

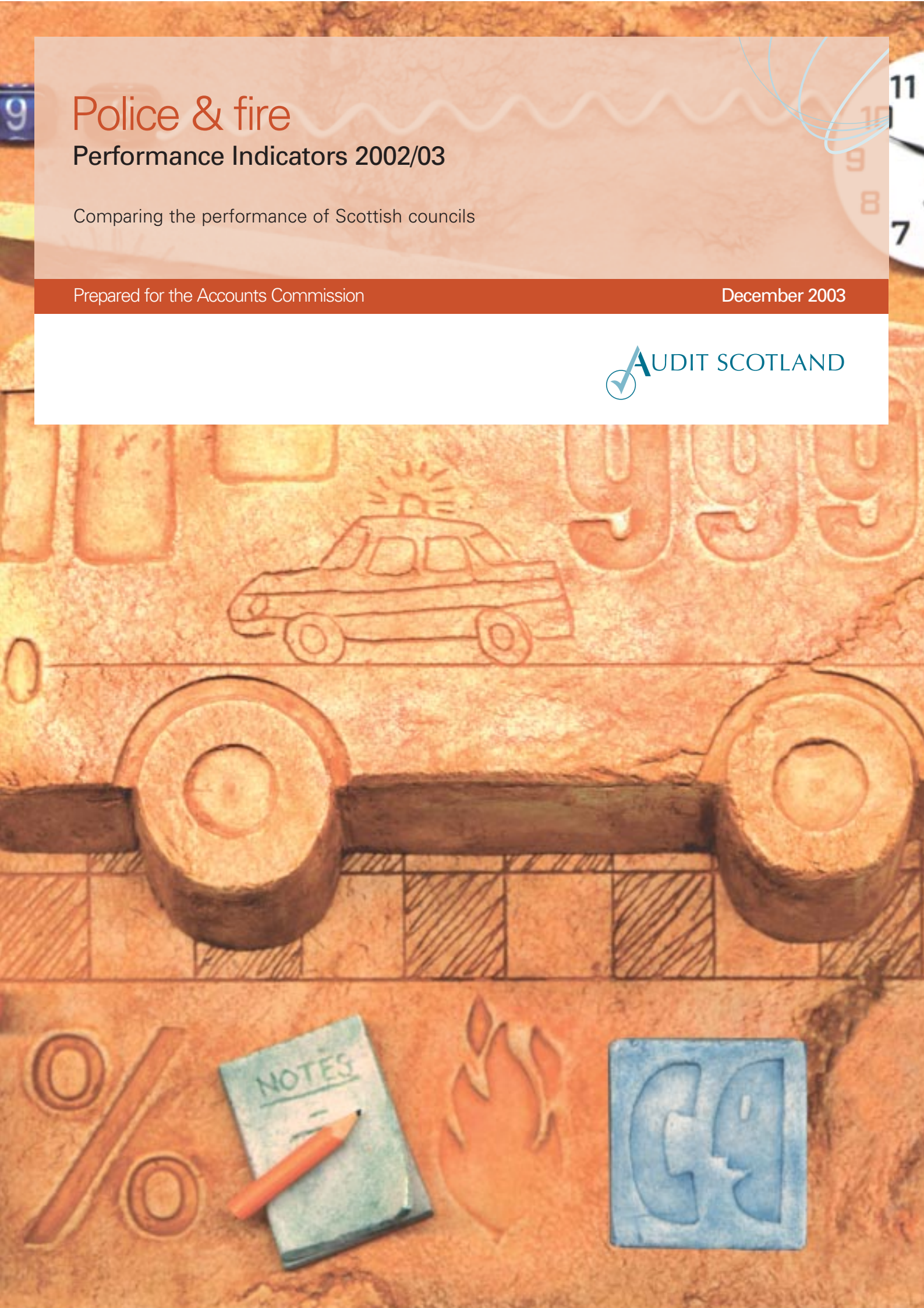
Police & fire

Performance Indicators 2002/03

Comparing the performance of Scottish councils

Prepared for the Accounts Commission

December 2003



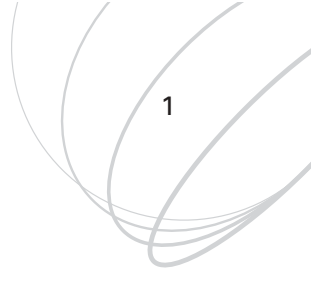
The Accounts Commission

The Accounts Commission is a statutory, independent body, which through, the audit process, assists local authorities in Scotland to achieve the highest standards of financial stewardship and the economic, efficient and effective use of their resources. The Commission has five main responsibilities:

- securing the external audit
- following up issues of concern identified through the audit, to ensure satisfactory resolutions
- reviewing the management arrangements which audited bodies have in place to achieve value for money
- carrying out national value for money studies to improve economy, efficiency and effectiveness in local government
- issuing an annual direction to local authorities which sets out the range of performance information which they are required to publish.

The Commission secures the audit of 32 councils and 35 joint boards (including police and fire services). Local authorities spend over £9 billion of public funds a year.

Audit Scotland is a statutory body set up in April 2000 under the Public Finance and Accountability (Scotland) Act 2000. It provides services to the Accounts Commission and the Auditor General for Scotland. Together they ensure that the Scottish Executive and public sector bodies in Scotland are held to account for the proper, efficient and effective use of public funds.



Main findings

Police

Indicator 1 Page 4

Crimes cleared up

The percentage of recorded crime cleared up was 46.6%, the highest clear-up rate since directly comparable data was first available in 1996/97.

Serious Violent Crime

Forces reported 8% more serious violent crimes in 2002/03 compared with the average number over the period 1997 to 2000. Overall, forces cleared up 59% of violent crimes, ranging from just over 51% in Strathclyde to almost 93% in Central Scotland.

Housebreakings

Forces reported 28% fewer housebreakings in 2002/03 compared with the average number over the period 1997 to 2000. Overall, forces cleared up 28% of housebreakings, ranging from 21% in Strathclyde to 53% in Northern.

Car Crimes

Forces reported 9% fewer car crimes in 2002/03. Overall, forces cleared up 25% of all car crimes, ranging from 21% in Tayside to 48% in Northern.

Indicator 2 Page 11

Sickness absence

The level of sickness absence for police officers reduced slightly to 4.8% compared with the previous year (5.0%).

For the seven forces that reported reliable information, sickness absence for civilian staff was 5.5%, which is higher than the previous year (5%).

Indicator 3 Page 14

Quality of service surveys

Almost 86% of people were either satisfied or fairly satisfied with the way the police dealt with their initial contact.

Overall, almost 81% of the public reported they were either very or fairly satisfied with the way police handled their problem.

Indicator 4 Page 17

Drug offences

In 2002/03, for the five forces that reported this information there was a 46% increase in the number of drug seizures compared with the number in 1998.

Police continued

Forces reported an increase of 22% for recorded offences for supply and possession with intent to supply drugs compared with the number in 1999.

Indicator 5 Page 20

Road Accidents

Across Scotland in 2002/03, compared with the five-year average between 1994 to 1998, forces reported a:

- 29% reduction in the number of people killed or seriously injured
- 43% reduction in the number of children killed or seriously injured
- 12% reduction in the number of people with slight injuries.

Fire

Indicator 6 Page 24

Responding to fire incidents

Across Scotland, fire brigades attended 103,215 incidents in the four risk categories for which there are national target response times. Overall, fire brigades continue to attend over nine in every ten calls within the target times. However, in 2002/03 brigades attended fewer (91.3%) of all calls within target compared with the previous year (92.3%).

Indicator 7 Page 30

Fire casualties

Across all brigades, there were 1,473 fire casualties in 2002/03. This represents a reduction of 387 (26%) compared with 1999/2000 when the indicator was first introduced.

Accidental dwelling fires

Across Scotland, brigades reported 6,168 accidental dwelling fires, a reduction of 884 (13%) compared with 1999/2000 when the indicator was first introduced.

Indicator 8 Page 33

Sickness absence

Across all brigades, the proportion of shifts lost due to sickness absence and light duties for fire fighters was 7.1%. Levels of absence varied from 5.0% in Highland & Islands to 7.4% in Strathclyde.

Across all brigades, the proportion of non-firefighting staff time lost due to sickness absence was 6.1%. Levels of sickness absence ranged from 2.8% in Fife to 8.2% in Strathclyde.

Introduction

>>> If you want to know more
access our website at:
www.audit-scotland.gov.uk/performance

Each year police forces, fire brigades, and councils publish a range of information to show people how well they are providing their services and how they compare with other bodies.

This pamphlet contains information on eight indicators relating to the activities of Scotland's police and fire services in 2002/03.

Police

- crime clear-up rates
- sickness absence levels for police personnel
- quality of service surveys
- drug seizures
- road traffic accidents.

Fire

- the percentage of incidents to which brigades responded within target times
- number of casualties and dwelling fires per 10,000 population
- sickness absence levels for fire personnel.

Other pamphlets published by the Commission cover:

Cultural & community services
Children's services
Corporate management
Environmental and regulatory services
Housing and social work services

The Commission will also be providing on its website:

- a comprehensive compendium of the information for all the services for which there are performance indicators
- council profiles analysing indicators on a council-by-council basis.

Using the information

For each activity we have set out why some of the differences in performance may have arisen. We also highlight particular features of the information – for example, the range in performance achieved by different forces and brigades.

