

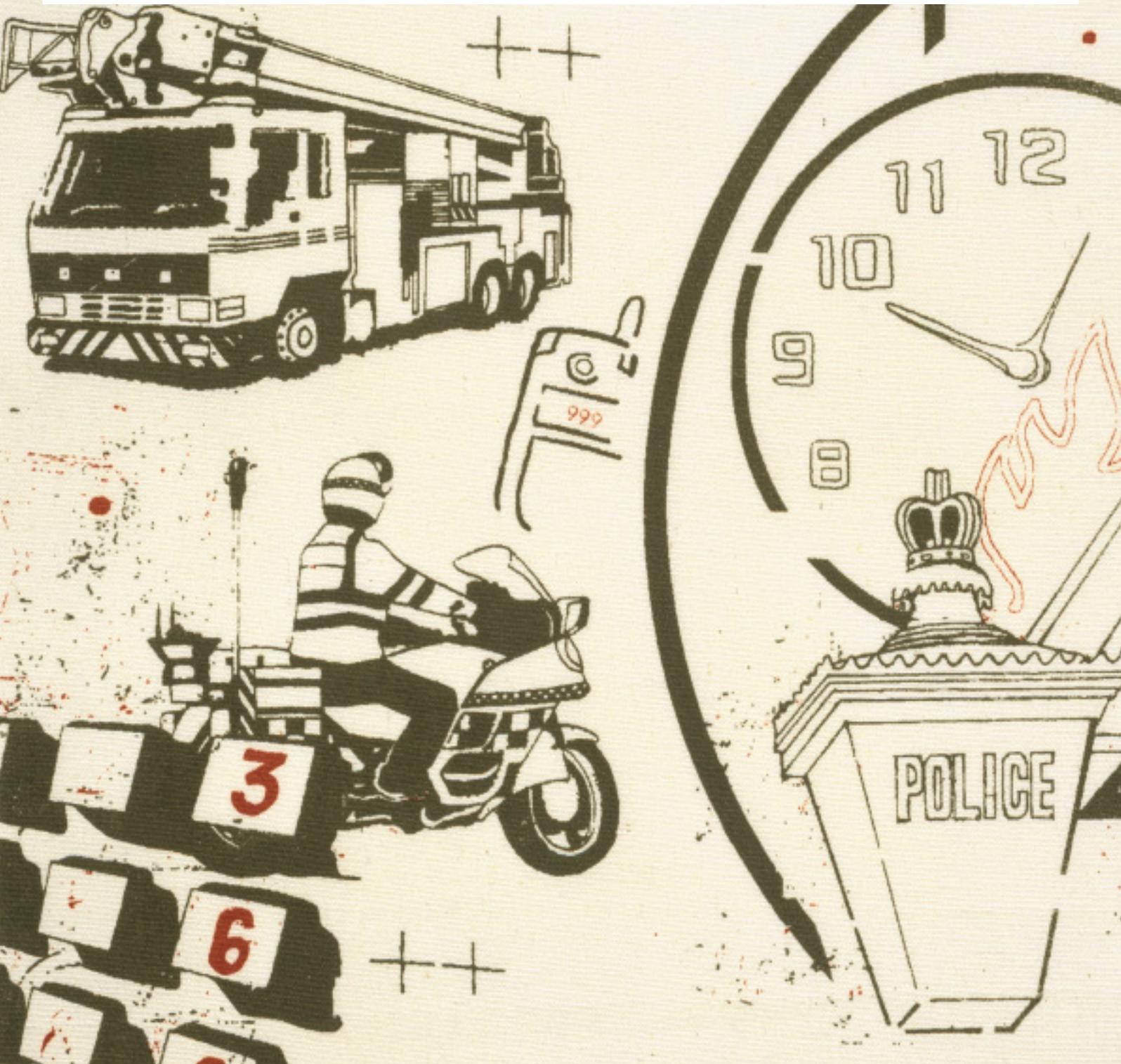
Police & fire

Performance Indicators 2003/04

Comparing the performance of Scottish Councils

Prepared for the Accounts Commission

December 2004



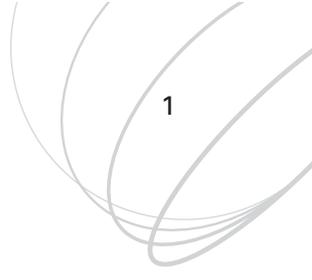
The Accounts Commission

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 including the audit of Best Value and community planning
- following up issues of concern identified through the audit, to ensure satisfactory resolutions
- carrying out national Best Value 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 they are required to publish.

The Commission secures the audit of 32 councils and 34 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 Auditor General for Scotland and the Accounts Commission. 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 46.9%, the highest level since directly comparable data was first available in 1996/97. Forces cleared up almost 56% of serious violent crimes. Thirty per cent of housebreakings were cleared up and almost 25% of car crimes were cleared up.

Indicator 2 Page 11

Racially motivated incidents

The total number of racist incidents reported to forces in 2003/04 was 3,787, a 40% increase compared with 2000/01.

