kilowatt hour: oil	4.415p	5.525p	X
LPI 6d	Total kilowatt hours	128,445,313	132,915,149	NC
LPI 7	Cost of Legal Services as a % of Net Revenue Budget + HRA	0.16%	0.15%	✓
LPI 8	Cost of Public Relations as a % of Net Revenue Budget + HRA	0.05%	0.05%	NC
Education, Culture and Sport				
LPI 9	School Transport - cost per pupil transported (based on Local Financial Returns)	£1,218.74	£1,307.29	X
LPI 10	School Meals - gross cost to Council per meal provided	£2.78	£2.75	NC
LPI 11a	Supply Cover - cost per Teacher Full Time Equivalent (FTE) - Primary	£1,944.27	£1,891.59	NC
LPI 11b	Supply Cover - cost per Teacher FTE - Secondary	£1,222.03	£1,180.13	NC
LPI 12	Cost per attendance - Sports Facilities	£1.76	n/a	—
LPI 12a	Cost per attendance - Leisure Facilities	n/a	£3.45	—
LPI 12b	Cost per attendance - Community Facilities	n/a	£2.55	—
LPI 12c	Cost per attendance - Total Highland Council Facilities	n/a	£3.24	—
LPI 12d	Cost per attendance - High Life Trust Sites	n/a	£1.50	—
LPI 12e	Cost per attendance - Council Funded Sites	n/a	£1.58	—
LPI 13a	Museums - cost per visit/usage	£2.37	£1.62	✓
LPI 13b	Museums - cost per visit/usage in person	£4.88	£3.20	✓
LPI 14	Library Usage - cost per visit	£2.15	£2.11	NC
Finance				
LPI 15	Audit - cost of audit per £1 million of net expenditure	£629.31	£681.86	X
LPI 16	Insurance - cost per claim processed (net budget and includes fire and police claims)	£99.45	£69.39	✓
LPI 17	Creditors - unit cost per creditor invoice issued	£1.28	£1.31	NC
LPI 18	Payroll - cost per payslip produced	£3.26	£3.26	NC
LPI 19	Pensions - cost per member (total cost measured against average pension scheme membership)	£23.69	£24.82	NC
LPI 20	Accounting - cost of Accounting as a percentage of Net Revenue Budget + HRA	0.33%	0.37%	X
LPI 21	Accounting - cost of completing the Annual Accounts	£114,048	£117,013	NC
LPI 22a	Exchequer - cost of NDR collection (per chargeable property)	£26.89	£28.26	NC

		2009/10	2010/11	Change
LPI 22b	Exchequer - % NDR collected by year end	96.90%	97.37%	NC
LPI 23a	Exchequer - cost of sundry debtors (per debtors account issued)	£5.47	£4.09	✓
LPI 23b	Exchequer - % income for sundry debtors collected during the year	85.30%	84.82%	NC
LPI 24	Corporate Finance - cost of Corporate Finance as a percentage of Net Revenue Budget + HRA	0.09%	0.10%	X
LPI 25	Procurement – cost of Procurement Section as a percentage of Net Revenue Budget + HRA	0.11%	0.11%	NC
Housing				
LPI 26	Management cost per Council house per annum	£779.05	£787.61	NC
LPI 27	Maintenance cost per Council house per annum	£1,240.67	£1,182.64	NC
Property				
LPI 28	Energy cost in operational buildings per square metre	£13.61	£14.58	X
Planning and Development				
LPI 29	Economy and Regeneration - Cost per tourist (2010 visitor numbers used)	£0.19	£0.17	✓
LPI 30	Economy and Regeneration - Business Gateway - cost per business supported	n/a	£1,308	NC
LPI 31	Tourism Section - cost per film industry inquiry	£469	£522	X
LPI 32	Tourism Section - cost per film industry inquiry converted to actual shoot	£1,244	£1,721	X
LPI 33	Planning & Building Standards - cost per Planning Application determined	£576.76	£596.39	NC
LPI 34	Planning & Building Standards - cost per Building Warrant application	£447.84	£436.72	NC
LPI 35	Countryside, Heritage & Natural Resources - Cost per archaeological consultation	£64.36	£93.13	X
LPI 36	Countryside, Heritage & Natural Resources - Cost per Historic Environment Record consultation	£2.61	£2.54	NC
LPI 37	Countryside, Heritage and Natural Resources - Rangers cost per participant for guided walks	£6.87	£6.30	✓
LPI 38	Countryside, Heritage and Natural Resources - Access Team cost per km of core path	£97.22	£80.71	✓
Social Work				
LPI 39	Children's Residential units – gross cost per bed per week	£1,812.34	£2,008.44	X
LPI 40	Elderly People Care Homes – gross cost per bed night per week	£877.00	£899.86	NC
LPI 41	Care at Home – cost per hour of care scheduled/planned	£24.82	£18.47	✓
Transport, Environment and Community Services				
LPI 42	Cost of electricity per street lighting unit	£37.34	£33.99	✓
LPI 43	Cost of maintenance per street lighting unit	£23.36	£21.45	✓