Several factors affect the way a force or brigade performs its activities. You need to be aware of these in order to understand why results may vary. Some of these factors are outwith the control of a force or brigade – for example, population size and density, geographical area, and the mix between urban and rural settlements. Others may be specific to the service or the groups of people it serves. These local factors may mean that a force or brigade with a performance which, at first sight, appears to be worse than that of another has, in fact, done better given the circumstances it faces.

In this pamphlet we have shown information for forces and brigades for 2002/03 and where appropriate made comparison with previous years.

However, for some indicators, forces or brigades have submitted data that their auditors have identified as unreliable because of doubts about the reliability of the arrangements for producing the information (see below). In such cases we have shown the information separately and have not included it in the calculation of any overall Scottish averages, although such information was included prior to 2001/02.

Key

Auditors appointed by the Accounts Commission have reviewed authorities' arrangements for producing the performance information. In the tables shown in this pamphlet, an asterisk (*) against the data for a force or brigade indicates that the auditor expressed doubts about the reliability of its arrangements for producing the information.

Police

Police services are provided by eight forces. Six of these, responsible to joint boards, cover more than one council area – Central Scotland, Lothian & Borders, Grampian, Northern, Strathclyde and Tayside. Two forces, Dumfries & Galloway and Fife, cover the same areas as councils.

Indicator 1: Crimes cleared up

The percentage of all recorded crimes cleared up and the percentage of crimes in the following categories cleared up:

- serious violent crimes
- housebreaking
- car crimes.

The effectiveness of police crime detection can be measured by the proportion of crimes and offences which are cleared up. A crime is regarded as 'cleared up' if there is sufficient evidence to justify a report being submitted to the procurator fiscal. 'Cleared up' does not necessarily mean that in every case someone was arrested and charged.

The number of crimes recorded by the police is less than the actual number committed because people do not always report them.

Clear-up rates for three categories of crime are also published. The Scottish Executive has set the following national targets which the police should aim to achieve by 2003/04:

- reduce the number of serious violent crimes by 5%, and increase clear-up rates by four percentage points.
- reduce the number of housebreaking crimes by 10%.
- reduce the number of car crimes by 17%.

Serious violent crime includes, murder, rape, robbery and assault to severe injury.

Points to bear in mind

Crimes should be recorded to a common standard and in a consistent way across Scotland. To achieve some consistency, the Scottish Executive issued comprehensive guidance on crime recording – The Criminal Statistics Handbook, 1996. A problem of differing interpretations of this guidance, resulting in inconsistent recording practices across forces, has been recognised by all parties to the process and has been commented on in Her Majesty's Inspectorate of Constabulary for Scotland (HMIC) reports.

HMIC published a report '*Partners in Crime – Solving and Reassuring, October 2003*', following a thematic inspection which examined crime management in Scotland. The inspection was carried out at a time when the Scottish police service was in the process

of moving to a revised crime recording standard. The report made suggestions for improvements in crime recording, whilst identifying good practice that could be adopted by forces.

The Association of Chief Police Officers in Scotland (ACPOS) is now driving forward the adoption of a new crime recording standard. A consequence of the new standard, which provides a victim orientated approach to the recording of crime, is likely to be an increase in the number of recorded crimes in future years. However, the majority of any rise in recorded crime will generally be very minor incidents. All forces will be implementing the new standard from April 2004, although Lothian & Borders police force piloted the new standard from April 2003.

Commentary

The total number of recorded crimes in 2002/03 for those forces that reported reliable information was almost 377,000. The numbers reported by Grampian police were considered to be unreliable.

Three forces reported slight increases in the number of crimes recorded compared with the previous year. Recorded crimes per 1,000 population varied significantly between force areas, ranging from 51 in Northern to 89 in Lothian & Borders and Strathclyde (Table 1a overleaf).

The percentage of recorded crime cleared up, for those forces that reported reliable information was 46.6%, which is the highest level since directly comparable data was first available in 1996/97 (Figure 1a overleaf). Five of the seven forces that reported reliable information improved their clear-up rates. There continues to be wide variation between forces on clear-up rates ranging from just over 42% in Tayside to over 64% in Central Scotland and Northern. Three forces, Central Scotland, Strathclyde and Tayside all reported their highest clear-up rates since 1996/97.

Serious Violent Crime

In 2002/03 the total number of serious violent crimes recorded in Scotland for the seven forces that reported reliable data was 15,551. These ranged from 228 crimes in Dumfries & Galloway to 10,057 crimes in Strathclyde.

The national target is for the Scottish police service to reduce the number of serious violent crimes by 5% by 2003/04, compared with the average number of crimes recorded over the three-year period 1997 - 2000. Overall, forces reported an increase of 8% for the number of serious violent crimes in 2002/03 (Figure 1b). Six of the seven forces that reported reliable information reported an increase in the number of serious violent crimes for 2002/03 compared with 1997/2000 average, while Tayside was the only force that reported a reduction (22%). (Figure 1b overleaf).

Overall, forces cleared up 59% of violent crimes, however, there is wide variation in the clear-up rates between forces ranging from just over 51% in Strathclyde to almost 93% in Central Scotland (Figure 1c overleaf).

The national target is for the Scottish police service to increase clear-up rates by four percentage points by 2003/04 compared with the 1997 - 2000 average. Lothian & Borders and Tayside are in line with the national target while Central Scotland, Northern and Strathclyde all increased their percentage clear-up rates for serious violent crimes.

Table 1a

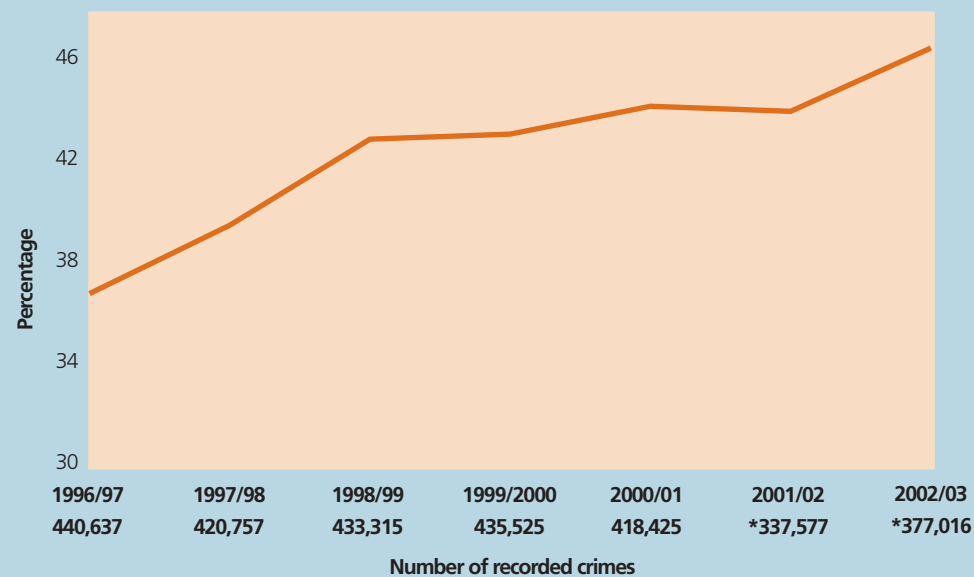
The number and percentage of all recorded crimes cleared up

	2002/03	2002/03	2002/03	2001/02	2000/01	1999/2000
	Total recorded crimes	Crimes per 1,000 population	%	Crimes cleared up		
				%	%	%
Central Scotland	18,367	65.7	64.3	63.9	57.9	54.8
Dumfries & Galloway	10,280	69.6	51.0	*50.1	50.7	56.0
Fife	28,472	81.5	44.9	42.3	46.5	44.0
Lothian & Borders	78,729	88.9	43.7	*45.7	46.4	41.5
Northern	14,081	50.9	64.3	65.0	58.4	55.9
Strathclyde	196,181	88.8	45.6	43.9	44.1	43.4
Tayside	30,906	79.4	42.4	36.5	40.2	41.6
Scotland	377,016	83.1	46.6	44.1	44.3	43.2
UNRELIABLE DATA						
Grampian	*38,789	*73.8	*36.6	37.2	33.0	36.3

Grampian's unreliable data is excluded from the Scotland figure for 2002/03.

Figure 1a

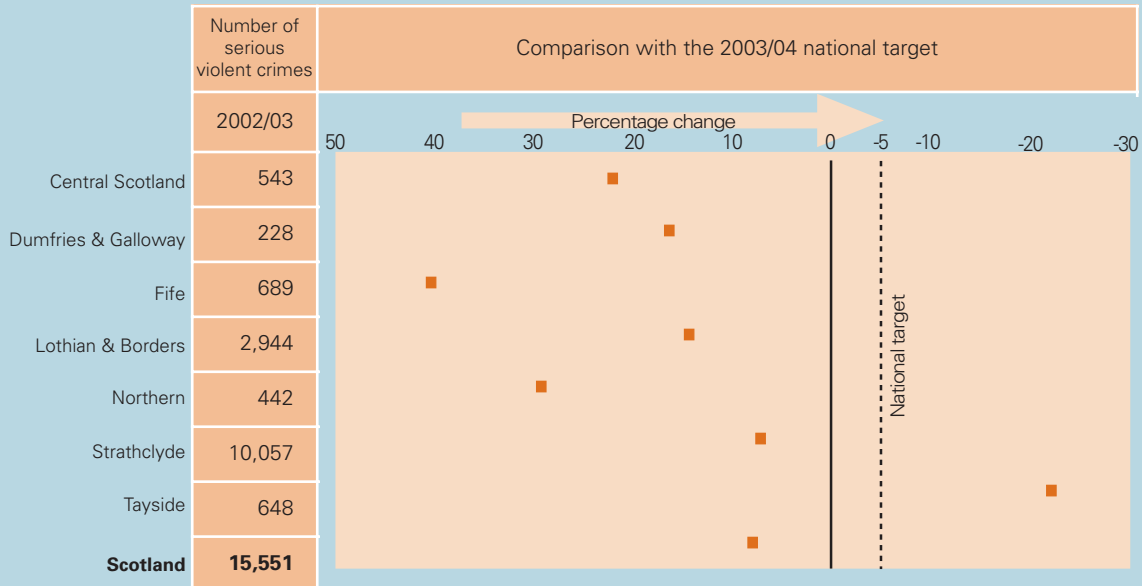
The overall percentage and number of recorded crimes cleared up



* Number of recorded crimes in 2001/02 and 2002/03 exclude forces providing unreliable data.