Indicator 3 Page 13

Drug offences

There were almost 9,000 drug seizures in 2003/04, and 9,164 offences for supply and possession with intent to supply drugs.

Indicator 4 Page 16

Road accidents

- 2,870 people were killed or seriously injured.
- 417 children were killed or seriously injured.
- 14,000 people suffered slight injuries.

Forces have helped to reduce road accidents considerably over recent years.

Indicator 5 Page 20

Complaints against members of the police force

There were 2,598 complaints against members of police forces.

Indicator 6 Page 22

Sickness absence

Five per cent of police officer time was lost due to sickness absence, broadly in line with previous years' absence levels, and 5.6% of time was lost due to sickness absence for support staff.

Fire

Indicator 7 Page 25

Fire casualties and accidental dwelling fires

There were 1,116 fire incidents leading to casualties in 2003/04, and 6,149 accidental dwelling fires, a year-on-year reduction over the past four years.

Indicator 8 Page 28

Sickness absence

7.5% of shifts were lost to sickness absence and light duties for firefighters.
5.9% of non-firefighting staff time was lost due to sickness absence.

Reliability of reporting arrangements

Auditors were satisfied with the reliability of all indicators in each fire brigade and in five police forces. There were doubts about the reliability of three indicators (out of six) in Northern police and in Grampian police; and of one indicator in Strathclyde police. Grampian did not provide information for one further indicator.

Introduction

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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 2003/04. The indicators are:

Police

- crime clear-up rates
- racially motivated incidents
- drug seizures
- road traffic accidents
- complaints against police officers and support staff
- sickness absence for police personnel.

Fire

- number of incidents resulting in casualties and the number of dwelling fires per 10,000 population
- sickness absence levels for fire personnel.

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.

The statutory performance indicators cover key aspects of the performance of police and fire services. Further information that may be of assistance in assessing the performance of these services can be found in each police force and fire brigade annual report. The following web sites also contain useful information:

[Her Majesty's Inspectorate of Constabulary
www.scotland.gov.uk/hmic](http://www.scotland.gov.uk/hmic)

[Her Majesty's Fire Service Inspectorate for Scotland
www.scotland.gov.uk/hmifs](http://www.scotland.gov.uk/hmifs)

In this pamphlet we have shown information for forces and brigades for 2003/04 and where appropriate have made comparison with previous years.

Key

Police forces and fire brigades are under a statutory duty to report the information for each indicator. In cases where a police force or fire brigade has failed to meet the obligation to report the information for an indicator, it is shown in the narrative and tables for the relevant indicator as 'failed to report'.

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. 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.

Other pamphlets published by the Commission cover:

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

For 2003/04 the Commission will be reporting the performance of council, fire and police services in relation to 77 indicators. The publication process will involve:

- 48 indicators featuring in six pamphlets
- all indicators for all services in a comprehensive compendium of information on the Commission's website
- key indicators in council profiles analysed on a council-by-council basis, on the website.

The indicators are selected by the Commission according to criteria identified in consultation with interested parties such as CoSLA, SOLACE, the Scottish Consumer Council and the Scottish Executive. They are kept under review and each year the Commission consults about any changes it considers making. The Commission has indicated that it will review its approach to statutory Performance Indicators in the light of the new statutory requirements on councils to report their performance publicly and the new Best Value audits which are being carried out for each individual council and police and fire authority.

Police

Police services are provided by eight forces. Six of these, responsible to joint boards, cover more than one council area – Central Scotland, Grampian, Lothian & Borders, 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 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.

We also publish clear-up rates for three specific categories of crime. In 2001 the Scottish Executive set the following national targets for the police to achieve by 2003/04:

- reduce the number of serious violent crimes by 5%, and increase clear-up rates by 4%
- 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. Differing interpretations of this guidance, resulting in inconsistent recording practices across forces, have been recognised as a problem by all parties to the process and has been commented on in reports by Her Majesty's Inspectorate of Constabulary for Scotland (HMIC).

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, and identified good practice that could be adopted by forces.

The Scottish Crime Recording Standard (SCRS) was introduced on 1 April 2004, although a number of forces made some changes in advance of that date. The new standard is based on the victim-orientated approach of the National Crime Recording Standard (NCRS) introduced in England and Wales in April 2002 but has incorporated additional elements around victimless crime, auditing procedures and circumstances where police happen upon a crime. In practice, the new standard is likely to result in an increase in the number of crimes recorded by the police.

Commentary

The total number of recorded crimes in 2003/04 for those forces that reported reliable information was almost 400,000. The number reported by Northern police was considered to be unreliable.

This represents a slight reduction in the number of crimes recorded compared with the previous year. However, this reduction was principally the result of a reduction of just over 10,000 recorded crimes reported in Strathclyde. Five of the six other forces reported increased recorded crime levels compared with the previous year. Recorded crime levels per 1,000 population varied widely between force areas, ranging from 70 in Central Scotland to 93 in Fife ([Table 1a overleaf](#)).