Please contact the following with any queries:

LPI No.	Indicator	Contact Name	Contact Number
LPI 1 – 8	Chief Executives	Kate Lackie	01463 702041
LPI 9 – 11b	Education Culture and Sport	Ron MacKenzie	01463 702805
LPI 12 - 14	Education Culture and Sport	Ian Murray	01463 702048
LPI 15 - 25	Finance	David Robertson	01463 702302
LPI 26 - 28	Housing and Property	Caroline Campbell	01463 702610
LPI 29 - 34	Planning and Development	Sheila Lunn	01463 702294
LPI 35 - 37	Social Work	George Maldonado	01463 703553
LPI 38 - 39	Transport, Environment and Community	Neil Downie	01463 702651



HIGHLANDS & ISLANDS FIRE & RESCUE SERVICE

COMMUNITY FIRE SAFETY

INDICATOR 1 – Fire Casualties

	2009/10	2009/10
a) The number of incidents resulting in casualties per 10,000 population	1.0	1.3
b) The number of fatal and non fatal casualties per 10,000 population	1.3	1.5

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

	2009/10	2009/10
The number of accidental dwelling fires per 10,000 population	6.1	6.2

SICKNESS ABSENCE

INDICATOR 3 – Days Lost per employee:

	2009/10	2009/10
a) rider shifts lost due to sickness and light duties per fire officer	5.7	10.0
b) working days lost to sickness for all other staff	8.9	8.6

Local Performance Indicators – new in 2009/10

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

	2009/10	2009/10
Number of home fire safety checks conducted per 1,000 domestic properties	40.9	37.7

INDICATOR LPI 2 – Number of malicious fires

	2009/10	2009/10
Number of malicious fires	336	355

INDICATOR LPI 3 – Number of alcohol related primary fires

	2009/10	2009/10
Number of alcohol related primary fires	31	42

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	
	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11
Non-sexual crimes of violence	459	485	92.4	91.3	16.0	16.8
Crimes of indecency	321	414	83.8	73.4	11.2	14.3
Crimes of dishonesty	5411	5413	51.0	50.2	188.2	187.4
Fire-raising, vandalism	4414	3726	41.3	41.3	153.5	129.0
Other crimes	3547	3546	99.5	99.3	123.4	122.8
Miscellaneous offences	10005	9118	92.1	90.8	348.0	315.7
Motor vehicle offences	18102	16499	99.1	98.7	629.7	571.2

RESPONSE TIMES

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

	2009/10	2010/11
a) the number of calls in the sample	20006	18887
b) the percentage answered within the 10 second target time	86.2	87

SICKNESS ABSENCE

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

	2009/10	2010/11
a) police officers	3.1	4.3
b) civilian staff	3.9	Not Available

COMPLAINTS

INDICATOR 4

a) Complaints about Police Officers & Police Staff

	2009/10	2010/11
Number of complaints received	273	256
Number of complaints per 10,000 incidents recorded	9.5	8.9
Number of allegations arising from the complaints	493	451
Number of allegations where action is taken	58	69

b) Service complaints

	2009/10	2010/11
Number of service complaints raised about the force	61	99
Number of service complaints raised about the force per 10,000 population	2.12	3.43

RACIALLY MOTIVATED INCIDENTS

INDICATOR 5

	2009/10	2010/11
a) the number of racist incidents recorded	117	112
b) the number of racially motivated crimes recorded	86	78
c) The number of racially motivated crimes detected	66	58
d) Percentage of racially motivated crimes detected	78.7	74.4

DRUG OFFENCES

INDICATOR 6

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

	Weight (g)	Tablets	Liquids (ml)
2010/11	4561.34	514	356.8
2009/10	859	209	781
% change	431.0	145.9	-54.3

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

	Number recorded
2010/11	95
2009/10	132
% change	-0.38

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	
	2009/10	2010/11	2009/10	2010/11
All people killed or seriously injured	162	139	0.069	0.059
Children killed or seriously injured	11	12	0.005	0.005
All people slightly injured	831	659	0.352	0.279

POLICE REPORTS SENT TO CHILDREN'S REPORTER

INDICATOR 8

	2009/10	2010/11
The number of police reports that were sent to the children's panel	822	686
The percentage of police reports that were sent to the children's panel within 14 days of caution/charge	77.3	82.4

POLICE REPORTS SENT TO PROCURATOR FISCAL

INDICATOR 9

	2009/10	2010/11
The number of police reports that were sent to the Procurator Fiscal	12971	12052
The percentage of police reports that were sent to the Procurator Fiscal within 28 days of caution/charge	78.0	87.7

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