Figure 1b

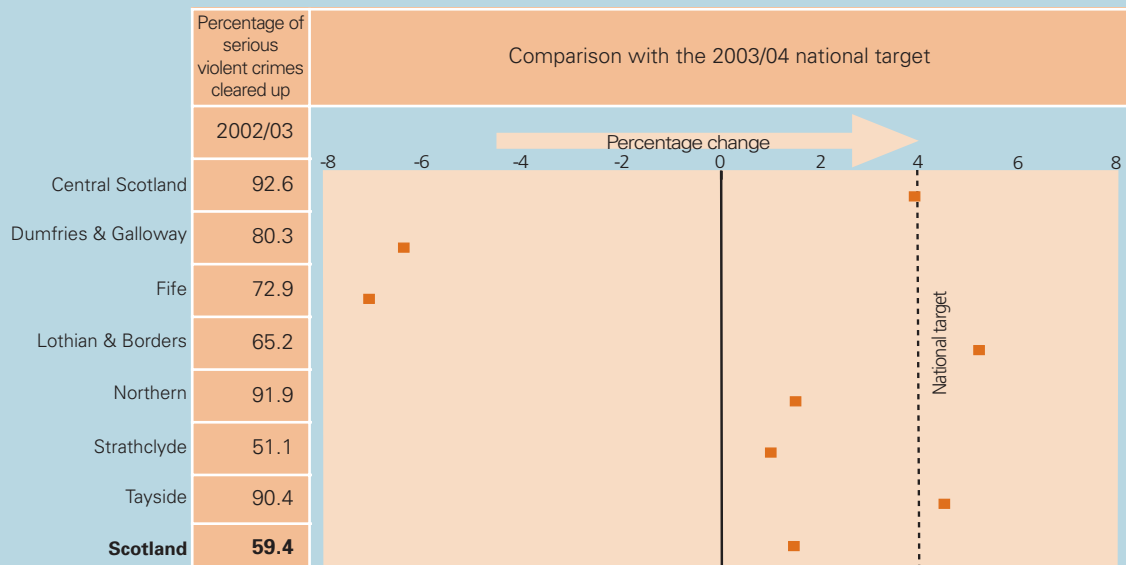
The number of serious violent crimes and compared with the national target



Grampian reported 910 crimes, however, the data was unreliable and has been excluded from the Scotland figure for 2002/03.

Figure 1c

The percentage of serious violent crimes cleared up in 2002/03 and compared with the national target



Grampian reported a clear-up rate of 45.2%, however, the data was unreliable and has been excluded from the Scotland figure for 2002/03.

Housebreakings

The total number of housebreakings recorded in Scotland in 2002/03 for the seven forces that reported reliable information was 17,371. These ranged from 324 in Northern to 10,151 in Strathclyde.

The national target is for the Scottish police service to reduce the number of housebreakings by 10% by 2003/04 compared with the average number of crimes recorded over the three-year period 1997 - 2000. **Forces reported a reduction of over 28% for the number of housebreakings during 2002/03.** Five forces (Central Scotland, Dumfries & Galloway, Lothian & Borders, Strathclyde and Tayside) are in line with the overall national target (Figure 1d).

Overall forces cleared up 28% of housebreakings, ranging from 21% in Strathclyde to 53% in Northern. This compares with 22% cleared up over the three years between 1997-2000. Six of the seven forces increased clear-up rates over this period (Table 1b).

Car Crimes

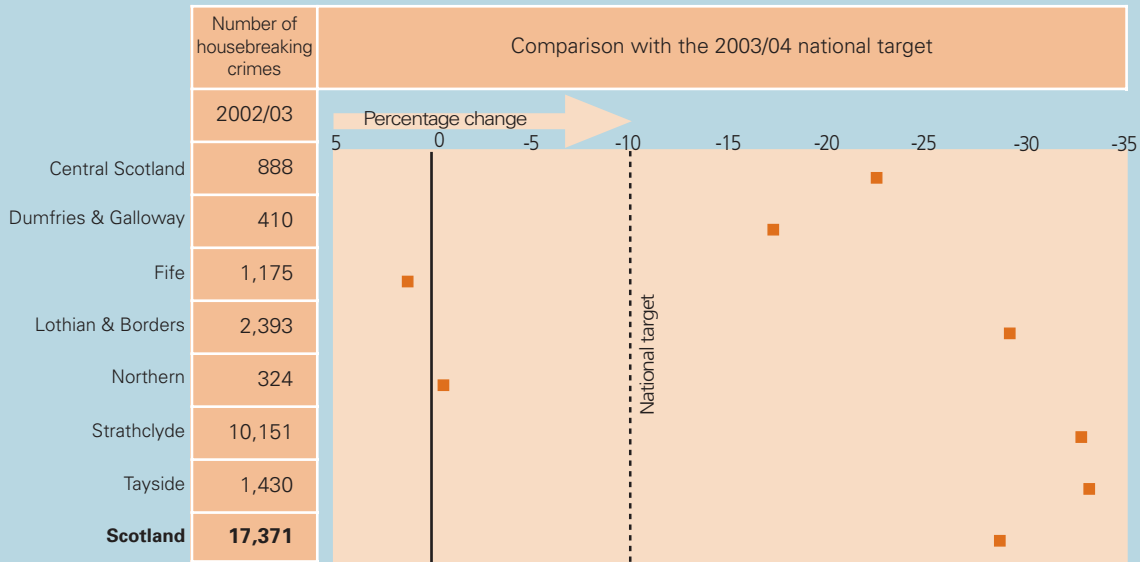
The total number of car crimes recorded in Scotland in 2002/03 for those forces that reported reliable information was 54,628, ranging from 898 in Northern to 30,457 in Strathclyde.

The national target is for the Scottish police service to reduce the number of car crimes by 17% by 2003/04 compared with the number of crimes recorded in 2000/01. **Forces reported a reduction of 9% for the number of car crimes in 2002/03.** Dumfries & Galloway was the only force to report an increase compared with 2000/01 (Figure 1e overleaf).

Overall forces cleared up 25% of all car crimes in 2002/03, ranging from 21% in Tayside to 48% in Northern (Table 1e). This clear-up rate compares with almost 23% in 2000/01.

Figure 1d

The number of housebreakings and compared with the national target



Grampian reported 6,570 housebreaking crimes, however, the data was unreliable and has been excluded from the Scotland figure for 2002/03.

Table 1b

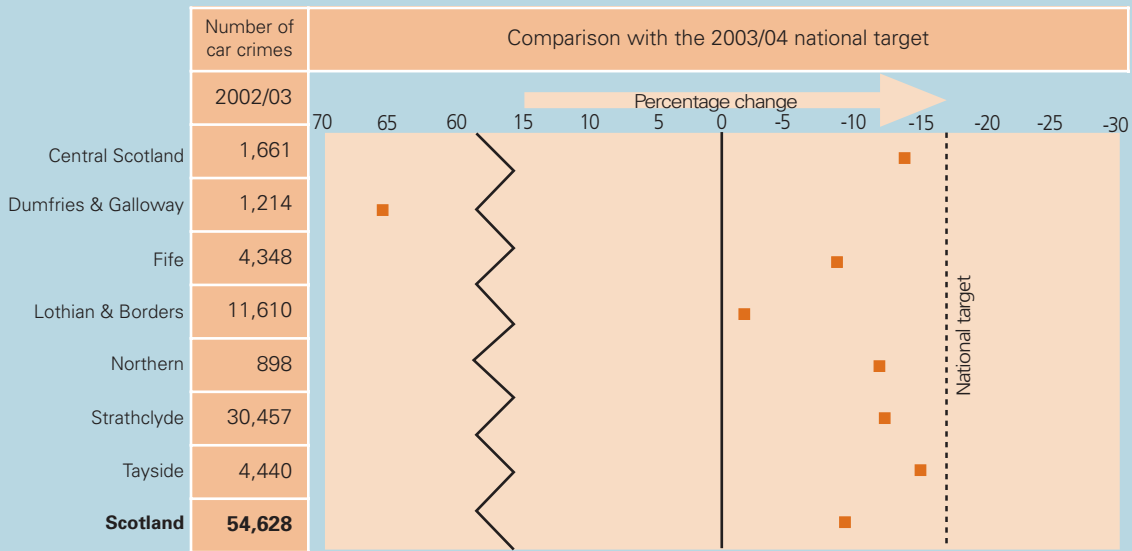
The percentage of housebreakings cleared up and compared with earlier years

	Percentage of crimes cleared up	Average percentage of crimes cleared up 1997 to 2000
	2002/03	
Central Scotland	38.5	30.9
Dumfries & Galloway	34.9	41.4
Fife	38.3	35.1
Lothian & Borders	44.8	21.0
Northern	52.8	42.2
Strathclyde	20.9	19.6
Tayside	26.6	18.3
Scotland	28.2	22.1
UNRELIABLE DATA		
Grampian	*16.8	*14.1

Grampian's unreliable data is excluded from the Scotland figure for 2002/03.