For those forces that reported reliable information the percentage of recorded crime cleared up was 46.9%, a continued improvement since directly comparable data was first available in 1996/97 ([Figure 1 overleaf](#)).

There is wide variation between forces on clear-up rates, which range from almost 38% in Grampian to almost 67% in Central Scotland. Tayside has improved its clear-up rate significantly from 36.5% in 2001/02 to 55.6% in 2003/04. Central Scotland has reported year-on-year improvements since 1999/2000. Lothian & Borders has reported reduced clear-up rates year-on-year for the last four years.

Serious violent crime

In 2003/04 the total number of serious violent crimes recorded in Scotland for the seven forces that reported reliable data was 14,310. These ranged from 242 in Dumfries & Galloway to 7,837 crimes in Strathclyde. The number reported by Northern police was considered to be unreliable.

The national target was 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, the level of serious crime reported was 12% higher than the target for the seven forces that reported reliable information for this indicator ([Table 1b overleaf](#)).

Five of the seven forces that reported reliable information reported an increase in the number of serious violent crimes in 2003/04 compared with the 1997-2000 average. Grampian (17%) and Tayside (16%) both reported reductions.

Forces cleared up almost 56% of violent crimes, a slight improvement (1%) compared with the previous year. There is wide variation in clear-up rates between forces, ranging from 45% in Strathclyde to 95% in Central Scotland ([Table 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. Overall, forces failed to meet this target, reporting a five percentage point decrease in the clear-up rate although Central Scotland, Grampian and Tayside all met the national target.

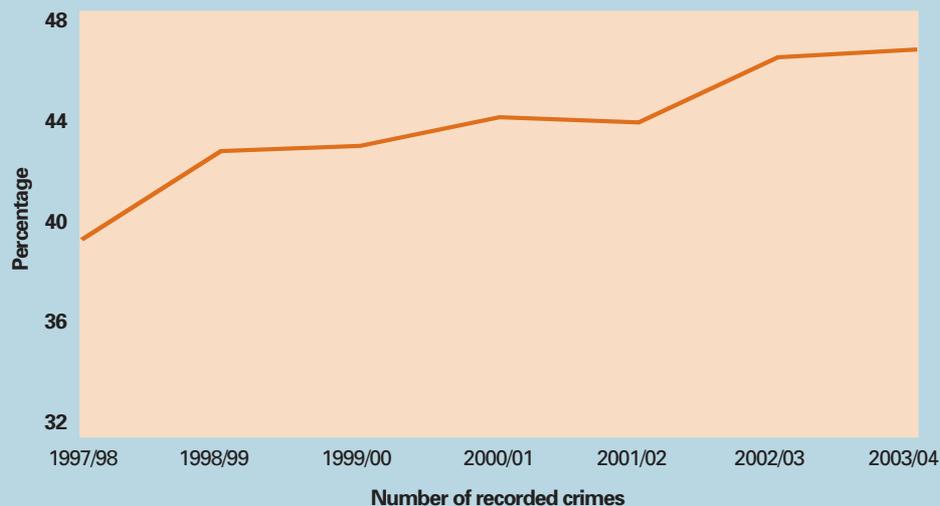
Table 1a

The number and percentage of all recorded crimes cleared up

	2003/04	2003/04	2003/04	2002/03	2001/02	2000/01
	Total recorded crimes	Crimes per 1,000 population	%	Crimes cleared up %	%	%
Central Scotland	19,701	70	66.6	64.3	63.9	57.9
Dumfries & Galloway	10,486	71	55.3	51.0	*50.1	50.7
Fife	32,611	93	45.5	44.9	42.3	46.5
Grampian	39,108	75	37.6	*36.6	37.2	33.0
Lothian & Borders	80,979	91	42.0	43.7	*45.7	46.4
Strathclyde	186,882	85	47.3	45.6	43.9	44.1
Tayside	30,132	78	55.6	42.4	36.5	40.2
Scotland	399,899	84	46.9	46.6	44.1	44.3
UNRELIABLE DATA						
Northern	*14,531	53	66.1	64.3	65.0	58.4

Figure 1

The overall percentage of recorded crimes cleared up



* Number of recorded crimes in 2001/02, 2002/03 and 2003/04 exclude forces providing unreliable data.

Table 1b

The number of serious violent crimes

	Number of serious violent crimes	National target for 2003/04	Achievement against national target
	2003/04		% difference
Central Scotland	565	423	- 33.6
Dumfries & Galloway	242	186	- 30.0
Fife	749	466	- 60.6
Grampian	715	862	+ 17.0
Lothian & Borders	3,537	2,446	- 44.6
Strathclyde	7,837	7,548	- 3.8
Tayside	665	791	+ 16.0
Scotland	14,310	12,722	- 12.5
UNRELIABLE DATA			
Northern	*503	*325	- 54.8

Table 1c

The percentage of serious violent crimes cleared up

	Percentage of serious violent crimes cleared up	National target for 2003/04	Achievement against national target
	2003/04		% difference
Central Scotland	94.7	92.7	+ 2.0
Dumfries & Galloway	79.3	90.7	- 11.4
Fife	73.3	84.0	- 10.7
Grampian	61.4	53.6	+ 7.8
Lothian & Borders	58.5	64.0	- 5.5
Strathclyde	45.2	54.1	- 8.9
Tayside	92.0	89.9	+ 2.1
Scotland	55.5	61.1	- 5.6
UNRELIABLE DATA			
Northern	*89.3	*94.4	- 5.1

Housebreakings

In 2003/04 the total number of domestic housebreakings recorded in Scotland for the seven forces that reported reliable information was 19,031, ranging from 326 in Dumfries & Galloway to 8,922 in Strathclyde.

