

## STATUTORY PERFORMANCE INDICATORS

The Local Government Act 1992 requires the Force to publish Statutory Performance Indicators relating to activities that will facilitate the making of appropriate comparisons by reference to the criteria of cost, economy, efficiency and effectiveness. The indicators for Central Scotland Police for the financial year ending 31<sup>st</sup> March 2006 are detailed under the headings shown below. The 2004/05 figures are also displayed to allow comparisons to be made between years.

Indicator		2004/05	2005/06
Percentage of crimes cleared up		62.5%	64.9%
Percentage of serious violent crime cleared up		96.3%	96.3%
Percentage of housebreakings cleared up		37.8%	43.8%
Percentage of car crimes cleared up		45.6%	48.0%
The proportion of 999 calls answered within 10 seconds		85.0%	86.8%
The proportion of non-emergency calls answered within 30 seconds*		-	84.7%
The proportion of working time lost due to sickness absence for:	Police officers	4.5%	3.6%
	Support staff	3.7%	3.7%
Number of complaints per 100 members of the police force		10.7	10.2
The number of racist incidents per 1,000 population		1.08	1.23
Percentage of racially aggravated crimes cleared up		83.1%	84.5%
Class A drug seizures and percentage change compared with 2000-2003	Weight	-61.1%	72.3%
	No. of Doses/Tablets	-82.1%	53.6%
	Volume	57.6%	337.0%
The number of offences for supply and possession with intent to supply class A drugs and percentage change compared with 2000-2003		103.1%	197.9%
The number of people killed or injured as a result of road accidents and percentage change compared with the 5 year average 1994 to 1998	All people killed or seriously injured	-40.7%	-33.3%
	Children killed or seriously injured	-62.3%	-59.0%
	All people with slight injuries	-25.1%	-12.0%
Percentage of police reports sent to the Children's Reporter within 10 days of caution/charge		51.9%	69.1%
Percentage of police reports sent to the Procurator Fiscal within 28 days of caution/charge		57.5%	63.8%
The public's level of satisfaction or dissatisfaction with their initial contact with the police	% Very satisfied	-	49.4%
	% Fairly satisfied	-	25.5%
	% Neither satisfied or dissatisfied	-	10.8%
	% Fairly dissatisfied	-	9.6%
	% Very dissatisfied	-	4.6%
The public's level of satisfaction or dissatisfaction with the way the police dealt with their matter	% Very satisfied	-	46.8%
	% Fairly satisfied	-	31.9%
	% Neither satisfied or dissatisfied	-	9.9%
	% Fairly dissatisfied	-	7.4%
	% Very dissatisfied	-	4.0%

\* This is not a statutory performance indicator. It is not subject to external audit and is included for information only

The table illustrates strong performance against many of the indicators, with performance generally being better than the national average on most of the indicators listed. Despite the increase in the number of racist incidents per 1,000 population there is no direct evidence of an increase in real terms. The increase is attributable mainly to improved staff awareness, recording procedures and the Force's active encouragement of victims to report incidents. The detection rate for such incidents remains high.