Figure 1e

The number of car crimes and compared with the national target



Grampian reported 6,975 car crimes, however, the data was unreliable and has been excluded from the Scotland figure for 2002/03.

Table 1e

The percentage of car crimes cleared up

	Percentage of crimes cleared up		Percentage change in clear-up rates
	2002/03	2000/01	
Central Scotland	36.1	33.7	2.4
Dumfries & Galloway	33.6	31.0	2.6
Fife	36.8	36.1	0.7
Lothian & Borders	23.9	22.0	1.9
Northern	48.3	40.8	7.5
Strathclyde	22.6	20.5	2.1
Tayside	21.4	17.2	4.2
Scotland	25.0	22.6	2.4
UNRELIABLE DATA			
Grampian	*14.3	*17.2	-*2.9

Grampian's unreliable data is excluded from the Scotland figure for 2002/03.

Indicator 2: Sickness absence levels for police personnel

Proportion of working time lost due to sickness absence for:

- police officers
- civilian staff.

This indicator reports the amount of time lost through sickness and injury absence in police forces.

Sickness absence includes self certification, absence supported by a doctor's certificate, long-term sickness absence, absence due to assaults on police and other work related injury. It does not include compassionate leave, career leave and special leave/unpaid leave, nor maternity or paternity leave.

Points to bear in mind

This indicator covers all staff directly employed by the police force, which includes full-time, part-time and temporary staff.

Working patterns vary for police officers and civilian staff both between and within forces. For the purposes of this indicator, each period of work eg, day shift or night shift, counts as a working day.

Commentary

Police officers

Seven forces reported reliable data for this indicator. For the second consecutive year Strathclyde reported unreliable data.

The number of days sickness absence was just under 86,000 which equates, on average, to almost 11 days' sickness absence per officer.

The level of sickness absence reduced slightly to 4.8% compared with the previous year (5.0%). However, there is wide variation between forces ranging from 2.5% in Dumfries & Galloway (5 days per officer) to 5.8% in Central Scotland (13 days per officer). Based on comparison with reliable information, three forces, Fife, Lothian & Borders and Tayside reduced their sickness absence compared with last year (Table 2a overleaf).

Civilian staff

Seven forces reported reliable data for this indicator, Strathclyde reported unreliable data.

The number of days sickness absence was slightly over 41,000 which equates, on average, to 10 days' sickness absence per employee.

Forces reported that 5.5% of time was lost due to sickness absence, which is an increase compared with the previous year (5.0%) (Table 2b overleaf). The levels of sickness absence varied across forces from 3.2% (5 days per employee) in Dumfries &

Galloway to 6.3% (13 days per employee) in Lothian & Borders. Tayside was the only force that reported a reduction in the percentage of sickness absence compared with the previous year, where reliable information was available. All other forces had either the same or higher levels of sickness absence.

Table 2a

Percentage of time lost due to sickness absence for police officers

	Percentage of time lost		
	2002/03	2001/02	2000/01
Central Scotland	5.8	5.5	5.9
Dumfries & Galloway	2.5	*2.8	3.5
Fife	4.3	4.9	4.2
Grampian	3.6	2.7	2.5
Lothian & Borders	5.6	5.8	6.1
Northern	4.0	4.0	3.6
Tayside	5.3	6.4	6.8
Scotland	4.8	5.0	4.9
UNRELIABLE DATA			
Strathclyde	*5.0	*5.0	4.7

Strathclyde's unreliable data is excluded from the Scotland figure for 2002/03.

Table 2b

Percentage of time lost due to sickness absence for civilian staff

	Percentage of time lost		
	2002/03	2001/02	2000/01
Central Scotland	5.8	4.7	4.5
Dumfries & Galloway	3.2	*3.9	2.8
Fife	4.6	4.3	4.6
Grampian	3.4	3.4	2.5
Lothian & Borders	6.3	5.5	6.2
Northern	4.1	3.6	3.9
Tayside	5.9	6.9	6.8
Scotland	5.5	5.0	5.4
UNRELIABLE DATA			
Strathclyde	*6.7	*6.3	6.4

Strathclyde's unreliable data is excluded from the Scotland figure for 2002/03.

Indicator 3: Quality of service surveys

Quality of service surveys cover:

- the main reason contact was made with the police, for example: to report a crime, disturbance/nuisance, road accident, missing person, lost/found property
- the public's level of satisfaction or dissatisfaction with their initial contact with the police
- the public's level of satisfaction or dissatisfaction with the way the police dealt with their matter.

This indicator provides information on the reasons that the public make contact with the police and their level of satisfaction or dissatisfaction with the way the police deal with their contact.

The survey conducted by the police sought the public's view on the:

- main reason contact was made with the police
- level of satisfaction or dissatisfaction with initial police contact
- level of satisfaction or dissatisfaction with the way the police dealt with their matter.

The survey of the public who make contact with the police was designed to include equal numbers of people reporting a crime or offence, and people that contacted the police for other reasons. Police forces require to contact a minimum of 1,100 people.

The information provided in this indicator will normally form part of a wider quality of service survey. The survey questions were designed to obtain a measure of satisfaction or dissatisfaction, although a category was also available for people who were neither satisfied nor dissatisfied.

Points to bear in mind

The reason for contacting the police is that perceived by the person reporting. It may be that someone contacts the police believing a crime has been committed when, following investigation, it is found that this is not the case.

This indicator was previously reported in 1999/2000.

Grampian police force did not report data for this indicator in 2002/03. The force also reported unreliable data in 1999/2000.

Commentary

The proportion of people making contact with the police for each of the identified reasons varied across forces. Reporting lost/found property was the only category where the majority of forces reported fewer people making contact (Table 3a).

Level of satisfaction or dissatisfaction with initial police contact

Almost 86% of people were either satisfied or fairly satisfied with the way the police dealt with their initial contact. This is a slight improvement compared with the previous survey (84%). Four of the six forces (Central Scotland, Dumfries & Galloway, Strathclyde and Tayside) where direct comparison could be made reported an increase in the level of satisfaction that people had with their initial police contact. The level of satisfaction varied from just under 76% in Fife to 89% in Northern. Slightly over 8% of people reported a degree of dissatisfaction, ranging from just over 5% in Dumfries & Galloway to almost 17% in Lothian & Borders. Almost 6% were neither satisfied nor dissatisfied (Table 3b).

Level of satisfaction or dissatisfaction with the way police dealt with matters reported by the public, following initial contact

Overall, almost 81% of the public reported they were either very or fairly satisfied with the way police handled their matter, a slight reduction compared with the previous survey (83%). The level of satisfaction varied from almost 76% in Fife and Strathclyde to slightly over 84% in Dumfries & Galloway. Three of the six forces reported improved satisfaction levels.

Over 11% of people reported a degree of dissatisfaction with the way police dealt with their matter and slightly over 8% were neither satisfied nor dissatisfied (Table 3c).

Table 3a

Reasons for people making contact with the police – 2002/03

	To report a crime	To report a disturbance or nuisance	To report a road accident	To report a missing person	To report lost/found property	Other reason
	%	%	%	%	%	%
Central Scotland	44.8 (48.0)	19.7 (23.3)	22.1 (14.9)	4.7 (3.2)	3.0 (5.2)	5.7 (5.5)
Dumfries & Galloway	49.8 (50.5)	9.1 (9.1)	16.6 (12.6)	0.2 (0.6)	9.8 (13.2)	14.5 (14.4)
Fife	50.0 (42.8)	31.0 (26.2)	2.0 (2.1)	2.0 (0.2)	10.0 (16.0)	5.0 (12.7)
Lothian & Borders	33.8 (50.3)	51.0 (16.6)	3.3 (11.7)	1.7 (6.4)	3.7 (15.0)	6.5 (0.0)
Northern	38.0	30.8	6.6	3.6	7.0 (15.0)	14.1
Strathclyde	45.7 (*45.0)	17.5 (*10.0)	25.1 (*20.0)	1.3 (*15.0)	2.9 (*10.0)	7.6 (*0.0)
Tayside	32.8 (33.1)	41.2 (15.8)	4.8 (6.2)	2.1 (0.0)	3.5 (1.3)	15.6 (43.5)
Scotland	39.4 (45.1)	32.4 (13.4)	9.1 (15.8)	2.3 (9.8)	5.4 (10.0)	11.4 (6.0)

Figures in brackets report the 1999/2000 survey results.

Grampian did not report the information in 2002/03 and reported unreliable data in 1999/2000.

Northern did not report the information in 1999/2000.