The national target was 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. This target has been exceeded and housebreaking reduced by a further 34% beyond the target (Table 1d). With the exception of Fife, forces that reported reliable information saw a reduced level of housebreaking in line with the national target.

Overall, for those forces that reported reliable information, almost 30% of housebreakings were cleared up, a slight increase compared with the previous year. Clear-up rates varied from 23% in Grampian and Strathclyde to 45% in Central Scotland. Four of the six forces where comparison could be made reported improved clear-up rates (Table 1e).

Car crimes

The total number of car crimes recorded in Scotland in 2003/04 for those forces that reported reliable information was slightly over 51,000, ranging from slightly over 900 in Dumfries & Galloway to almost 24,000 in Strathclyde.

The national target was 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. This target was achieved and car crimes reduced by a further 5% beyond the target (Table 1f overleaf). Three forces (Grampian, Strathclyde and Tayside) exceeded the national target.

The seven forces that reported reliable information cleared up almost 25% of car crimes, which is a slight reduction compared with the previous year. Clear-up rates varied between forces from almost 20% in Grampian to 45% in Central Scotland. Three of the six forces, where direct comparison could be made, improved clear-up rates. Tayside police increased their clear-up rate by over ten percentage points compared with the previous year (Table 1g overleaf).

Table 1d

The number of housebreakings

	Number of Housebreakings	National target for 2003/04	Achievement against national target
	2003/04		% difference
Central Scotland	853	1,031	+ 7.2
Dumfries & Galloway	326	446	+ 26.8
Fife	1,770	1,579	- 12.1
Grampian	3,320	7,254	+ 54.2
Lothian & Borders	2,713	3,039	+ 10.7
Strathclyde	8,922	13,579	+ 34.3
Tayside	1,127	1,922	+ 41.4
Scotland	19,031	28,850	+ 34.0
UNRELIABLE DATA			
Northern	*310	*293	- 5.7

Table 1e

The percentage of housebreakings cleared up

	Percentage of housebreakings cleared up	
	2003/04	2002/03
Central Scotland	44.9	38.5
Dumfries & Galloway	34.7	34.9
Fife	39.2	38.3
Grampian	23.0	*16.8
Lothian & Borders	42.9	44.8
Strathclyde	23.3	20.9
Tayside	37.7	26.6
Scotland	29.6	28.2
UNRELIABLE DATA		
Northern	*44.5	52.8

Table 1f

The number of car crimes

	Number of car crimes	National target for 2003/04	Achievement against national target
	2003/04		% difference
Central Scotland	1,630	1,600	- 1.9
Dumfries & Galloway	909	608	- 49.4
Fife	4,865	3,952	- 23.1
Grampian	4,414	4,851	+ 9.0
Lothian & Borders	12,408	9,798	- 26.6
Strathclyde	23,978	28,835	+ 16.9
Tayside	2,924	4,338	+ 32.6
Scotland	51,128	53,983	+ 5.3
UNRELIABLE DATA			
Northern	*884	*846	- 4.5

Table 1g

The percentage of car crimes cleared up

	Percentage of car crimes cleared up	
	2003/04	2002/03
Central Scotland	45.3	36.1
Dumfries & Galloway	37.6	33.6
Fife	36.6	36.8
Grampian	19.8	*14.3
Lothian & Borders	23.9	23.9
Strathclyde	20.6	22.6
Tayside	31.9	21.4
Scotland	24.6	25.0
UNRELIABLE DATA		
Northern	*56.3	48.3

Indicator 2: Racially motivated incidents

- The number of racist incidents.
- The number and percentage of racially aggravated crimes cleared up.

The report by Sir William Macpherson into the death of Stephen Lawrence made recommendations aimed at increasing reporting levels of racist incidents so that the scale of racist activity can be reliably assessed.

As a result of these recommendations Scottish police forces are actively encouraging the reporting of racist incidents, and it is expected that for a few years the number of reported incidents will increase to reflect this approach. An increase in the number of incidents will reflect greater confidence among the public in the way the police handle racism. This is the fourth year that police forces have reported the number of racist incidents.

Points to bear in mind

The numbers of racist incidents show those that are recorded regardless of whether a crime has been committed.

Commentary

The number of racist incidents reported in 2003/04 was 3,787. Since 2000/01, the number of incidents reported to the police has increased by over 1,000 (40%). The increase in the number of recorded racist incidents has varied widely between forces over the past four years, ranging from a slight reduction in Tayside to a 109% increase in Fife ([Table 2a overleaf](#)).

Across all forces there were 7.5 racist incidents per 10,000 population. These ranged from less than four incidents in Dumfries & Galloway to almost ten in Fife.

Across the seven forces that reported clear-up rates for racially aggravated crimes, 72% were cleared up, a similar level to the previous year. Four of the seven forces (Dumfries & Galloway, Fife, Grampian and Tayside) increased clear-up rates compared with the previous year ([Table 2b overleaf](#)).

Clear-up rates varied widely between forces, from 64% in Grampian to 96% in Dumfries & Galloway. Five of the seven forces (Central Scotland, Dumfries & Galloway, Fife, Strathclyde and Tayside) that reported reliable information cleared up at least seven in every ten racist crimes.

Table 2a

The number of racist incidents

	Incidents per 10,000 population	Number of racist incidents			
	2003/04	2003/04	2002/03	2001/02	2000/01
Central Scotland	8.1	227	189	190	153
Dumfries & Galloway	3.6	53	62	54	30
Fife	9.9	347	271	211	166
Grampian	5.8	305	317	236	180
Lothian & Borders	6.8	601	571	594	551
Northern	4.2	116	101	81	76
Strathclyde	8.3	1,833	1,615	1,495	1,241
Tayside	7.9	305	212	254	308
Scotland	7.5	3,787	3,338	3,115	2,705

Table 2b

The number and percentage of racially aggravated crimes cleared up

	Number of racially aggravated crimes		Number of racially aggravated crimes cleared up	
	2003/04	2002/03	2003/04	2002/03
Central Scotland	267	192	77.5	87.5
Dumfries & Galloway	27	27	96.3	88.9
Fife	240	175	72.9	70.9
Grampian	267	440	64.0	48.0
Lothian & Borders	514	571	64.8	70.9
Strathclyde	1,480	1,371	70.9	73.2
Tayside	289	230	84.8	80.4
Scotland	3,084	3,064	71.6	71.0
UNRELIABLE DATA				
Northern	*57	58	*100	93.1

Indicator 3: 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 the police service was to increase the number of:

- drug seizures by 25% compared with 1998
- recorded offences for supply and possession with intent to supply drugs by 25% compared with 1999.

Points to bear in mind

Seizures involving more than one drug are counted as a single seizure. Police will often target main dealers, which may result in fewer seizures, but the quantity of drugs seized and their value will be high.

Commentary

Drug seizures

Six of the eight forces reported reliable information for this indicator. For the second successive year Strathclyde reported unreliable information, which means that the figures cover only half of Scotland. Grampian did not report the information.

There were almost 9,000 drug seizures for the six forces that reported reliable information, ranging from 519 in Dumfries & Galloway to 3,960 in Lothian & Borders.

The national target is for the Scottish police service to increase the number of drug seizures by 25% by 2003/04 compared with the number in 1998. Overall for the six forces that reported reliable information, the number of drug seizures rose slightly, but remained 20% below the national target ([Table 3a overleaf](#)). Three forces, Central Scotland, Northern and Tayside all increased drug seizures in excess of the national target.

In 2003/04, three of the five forces (Central Scotland, Dumfries & Galloway, and Tayside) where direct comparison could be made, increased the number of drug seizures compared with the previous year. Lothian & Borders and Fife both reported fewer seizures compared with the previous year.



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Offences for supply and possession with intent to supply drugs

Seven forces reported reliable information for this indicator. Northern reported unreliable data. There were 9,164 offences for supply and possession with intent to supply drugs, ranging from 438 in Dumfries & Galloway to 4,508 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 drugs by 25% by 2003/04, compared with the number in 1999. For the seven forces that reported reliable information, the number of recorded offences increased but remained 8% below the national target ([Table 3b](#)). The national target level was met in Central Scotland, Dumfries & Galloway, Fife and Tayside.

Table 3a

The number of drug seizures

	Number of drug seizures	National target for 2003/04	Achievement against national target
	2003/04		% difference
Central Scotland	1,302	1,036	+ 25.6
Dumfries & Galloway	519	636	- 18.4
Fife	579	818	- 29.2
Lothian & Borders	3,960	4,468	- 11.4
Northern	803	493	+ 63.0
Tayside	1,782	1,574	+ 13.2
Scotland	8,945	11,126	- 19.6
UNRELIABLE DATA			
Strathclyde	*16,082	*12,551	+ 28.1

Grampian did not report data for drug seizures in 2003/04.

Table 3b

The number of offences for supply and possession

	Number of offences for supply and possession	National target for 2003/04	Achievement against national target
	2003/04		% difference
Central Scotland	560	463	+ 21.1
Dumfries & Galloway	438	378	+ 16.0
Fife	551	405	+ 36.0
Grampian	623	815	- 23.6
Lothian & Borders	1,688	1,868	- 9.6
Strathclyde	4,508	5,443	- 17.2
Tayside	796	680	+ 17.1
Scotland	9,164	10,050	- 8.8
UNRELIABLE DATA			
Northern	*473	*435	+ 8.7

Indicator 4: Road policing/safety

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

- people killed or seriously injured
- children killed or seriously injured
- 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 were to reduce the number of road accidents by:

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

Points to bear in mind

The figures for 2003/04 report progress made 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, such as councils' roads departments.