Table 3b

The public's level of satisfaction with their initial contact with the police – 2002/03

	Satisfied		Neither satisfied or dissatisfied		Dissatisfied	
	%		%		%	
Central Scotland	87.6	(87.5)	6.2	(5.6)	6.2	(14.9)
Dumfries & Galloway	87.0	(84.0)	7.9	(10.4)	5.2	(5.6)
Fife	75.5	(84.3)	11.2	(7.5)	13.3	(8.2)
Lothian & Borders	83.1	(86.9)	0.0	(5.4)	16.9	(7.7)
Northern	88.9		4.9		6.2	
Strathclyde	80.7	(*79.9)	9.7	(*9.9)	9.7	(*10.5)
Tayside	88.0	(*86.6)	4.7	(*5.5)	7.2	(*7.9)
Scotland	85.8	(83.9)	5.7	(7.8)	8.6	(8.3)

Figures in brackets report the 1999/2000 survey results.

Grampian did not report the information in 2002/03 and reported unreliable data in 1999/2000.

Northern did not report the information in 1999/2000.

Table 3c

The public's level of satisfaction with the police dealt with their matter – 2002/03

	Satisfied		Neither satisfied or dissatisfied		Dissatisfied	
	%		%		%	
Central Scotland	79.6	(82.2)	10.7	(6.4)	9.7	(11.4)
Dumfries & Galloway	84.3	(80.3)	9.3	(12.6)	6.4	(7.0)
Fife	75.6	(70.8)	8.3	(15.6)	16.1	(13.6)
Lothian & Borders	81.7	(81.1)	0	(8.8)	18.3	(10.1)
Northern	80.2		9.0		10.8	
Strathclyde	75.7	(*75.8)	13.6	(*11.5)	10.7	(*12.6)
Tayside	82.0	(85.4)	8.4	(7.7)	9.3	(6.9)
Scotland	80.5	(82.8)	8.2	(8.7)	11.3	(8.5)

Figures in brackets report the 1999/2000 survey results.

Grampian did not report the information in 2002/03 and reported unreliable data in 1999/2000.

Northern did not report the information in 1999/2000.

Indicator 4: Drug offences

The number of drug offences and the percentage change compared with previous years.

The number of offences for supply and possession with intent to supply drugs and the percentage change compared with previous years.

This indicator provides information on the number of drug seizures made by the police and the percentage change compared with 1998. It also provides information on the number of offences for supply and possession with intent to supply drugs and the percentage change compared with 1999.

The Scottish Executive set national targets for the police in relation to drug offences. By 2003/04 the target for police is to increase the number of:

- drug seizures by 25%
- recorded offences for supply and possession with intent to supply drugs by 25%.

These target increases will be compared with the number of reported drug seizures in 1998, and the number of recorded offences for supply and possession with intent to supply drugs in 1999.

Points to bear in mind

The figures for 2002/03 report the progress police are making towards the national targets.

Seizures involving more than one drug are counted as a single seizure. For example, if different classes of drugs were found in a house they would be counted as a single seizure. However, the police would record the different classes of drug that were seized.

Police will often target main dealers, which may result in fewer seizures, but the quantity of drugs seized and their value will be high. There are many other reasons why main dealers will be targeted, these include: securing lengthy prison sentences for key individuals; recovering significant assets; and removing entire drug dealing networks.

Commentary

Drug seizures

Five forces reported reliable information for this indicator. Grampian, Northern and Strathclyde police reported unreliable data.

For the five forces that reported this information there was an increase overall of 46% in the number of drug seizures in 2002/03 compared with the number in 1998. The national target is for the Scottish police service to increase the number of drug seizures by 25% by 2003/04. Central Scotland and Lothian & Borders are in line with the overall national

target in 2002/03. Of the three other forces that reported reliable information, Dumfries & Galloway police reported fewer drug seizures compared with 1998 (Figure 4a). Fife and Tayside both increased seizures and are making progress towards the national target.

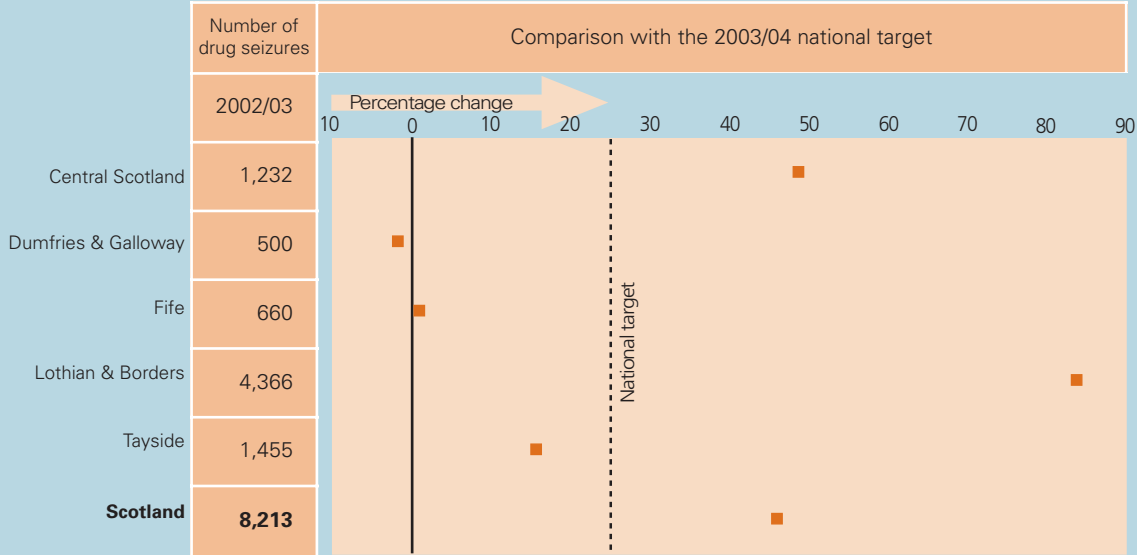
Offences for supply and possession with intent to supply drugs

Seven forces reported reliable information for this indicator. Grampian reported unreliable data. There were 9,300 offences for supply and possession with intent to supply drugs, ranging from 294 in Northern to 4,833 in Strathclyde.

The national target is for the Scottish police service to increase the number of recorded offences for supply and possession with intent to supply by 25% by 2003/04. Forces reported an increase of 22% for recorded offences for supply and possession with intent to supply drugs in 2002/03 compared with the number in 1999. Four forces (Central Scotland, Fife, Lothian & Borders and Tayside) all reported increases of more than 25% (Figure 4b).

Figure 4a

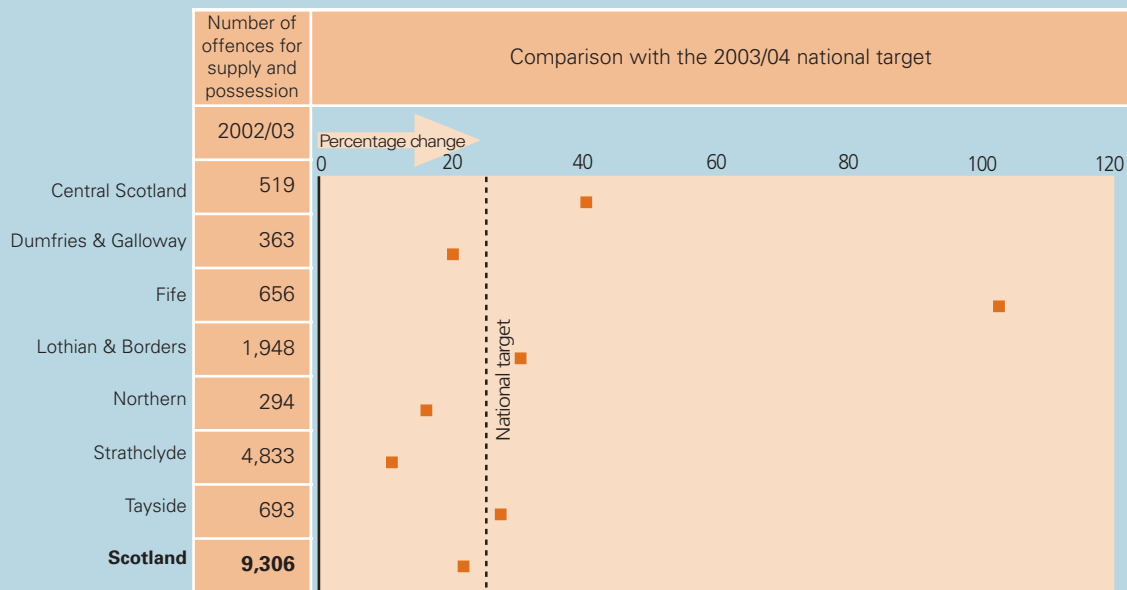
The number of drug seizures and the percentage change with earlier years compared with the national target – 2002/03



The following forces reported unreliable data and have been excluded from the Scotland figures. Grampian reported 3,277 drug seizures, an increase of 95%. Northern reported 1,076 drug seizures, an increase of 173%. Strathclyde reported 14,396 drug seizures, an increase of 43%.

Figure 4b

The number of offences for supply and possession with intent to supply drugs and the percentage change with earlier years and compared with the national target – 2002/03



Grampian reported 886 recorded offences for supply and possession with intent to supply drugs, an increase of 36%, however the data is unreliable and has been excluded from the Scotland figures.

Indicator 5: Road policing/safety

The number of people killed or injured as a result of road accidents and the percentage change compared with previous years.

- all people killed or seriously injured
- children killed or seriously injured
- all people with slight injuries.

This indicator provides information on the number of people killed or injured as the result of road accidents. It includes the number of fatal, serious and slight road injuries.

Fatal injuries include those where death occurs in less than 30 days as a result of an accident. Serious injuries include fractures, internal injuries, burns and detention in hospital as an in-patient.