Commentary

People killed or seriously injured

Seven forces reported reliable information for this indicator. Grampian reported unreliable data.

For the seven forces that reported reliable information there were 2,870 people killed or seriously injured as a result of road accidents in 2003/04. The number ranged from 121 in Dumfries & Galloway to 1,395 in Strathclyde.

The national target was to reduce the number of people killed or seriously injured by 18% by 2003/04, compared with the average number (3,970) over the period 1994 to 1998. Across the seven police force areas that reported reliable information the national target was improved upon and the number of people killed or injured was 21% lower than the target figure.

In all force areas the number of people killed or seriously injured was reduced compared with the period 1994 to 1998 ([Table 4a overleaf](#)).

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Children killed or seriously injured as a result of road accidents

In 2003/04, for those forces that reported reliable information, 417 children were killed or seriously injured in Scotland as a result of road accidents. Four forces (Central Scotland, Dumfries & Galloway, Fife and Northern) reported fewer than 30 casualties. Strathclyde accounted for over half of the Scottish total ([Table 4b overleaf](#)).

The national target was to reduce the number of children killed or seriously injured by 25% by 2003/04, compared with the average number over the period 1994 to 1998. Across the seven forces that reported reliable information the national target was exceeded, and the number of children killed or seriously injured was 32% less than the target level.

People with slight injuries

In 2003/04, there were slightly under 14,000 people suffered slight injuries as a result of road accidents, varying from 476 people in Dumfries & Galloway to 6,915 people in Strathclyde.

The national target was to reduce the number of people with slight injuries by 4% by 2003/04, compared with the average number over the period 1994 to 1998. Across the seven forces that reported reliable information this target was met and the number of slight injuries from road accidents was 8% less than the target figure.

In four forces, Central Scotland, Lothian & Borders, Strathclyde and Tayside, the number of people with slight injuries reduced in line with the national target. The other three forces reported increases compared with the national target ([Table 4c overleaf](#)).

Table 4a

People killed or seriously injured as a result of road accidents

	Number of people killed or seriously injured	National target for 2003/04	Achievement against national target
	2003/04		% difference
Central Scotland	202	238	+ 15.1
Dumfries & Galloway	121	175	+ 31.0
Fife	176	218	+ 19.3
Lothian & Borders	392	526	+ 25.4
Northern	261	338	+ 22.7
Strathclyde	1,395	1,735	+ 19.6
Tayside	323	417	+ 22.5
Scotland	2,870	3,647	+ 21.3
UNRELIABLE DATA			
Grampian	*307	*324	+ *5.2

Table 4b

Children killed or seriously injured as a result of road accidents

	Number of children killed or seriously injured	National target for 2003/04	Achievement against national target
	2003/04		% difference
Central Scotland	20	46	+ 56.3
Dumfries & Galloway	24	17	- 39.1
Fife	26	33	+ 21.2
Lothian & Borders	54	71	+ 24.2
Northern	21	41	+ 49.1
Strathclyde	232	347	+ 33.0
Tayside	40	58	+ 30.7
Scotland	417	613	+ 31.9
UNRELIABLE DATA			
Grampian	*35	*38	+ *8.5

Table 4c

The number of people with slight injuries as a result of road accidents

	Number of people with slight injuries	National target for 2003/04	Achievement against national target
	2003/04		% difference
Central Scotland	682	753	+ 9.4
Dumfries & Galloway	476	392	- 21.5
Fife	775	766	- 1.2
Lothian & Borders	3,174	3,663	+ 13.4
Northern	939	904	- 3.8
Strathclyde	6,915	7,572	+ 8.7
Tayside	1,012	1,213	+ 16.6
Scotland	13,973	15,264	+ 8.5
UNRELIABLE DATA			
Grampian	*1,116	*1,512	+ *26.2

Indicator 5: The number of complaints per 100 members of a police force

This indicator provides information on the number of complaints received against on-duty members of a police force where there is inference that professional or criminal misconduct has occurred.

Her Majesty's Inspectorate of Constabulary report, *A Fair Cop*, led to the introduction of nationally agreed recording procedures being introduced in April 2001.

Members of a police force include police officers, support staff and special constables.

Points to bear in mind

The vast majority of complaints are against police officers.

If a member of the public is dissatisfied with the way a force has handled a complaint it may be referred to HMIC.

This is the first year we have reported this information covering all members of a police force. Last year we reported complaints against police officers only.

Commentary

In 2003/04, for those forces that reported reliable information, there were 2,598 complaints against members of police forces, of which less than 2% related to support staff. Overall, this represents an increase of 57 complaints (2%) where direct comparison can be made with the previous year. Grampian reported unreliable information.

Three forces, Fife, Strathclyde and Tayside, reported an increase in complaints compared with the previous year. Lothian & Borders reported 21% fewer complaints.

Where direct comparison between forces could be made, complaints per 100 members of a police force varied from 8.7 in Northern to 16.2 in Tayside.

Table 5

The number of complaints per 100 members of a police force

	Total number of complaints		Complaints per 100 members	
	2003/04	2002/03	2003/04	2002/03
Central Scotland	163	167	14.3	16.6
Dumfries & Galloway	84	*32	10.7	*3.8
Fife	236	218	15.9	17.3
Lothian & Borders	516	651	13.6	17.1
Northern	120	135	8.7	10.8
Strathclyde	1,167	999	11.5	9.8
Tayside	312	287	16.2	15.1
Scotland	2,598	2,722	12.6	12.7
UNRELIABLE DATA				
Grampian	*282	265	*12.1	13.0

Indicator 6: 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/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 shift counts as a working day.

Commentary

Police officers

Seven of the eight police forces in Scotland reported reliable data for this indicator. Grampian reported unreliable data. The number of days sickness absence for the seven forces that reported reliable information was slightly over 160,000 days, which equates to an average of 11.5 days' sickness absence per officer – or 5.1% of working time, a slight increase compared with the previous year.

The level of sickness absence varied from 4.2% in Dumfries & Galloway to 5.8% in Central Scotland. Lothian & Borders and Tayside have reported year-on-year reductions since 2000/01. Lothian & Borders has reported a half per cent reduction while Tayside has reduced sickness absence levels by almost 2% over this period, the equivalent of around two days for every officer ([Table 6a](#)).

Table 6a

Percentage of time lost due to sickness absence for police officers

	Police Officers			
	2003/04	2002/03	2001/02	2000/01
Central Scotland	5.8	5.8	5.5	5.9
Dumfries & Galloway	4.2	2.5	*2.8	3.5
Fife	4.5	4.3	4.9	4.2
Lothian & Borders	5.5	5.6	5.8	6.1
Northern	4.4	4.0	4.0	3.6
Strathclyde	5.1	*5.0	*5.0	4.7
Tayside	4.9	5.3	6.4	6.8
Scotland	5.1	4.8	5.0	4.9
UNRELIABLE DATA				
Grampian	*3.8	3.6	2.7	2.5

Table 6b

Percentage of time lost due to sickness absence for civilian staff

	Civilian staff			
	2003/04	2002/03	2001/02	2000/01
Central Scotland	4.8	5.8	4.7	4.5
Dumfries & Galloway	4.2	3.2	*3.9	2.8
Fife	5.0	4.6	4.3	4.6
Lothian & Borders	6.3	6.3	5.5	6.2
Northern	4.1	4.1	3.6	3.9
Strathclyde	5.8	*6.7	*6.3	6.4
Tayside	5.7	5.9	6.9	6.8
Scotland	5.6	5.0	5.0	5.4
UNRELIABLE DATA				
Grampian	*4.6	3.4	3.4	2.5

Support staff

Seven forces reported reliable data for this indicator. Grampian reported unreliable data. For the seven forces, sickness absence was slightly over 67,000 days which equates to slightly over 10 days' absence per employee – or 5.6% of working time, an increase compared with the previous year ([Table 6b page 23](#)).

The level of sickness absence varied across forces from 4.1% (six days per employee) in Northern to 6.3% (13 days per employee) in Lothian & Borders. Two forces (Central Scotland and Tayside) where direct comparison could be made, reported lower levels of sickness absence compared with the previous year.

The overall sickness absence rate of 5.6% compares with 5.9% in the fire service.

Fire

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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, Grampian, Highland & Islands, Lothian & Borders, Strathclyde and Tayside.

During the year, the services provided by Scotland's fire brigades were interrupted by industrial action. This will have some effect on the overall volume of activity but not on the performance of brigades for most of the year when staff were working normally.

Indicator 7: Number of incidents resulting in fire casualties and the number of accidental dwelling fires

Number of incidents causing fire casualties per 10,000 population.

Number of accidental dwelling fires per 10,000 population.

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.

Fire incidents

This is the first year we have reported the number of incidents; previously we reported the number of casualties and therefore the information is not comparable with previous years.

Accidental dwelling fires

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

Points to bear in mind

The levels of both fire casualties and accidental dwelling 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 incidents

Brigades reported 1,116 fire incidents giving rise to casualties in 2003/04, ranging from 23 incidents in Dumfries & Galloway to 592 incidents in Strathclyde.

Across Scotland, there were 2.2 incidents per 10,000 population, ranging from 1.3 in Fife to 2.7 in Strathclyde ([Table 7a overleaf](#)).

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Accidental dwelling fires

Across Scotland, brigades reported 6,149 accidental dwelling fires, a year-on-year reduction over the past four years. Since 2000/01 accidental dwelling fires have reduced by almost 1,000 (14%). Three brigades (Fife, Strathclyde and Tayside) have reported year-on-year reductions in the number of accidental dwelling fires for the last three years, while Grampian and Highland & Islands fire brigades have reported increases over the same period ([Table 7b](#)).