The Scottish Executive has set national targets for the reduction of road accidents. By 2003/04, the targets are to reduce the number of road accidents by:

- 18% for people killed or seriously injured
- 25% for children killed or seriously injured
- 4% for slight injuries to people.

Points to bear in mind

The figures for 2002/03 report the progress police are making against the national targets. The base figure against which the target is measured is the five-year average between 1994 and 1998.

While the police play an important role in reducing road accidents other services also have important roles, for example, councils' roads departments.

Commentary

People killed or seriously injured

Across Scotland, there were 3,455 people killed or seriously injured as a result of road accidents in 2002/03. The number of people killed or seriously injured ranged from 127 in Dumfries & Galloway to 1,353 in Strathclyde.

The national target is for the Scottish police service to reduce the number of people killed or seriously injured by 18% by 2003/04, compared with the average number (4,842) over the period 1994 to 1998. [Across Scotland in 2002/03, forces reported a 29% reduction in the number of people killed or seriously injured compared with earlier years.](#)

Fife police is the only force that reported an increase in people killed or seriously injured for 2002/03 compared with earlier years (Figure 5a overleaf).

Children killed or seriously injured as a result of road accidents

Overall, forces reported 497 children killed or seriously injured as a result of road accidents in 2002/03. The number of children killed or seriously injured ranged from 13 in Dumfries & Galloway to 248 in Strathclyde (Figure 5b overleaf).

The national target is for the Scottish police service to reduce the number of children killed or seriously injured by 25% by 2003/04, compared with the average number (868) over the period 1994 to 1998. Across Scotland in 2002/03, forces reported a 43% reduction in the number of children killed or seriously injured compared with the earlier years.

All people with slight injuries

The total number of slight injuries to people as the result of road accidents in 2002/03 was 15,431.

The national target is for each force to reduce the number of people with slight injuries by 4% by 2003/04, compared with the average number of 17,475 which occurred over the period 1994 to 1998. Across Scotland in 2002/03, forces reported a 12% reduction in the number of people with slight injuries compared with the earlier years. Dumfries & Galloway reported a higher number of injuries in 2002/03 compared with earlier years. The other forces reported reductions between 1.5% (Fife) to 26% (Grampian) (Figure 5c overleaf).

Figure 5a

The number of people killed or seriously injured as a result of road accidents and the percentage change with earlier years compared with the national target – 2002/03

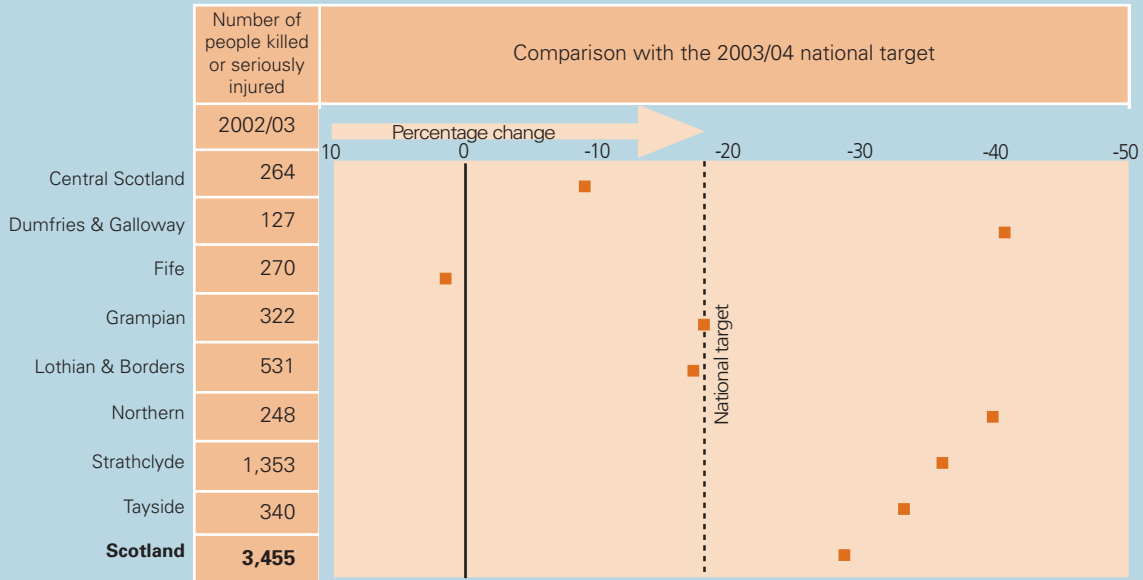


Figure 5b

The number of children killed or seriously injured as a result of road accidents and the percentage change with earlier years compared with the national target – 2002/03

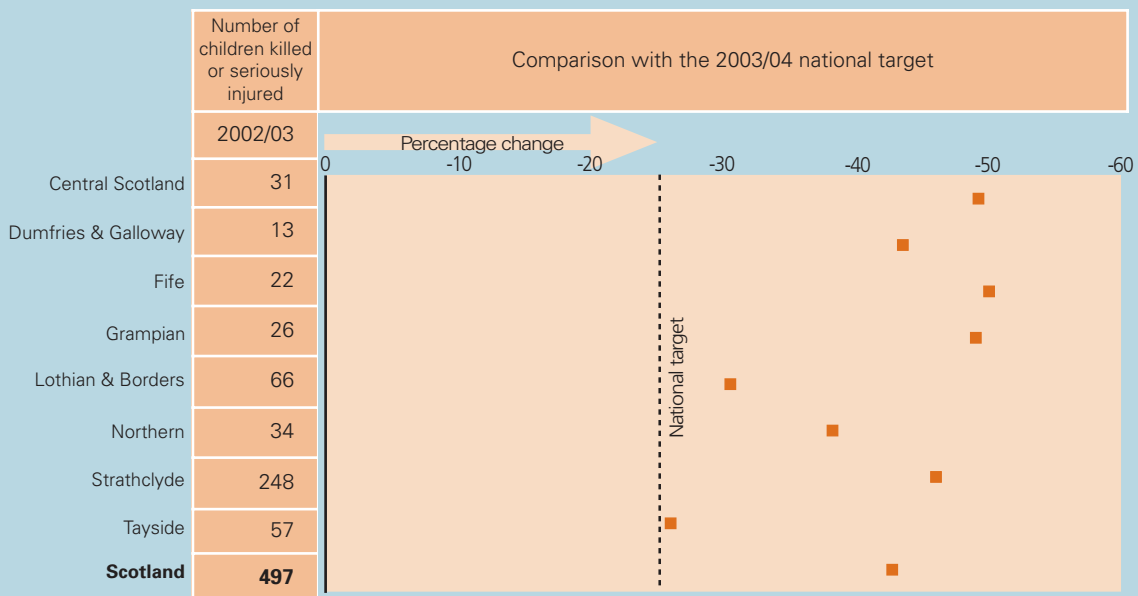
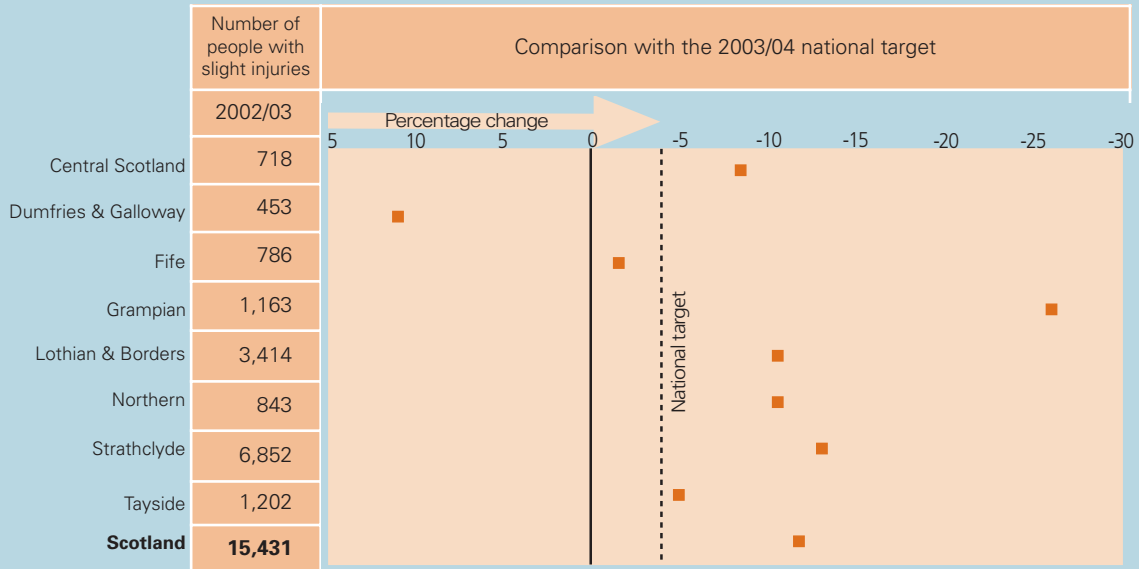


Figure 5c

The number of people with slight injuries as a result of road accidents and the percentage change with earlier years compared with the national target – 2002/03



Fire

Eight fire brigades provide fire services in Scotland. Two of these cover the same areas as councils – Dumfries & Galloway and Fife. Six are responsible to joint boards of councils and cover more than one council area – Central Scotland, Lothian & Borders, Grampian, Highland & Islands, Strathclyde and Tayside.

Indicator 6: Response times to fire incidents

The percentage of responses to incidents within the target time, for areas in these five risk categories:

- high
- substantial
- moderate
- low
- rural.

The UK-wide system for categorising areas contains five risk categories; high, substantial, moderate, low and rural, reflecting different localities. For example, high-risk areas include those with a concentration of shopping and business centres, hotels, theatres, cinemas, clubs and halls. Only four brigades had areas classified as being in the high-risk category. Moderate-risk areas include suburban areas and the built-up areas of small towns. For the first four risk categories, there are nationally agreed targets for attendance. For rural areas, brigades set their own local targets.

During 2003 it was agreed that the arrangements for responding to fire calls would be reviewed. The review is likely to lead to changes in the way areas are designated in relation to the risk categorisation, and to the way in which brigades respond to incidents. Fire authorities will consider proposals by each brigade with a view to new arrangements being implemented.

The indicator provides information on the extent to which brigades respond to fire calls (including false alarms) in accordance with the current national standards. Calls to which the standards do not apply and which, therefore, are not included in this indicator, are those where:

- a fire appliance is away from the fire station area when directed to attend an incident
- a vehicle on its way to a fire is redirected to another incident or back to the fire station.

Therefore, the indicator does not deal with all of the fire calls made by each brigade. Nevertheless, it provides a measure of the extent to which brigades are able to attend incidents within the appropriate time and with the appropriate number of fire appliances.

Points to bear in mind

Attendance times will be affected by a variety of factors, including:

- speed of dispatch of fire appliances
- traffic congestion and other road obstructions
- duration of calls at incidents
- weather conditions.

The use of part-time fire crews, normally found in smaller towns and lower-risk areas, may influence attendance times. Remote rural areas present problems of distance and accessibility.

Commentary

Across Scotland, the number of calls to fire incidents in the four risk categories for which there are national target response times was 103,215. This figure is not directly comparable with previous years as Strathclyde introduced a new recording procedure in 2002/03, which they believe has provided greater accuracy in recording.

Overall, Scotland's fire brigades continue to attend over nine in every ten calls within the target times. In 2002/03 brigades attended 91.3% of all calls within target, a reduction compared with the previous year (92.3%) (Table 6a overleaf). These ranged from almost 89% in Strathclyde to almost 99% in Dumfries & Galloway. Central Scotland, Dumfries & Galloway and Lothian & Borders were the only brigades to report improved overall performance compared with the previous year.

Across Scotland, brigades failed to improve attendances within target for any of the four risk areas when compared with the previous year. The percentage of attendances that were within the target in each of the first four categories varied as follows.

- High: 80.8% (Tayside) to 94.5% (Grampian).
- Substantial: 66.4% (Fife) to 92.9% (Grampian).
- Moderate: 94.7% (Central Scotland) to 98.7% (Grampian).
- Low: 90% (Highland & Islands) to 100% (Dumfries & Galloway).

High risk

The target in high-risk areas is for two appliances to attend within five minutes and a third appliance to attend within eight minutes.

Four brigades reported that they have areas categorised in the high-risk category, of these almost 85% of the 11,086 incidents were attended within time, which is a reduction compared with the previous year. All four brigades reported attending fewer incidents within target time compared with the previous year (Table 6b overleaf).

Table 6a

The percentage of attendances at incidents within target time combined high, substantial, moderate and low risk

	All risks				
	2002/03	2001/02	2000/01	1999/2000	1998/99
Central Scotland	94.4	93.8	93.6	91.3	92.3
Dumfries & Galloway	98.8	98.5	99.5	99.7	97.3
Fife	93.5	94.1	92.8	92.0	91.4
Grampian	98.0	98.5	98.3	98.3	97.7
Highland & Islands	93.8	94.8	93.0	92.1	90.0
Lothian & Borders	94.1	93.9	93.7	*94.6	96.4
Strathclyde	88.5	88.8	88.1	86.9	92.2
Tayside	92.8	95.5	95.2	95.3	97.6
Scotland	91.3	92.3	91.7	90.8	93.7
Number of incidents	103,215	87,285	83,886	81,399	89,091

Central Scotland, Dumfries & Galloway, Fife and Highland & Islands did not classify any areas in the high-risk category.

Table 6b

The percentage of attendances at incidents within target time (high risk)

	High risk				
	2002/03	2001/02	2000/01	1999/2000	1998/99
Grampian	94.5	96.6	95.7	95.4	90.9
Lothian & Borders	87.6	88.6	87.7	*91.8	94.1
Strathclyde	83.2	84.7	86.2	87.4	87.0
Tayside	80.8	82.3	82.0	82.6	90.6
Scotland	84.7	85.9	86.9	88.5	89.1
Number of incidents	11,086	10,610	6,993	7,822	9,792

Central Scotland, Dumfries & Galloway, Fife and Highland & Islands did not classify any areas in the high-risk category.

Table 6c

The percentage of attendances at incidents within target time (substantial risk)

	Substantial risk				
	2002/03	2001/02	2000/01	1999/2000	1998/99
Central Scotland	85.9	77.3	73.8	70.5	76.8
Dumfries & Galloway	87.5	86.0	87.5	100.0	86.5
Fife	66.4	69.3	63.5	58.1	*60.0
Grampian	92.9	91.0	90.3	94.7	90.9
Highlands & Islands	92.1	82.5	78.6	77.5	72.4
Lothian & Borders	87.5	87.1	87.5	*88.1	94.0
Strathclyde	78.4	79.8	78.6	77.0	88.0
Tayside	81.5	88.1	87.1	88.9	94.3
Scotland	80.1	82.0	80.9	79.3	88.0
Number of incidents	27,133	20,373	19,717	21,125	24,898

Substantial risk

The target attendance time for areas in the substantial risk category is for one appliance to attend within five minutes and a second appliance to attend within eight minutes.

Overall, 80% of the 27,133 incidents were attended within the target time, which is a reduction compared with the previous year. Five brigades reported improved performance. Since 1997/98, Grampian is the only brigade that has consistently achieved attending nine in every ten incidents within target for this risk category. Highland & Islands reported attending 92% of incidents within target time in 2002/03, a year-on-year improvement since 1997/98 when they attended 46% of incidents within target time.

Fife, Strathclyde and Tayside all reported attending fewer incidents within target time compared with the previous year (Table 6c above). Tayside's attendance within target in 2002/03 was slightly under 82%, which is a considerable reduction compared with previous years and a notable drop from a high of almost 95% in 1997/98.

Moderate risk

The target attendance time for incidents in the moderate risk category is for one appliance to attend within ten minutes.

Across all brigades, there was a slight reduction in the percentage of attendances at incidents within target time for this risk category compared with the previous year. Moderate risk incidents account for over half of all calls in the first four risk categories. Consistent with previous years all brigades reported very high response levels within target time, ranging from almost 95% in Central Scotland to almost 99% in Grampian (Table 6d overleaf).

Table 6d

The percentage of attendances at incidents within target time (moderate risk)

	Moderate risk				
	2002/03	2001/02	2000/01	1999/2000	1998/99
Central Scotland	94.7	96.2	95.6	96.4	96.8
Dumfries & Galloway	97.5	96.1	100.0	98.6	95.0
Fife	95.7	96.0	95.2	94.4	*96.7
Grampian	98.7	99.3	99.2	98.7	98.6
Highland & Islands	95.4	96.6	96.3	96.2	96.1
Lothian & Borders	97.3	97.1	97.0	*97.8	97.7
Strathclyde	97.5	97.0	94.1	93.5	97.0
Tayside	97.2	98.7	98.6	98.5	99.4
Scotland	97.1	97.2	96.0	95.7	97.4
Number of incidents	53,416	46,058	46,271	42,422	43,688

Table 6e

The percentage of attendances at incidents within target time (low risk)

	Low risk				
	2002/03	2001/02	2000/01	1999/2000	1998/99
Central Scotland	96.9	97.3	97.1	95.9	95.0
Dumfries & Galloway	100.0	99.9	100.0	100.0	99.3
Fife	99.1	98.1	97.9	97.5	*98.6
Grampian	99.8	99.5	99.6	99.6	99.8
Highland & Islands	90.0	92.3	87.8	85.6	79.2
Lothian & Borders	97.7	98.0	97.4	*97.7	98.0
Strathclyde	97.8	97.8	96.2	97.2	97.9
Tayside	95.1	97.8	96.6	97.2	97.9
Scotland	97.2	97.6	96.2	96.0	96.1
Number of incidents	11,580	10,244	10,905	10,030	10,713

Table 6f**Attendances at incidents within rural areas**

	Local target (mins)	Percentage attendances within target time	Average time (mins/secs)				
	2002/03	2002/03	2002/03	2001/02	2000/01	1999/2000	1998/99
Central Scotland	35	100.0	21m 46s	24m 33s	21m 43s	23m 30s	29m 22s
Dumfries & Galloway	20	90.2	13m 6s				
Grampian	20	96.5	10m 40s	11m 13s	11m 24s	11m 26s	
Highland & Islands	30	90.9	17m 21s	16m 40s	16m 30s	15m 16s	17m 00s
Lothian & Borders			21m 15s	17m 5s	*27m 33s	*25m 0s	17m 50s
Strathclyde	30	92.6	16m 1s	16m 48s	18m 36s	21m 10s	20m 33s
Tayside	35	93.5	19m 6s	15m 37s	18m 30s		22m 12s

Fife did not classify any of its area in the rural risk category.

Lothian & Borders has not established a local target time.

Blank cells for the average time indicates that the brigade did not report this information.