Overall, there were 12.2 accidental dwelling fires per 10,000 population, ranging from eight in Highland & Islands to 14.1 in Grampian.

Table 7a

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

BRIGADE	Number of incidents resulting in casualties	Number of incidents resulting in casualties per 10,000 population
	2003/04	2002/03
Central Scotland	47	1.7
Dumfries & Galloway	23	1.6
Fife	44	1.3
Grampian	96	1.8
Highlands & Islands	55	2.0
Lothian & Borders	190	2.1
Strathclyde	592	2.7
Tayside	69	1.8
Scotland	1,116	2.2

Table 7b

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

BRIGADE	Number of accidental dwelling fires per 10,000 population	Number of accidental dwelling fires			
		2003/04	2002/03	2001/02	2000/01
Central Scotland	9.3	260	282	269	282
Dumfries & Galloway	9.4	139	130	140	154
Fife	8.6	302	315	372	340
Grampian	14.1	736	690	655	695
Highlands & Islands	8.0	221	216	210	268
Lothian & Borders	12.5	1,107	1,080	1,188	1,191
Strathclyde	13.1	2,887	2,942	3,240	3,603
Tayside	12.8	497	513	618	600
Scotland	12.2	6,149	6,168	6,692	7,133

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 for firefighters includes those 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 level of light duties and the overall level of sickness absence within a brigade.

Commentary

firefighters

Overall, sickness absence levels increased for firefighters compared with the previous year. The proportion of shifts lost to sickness absence and light duties was 7.5%, an increase of 0.4% compared with the previous year. The levels of absence varied across brigades from 4.9% in Grampian to 9.4% in Highland & Islands. Five brigades reported increased sickness absence levels compared with the previous year. Dumfries & Galloway has reported increased year-on-year sickness absence levels for the past four years, while Highland and Islands' sickness absence level in 2003/04 has almost doubled compared with previous years ([Table 8a overleaf](#)).

In 2003/04, the percentage of firefighter shifts lost to light duties ranged from 0.1% in Grampian to 2.3% in Highland & Islands. Six of the eight brigades reported increased levels of non-operational light duties. Across Scotland, around 3,000 shifts out of a total of 572,000 were allocated to light duties, an increase of over 50% compared with the previous year.

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Other fire staff

Across all brigades, the proportion of non-firefighting staff time lost to sickness absence was 5.9%, a slight reduction compared with previous years. Sickness absence levels ranged from 3.2% in Grampian to 8% in Strathclyde. Five of the eight brigades reported improved sickness absence levels with Grampian reducing their sickness levels year-on-year since 2000/01 ([Table 8b overleaf](#)).

The overall sickness absence rate of 5.9% compares with 5.6% in the police service.

Table 8a

Working time lost to sickness absence – firefighters

Percentage of shifts lost to sickness and light duties				
BRIGADE	2003/04	2002/03	2001/02	2000/01
Central Scotland	6.7 (2.2)	6.3 (1.1)	6.6 (0.9)	8.0 (1.9)
Dumfries & Galloway	6.7 (0.7)	5.5 (0.4)	*5.1 *(0.7)	4.5 (0.7)
Fife	7.3 (1.1)	6.8 (0.7)	8.9 (1.4)	7.7 (0.8)
Grampian	4.9 (0.1)	6.8 (0.3)	5.8 (0.7)	6.1 (1.5)
Highlands & Islands	9.4 (2.3)	5.0 (0.2)	4.8 (0.2)	5.1 (0.3)
Lothian & Borders	7.1 (0.5)	7.3 (0.8)	7.2 (1.0)	6.7 (0.6)
Strathclyde	8.4 (0.3)	7.4 *(0.1)	8.4 (0.4)	9.2 (0.5)
Tayside	6.2 (0.4)	6.9 (0.1)	9.3 (0.6)	8.9 (0.3)
Scotland	7.5 (0.5)	7.1 (0.3)	8.0 (0.6)	8.2 (0.7)

Table 8b

Working time lost to sickness absence – other fire staff

Percentage of shifts lost to sickness absence				
BRIGADE	2003/04	2002/03	2001/02	2000/01
Central Scotland	3.5	5.3	4.8	5.5
Dumfries & Galloway	5.4	4.4	*5.4	11.4
Fife	3.6	2.8	7.2	7.3
Grampian	3.2	4.3	5.3	5.8
Highlands & Islands	4.3	3.2	3.7	3.9
Lothian & Borders	5.2	5.6	6.2	4.6
Strathclyde	8.0	8.2	7.1	7.4
Tayside	4.4	5.6	5.7	4.6
Scotland	5.9	6.1	6.2	6.2

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Contacts

If you have any specific queries about the performance information, you may wish to contact your force or brigade. The addresses and telephone numbers are given below. If you have general queries about this pamphlet, please contact Jim Lakie, e-mail jlakie@audit-scotland.gov.uk or Alec Taylor, e-mail ataylor@audit-scotland.gov.uk at Audit Scotland, t. 0131 477 1234.

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Police & fire

Performance Indicators 2003/04

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