Low risk

The target attendance for incidents in the low risk category areas is for one appliance to attend within 20 minutes.

Overall, brigades reported attending slightly over 97% of the 11,580 incidents within target – a percentage consistent with previous years. Four brigades (Central Scotland, Highland & Islands, Lothian & Borders and Tayside) reported attending slightly fewer incidents within the target time compared with the previous year. Attendance within target varied between 90% in Highland & Islands to 100% in Dumfries & Galloway (Table 6e opposite).

Rural

For rural areas, brigades set their own local targets for attendance. For those brigades that reported reliable information they attended almost 2,500 incidents, slightly more than previous years. Grampian accounted for almost 50% of all incidents.

The targets set by brigades for attending incidents ranged from 20 minutes to 35 minutes, and all brigades attended at least nine in every ten within their local target time (Table 6f above). The average attendance times varied from 10 minutes in Grampian to almost 22 minutes in Central Scotland and Lothian & Borders.

Indicator 7: Number of fire casualties and accidental dwelling fires

Average number of fire casualties per 10,000 population over the previous five-year period.

Average number of accidental dwelling fires per 10,000 population over the previous five-year period.

Fire brigades provide advice on fire prevention and safety in buildings and they also undertake education and promotional activities among the community. This indicator reflects the effectiveness of brigades' fire prevention and safety programmes. In order to smooth peaks and troughs that may occur in any one year, both parts of the indicator are based on figures calculated from the previous five years' data.

Fire casualties

The indicator reports all casualties arising as a direct result of fires attended by the brigade. However, those sent for a precautionary check-up for whom no further information is available to the brigade, are excluded. The number of casualties will not necessarily be the same as the number of incidents attended, as there will be both multiple injuries occurring at a single incident, and incidents without casualties.

Accidental dwelling fires

This indicator deals with accidental fires, ie, those that might have been avoided with better fire risk awareness and prevention measures.

Young children and elderly people are the significant 'at risk' groups for this indicator.

Points to bear in mind

The levels of both fire casualties and accidental fires tend to be higher:

- in areas with high levels of deprivation
- where a high proportion of properties are multi-occupied (eg, tenements).

Commentary

Fire casualties

Across all brigades, there were 1,473 fire casualties in 2002/03. This represents a reduction of 387 (26%) compared with 1999/2000 when the indicator was first introduced. Four brigades, Tayside (38%), Grampian (29%), Lothian & Borders and Strathclyde (both 22%), have reported the most notable reductions over that period (Table 7a opposite).

Across Scotland, there were 3.3 casualties per 10,000 population based on the rolling average for the previous five years, varying between brigades from 1.4 in Fife to 4.2 in Strathclyde.

Table 7a

The number of fire casualties and the average number per 10,000 population

	Fire casualties (rolling five- year average)	Number of fire casualties			
		2002/03	2002/03	2001/02	2000/01
Central Scotland	2.2	67	64	46	61
Dumfries & Galloway	1.9	26	26	24	20
Fife	1.4	57	57	25	63
Grampian	2.7	122	129	132	172
Highland & Islands	1.6	51	48	37	41
Lothian & Borders	3.3	261	249	320	338
Strathclyde	4.2	800	897	1,023	1,022
Tayside	3.0	89	99	101	143
Scotland	3.3	1,473	1,569	1,708	1,860

Accidental dwelling fires

Across Scotland, brigades reported 6,168 accidental dwelling fires, a reduction of 884 (13%) compared with 1999/2000 when the indicator was first introduced. Six of the eight brigades have reduced the number of accidental dwelling fires over this period. Strathclyde (22%), Highland & Islands and Tayside (both 18%) have all reported considerable reductions. Grampian has reported an increase (37%) in the number of accidental fires over the same period.

Overall, there were 13.5 accidental fires per 10,000 population, based on the five-year rolling average, varying between brigades from 8.9 in Highland and Islands to 15.4 in Strathclyde (Table 7b overleaf). With the exception of Grampian all brigades reported a reduction in the annual average number of accidental fires per 10,000 population compared with the previous year.

Table 7b

The number of accidental dwelling fires and the average number per 10,000 population

	Accidental dwelling fires (rolling five-year average)	Number of accidental dwelling fires			
		2002/03	2002/03	2001/02	2000/01
Central Scotland	10.3	282	269	282	298
Dumfries & Galloway	9.5	130	140	154	139
Fife	9.7	315	372	340	304
Grampian	12.4	690	655	695	503
Highland & Islands	8.9	216	210	268	262
Lothian & Borders	13.1	1,080	1,188	1,191	1,153
Strathclyde	15.4	2,942	3,240	3,603	3,770
Tayside	15.3	513	618	600	623
Scotland	13.5	6,168	6,692	7,133	7,052

Indicator 8: Sickness absence levels for firefighters

The percentage of firefighter shifts lost to sickness absence and light duties.

The percentage of days lost to sickness absence for other fire staff.

This indicator reports the percentage of shifts lost through absence due to sickness and injury in fire brigades. The proportion of lost time is for firefighters who are absent from work and also those who are assigned to light duties for medical reasons.

Sickness absence for all fire brigade personnel includes self-certificated, absence supported by a doctor's certificate, long-term sickness absence and work-related injury. It does not include compassionate leave, career leave and special leave/unpaid leave, nor maternity or paternity leave.

The indicator excludes retained and auxiliary firefighters.

Points to bear in mind

Sickness absence levels for firefighters are generally high in comparison with the public sector average, partly as a result of the hazardous nature of the work, and the special needs in respect of fitness.

Long-term sickness absence by a small number of staff can significantly affect performance at smaller brigades.

Brigades often accommodate firefighters returning to duty following sickness absence, with a period of light duties. The reasons for sickness absence and the availability of appropriate work will determine whether light duties can be allocated. There is no direct relationship between the amount of light duties and the overall level of sickness absence within a brigade.

Commentary

Firefighters

Across all brigades, the proportion of shifts lost due to sickness absence and light duties was 7.1%, a reduction of 0.8% compared with the previous year and the lowest level of sickness absence and light duties reported since the indicator was first introduced. The levels of absence varied across brigades from 5.0% in Highland & Islands to 7.4% in Strathclyde. Fife, Strathclyde and Tayside all reported considerable reductions in sickness absence compared with the previous year (Table 8a overleaf).

Within these absence levels, brigades allocated shifts to firefighters to undertake light duties. With the exception of Central Scotland all brigades reported fewer firefighters being allocated non-operational light duties. The proportions varied from 0.1% in Tayside to 1.1% in Central Scotland. Across Scotland, around 2,000 shifts out of a total of 585,000 are allocated to light duties.

Overall, almost 42,000 shifts were lost to sickness absence and light duties which equates to nine shifts per firefighter per year.

Other fire staff

Across all brigades, the proportion of non-firefighting staff time lost due to sickness absence was 6.1%, which is slightly lower compared with previous years. Sickness absence levels ranged from 2.8% in Fife to 8.2% in Strathclyde (Table 8b opposite). Six of the eight brigades reported lower levels of sickness absence compared with the previous year. Central Scotland and Strathclyde both reported higher levels of sickness absence.

Overall, almost 20,000 days were lost to sickness absence. This equates to approximately 13 days per employee per year, ranging from 6 days in Fife to 18 days in Strathclyde.

The overall sickness absence percentage of 6.1% can be compared with 5.5% in the police service.

Table 8a**Working time lost to sickness absence – firefighters**

	Percentage of shifts lost			
	2002/03	2001/02	2000/01	1999/2000
Central Scotland	6.3 (1.1)	6.6 (0.9)	8.0 (1.9)	7.3 (0.1)
Dumfries & Galloway	5.5 (0.4)	*5.1 *(0.7)	4.5 (0.7)	5.3 (0.8)
Fife	6.8 (0.7)	8.9 (1.4)	7.7 (0.8)	9.3 (1.9)
Grampian	6.8 (0.3)	5.8 (0.7)	6.1 (1.5)	7.6 (0.9)
Highland & Islands	5.0 (0.2)	4.8 (0.2)	5.1 (0.3)	6.0 (0.7)
Lothian & Borders	7.3 (0.8)	7.2 (1.0)	6.7 (0.6)	7.3 (0.5)
Strathclyde	7.4 *(0.1)	8.4 (0.4)	9.2 (0.5)	8.1 (0.2)
Tayside	6.9 (0.1)	9.3 (0.6)	8.9 (0.3)	6.6 (0.4)
Scotland	7.1 (0.3)	8.0 (0.6)	8.2 (0.7)	7.7 (0.4)

Figures in brackets show the percentage of shifts that were allocated to light duties.

Table 8b**Working time lost to sickness absence – other fire staff**

	Percentage of time lost		
	2002/03	2001/02	2000/01
Central Scotland	5.3	4.8	5.5
Dumfries & Galloway	4.4	*5.4	11.4
Fife	2.8	7.2	7.3
Grampian	4.3	5.3	5.8
Highland & Islands	3.2	3.7	3.9
Lothian & Borders	5.6	6.2	4.6
Strathclyde	8.2	7.1	7.4
Tayside	5.6	5.7	4.6
Scotland	6.1	6.2	6.2

Contacts

If you have any specific queries about the performance information, you may wish to contact your police force or fire brigade. A contact person for each force or brigade is given below. If you have general queries you can contact Alec Taylor, e-mail ataylor@audit-scot.gov.uk or Jim Lakie, e-mail jlakie@audit-scot.gov.uk at Audit Scotland, t. 0131 477 1234.

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