The Right Information, to the Right People at the Right Time

# Statutory Performance Indicators (SPIs)

# 2009/2010

## Public Performance Reporting
## September 2010

Please keep on display and available until January 2011

Dumfries & Galloway

## Dumfries and Galloway Council
# STATUTORY PERFORMANCE INDICATORS (SPIs) 2009/2010

## Public Performance Reporting

This report presents information on Dumfries and Galloway Council's Statutory Performance Indicators (SPIs) for 2009/2010.

The Accounts Commission decides which performance indicators Councils record as Statutory Performance Indicators.

The Council must report publically the SPI's, accompanied by relevant results from previous years to allow comparisons in performance to be made. In doing so, the Council complies with the appropriate legislation.

The Council publishes this information in a variety of ways so that it can be accessed by the public in whatever format they choose. The same information will be available on the Council's website – www.dumgal.gov.uk

Notice has been given in the local press that the Council has complied with the guidance governing the recording and reporting of SPI data and informed the public that copies of the report can be picked up from local customer service centres and libraries.

**Abbreviations used in the tables are:-**

NS = No Service (provided) N = No previous comparable data

The next issue of BROADCAST will be delivered to all households in Dumfries and Galloway during November 2010, where a wider view of our achievements will be published. This will highlight where progress is planned and many more aspects of the Council's work identified through public surveys and consultation.

## Police Service Information

Police performance information is under different legislation and is reported separately. The Police report and publish quarterly on how they are performing against the Scottish Policing Performance Framework (SPPF). The statistics and Performance information is available by contacting Strategic Development and Governance or visiting our website at www.dg.police.uk

At the time of going to print some explanatory comments for SPI results had still to be received, and the External Audit still to be finalised.

We welcome your comments on the content of this report and presentation of the information. Written comments should be directed to:

**SPI Co-ordinator**
Business Transformation Unit
Support Services
Dumfries and Galloway Council
Council Offices, English Street, Dumfries, DG1 2DD
☎ 01387 260098

## Section 1 - SUPPORT SERVICES INFORMATION

### a) Employees - Sickness Absence

#### i) Teachers

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Total number of FTE staff - Teachers | 1,738 | 1,684 | N | N |
| Total number of days lost per year through sickness absence - Teachers | 11,390 | 12,740 | N | N |
| Days lost per employee through sickness absence - Teachers | 6.6 days | 7.6 days | N | N |

#### ii) All other local government employees

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Total number of FTE staff - All other local government employees | 4,218 | 4,298 | N | N |
| Total number of days lost per year through sickness absence - all other local government employees | 24,188 | 61,491 | N | N |
| Days lost per employee through sickness absence - all other local government employees | 5.7 days | 14.3 days | N | N |

### b) Employees - Equal Opportunities Policy

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Total number of employees | 5,846 | 6,044 | 6,164 | 6,484 |
| Total number of female council employees in top 2% of earners | 59 | 44 | 35 | 39 |
| Percentage of council employees in top 2% of earners that are women | 30.1% | 26.5% | 28.2% | 30% |
| Total number of employees in top 2% of earners | 196 | 166 | 124 | 130 |
| Total number of female council employees in top 5% of earners | 139 | 161 | 153 | 137 |
| Percentage of council employees in top 5% of earners that are women | 38.1% | 39.3% | 37.4% | 36% |
| Total number of employees in top 5% of earners | 365 | 410 | 409 | 381 |

## c) Property - Public Access

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Number of council buildings from which the council delivers services to the public | 190 | 198 | FTR | 205 |
| Percentage of buildings from which the Council delivers services that are suitable for, and accessible to, disabled people | 64.2% | 47.5% | FTR | 34.1% |
| Number of buildings from which the Council delivers services that are suitable for, and accessible to, disabled people | 122 | 94 | FTR | 70 |

**Comment:** The SPI percentage is increasing annually as a result of the Council's rolling programme of accessibility upgrade works to its various public buildings.

## d) Property - Asset Management

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Proportion of operational accommodation that is in a satisfactory condition | 82.9% | 75.7% | 71.4% | 76.3% |
| Gross internal floor area of operations buildings in metres squared | 389,520 sqm | 380,496 sqm | 377,898 sqm | 375,400 sqm |
| Gross internal floor area of operations buildings that is in satisfactory condition in metres squared | 323,030 sqm | 288,111 sqm | 269,892 sqm | 286,567 sqm |
| Proportion of operational accommodation that is suitable for its current use | 56.6% | 41.6% | 37% | 24.9% |
| Total number of operational buildings | 458 | 430 | 430 | 485 |
| Total number of operational buildings that are suitable for their current use | 259 | 179 | 159 | 121 |

**Comment:** The 5-year rolling programme of condition surveys has provided the necessary information to make professional investment decisions. The specialist software programme upgrades the condition rating on completion of the investment project. Consequently this provides an improvement on each property invested in, showing an increase in the Performance Indicator Values.

## Section 2 - COMMUNITY & CUSTOMER SERVICES INFORMATION

### a) Benefits - Administration Costs

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Average rent rebate caseload | 257 | 253 | 215 | 180 |
| Weighted rent rebate caseload | 388 | 382 | 324 | 272 |
| Average private rented sector caseload | 2,586 | 2,200 | 1,886 | 1,928 |
| Weighted private rented sector caseload | 5,508 | 4,686 | 4,018 | 4,107 |
| Average registered social landlord caseload | 8,644 | 8,361 | 8,144 | 8,290 |
| Weighted registered social landlord caseload | 17,288 | 16,722 | 16,288 | 16,580 |
| Average Council Tax Benefit caseload | 14,504 | 13,821 | 13,406 | 13,563 |
| Weighted Council Tax Benefit caseload | 22,046 | 21,008 | 20,377 | 20,616 |
| Gross cost of providing the Benefits Administration service | £1,809,148 | £1,640,224 | £1,668,024 | £1,608,677 |
| Gross administration cost per case | £40.00 | £38.32 | £40.68 | £38.69 |

### b) Council Tax - Collection Costs

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Cost of collecting council tax per dwelling (all dwellings, not just chargeable) | £10.74 | £9.95 | £10.59 | £13.22 |
| Cost of collecting council tax | £777,188 | £717,500 | £757,726 | £937,571 |
| Number of dwellings | 72,361 | 72,106 | 71,549 | 70,922 |
| Income received from summary warrants (i.e. 10% recovered by council) | £83,526 | £84,698 | £90,502 | £69,447 |

### c) Council Tax - Income

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Income due from council tax for the year excluding reliefs and rebates | £53,582,997 | £53,572,098 | £53,023,319 | £50,799,741 |
| Income due from council tax for the year excluding all water charges and outstanding council tax | £71,385,756 | £70,899,409 | £70,137,191 | £67,305,274 |
| Reliefs and rebates due to council for council tax for the year | £17,802,759 | £17,327,311 | £17,113,872 | £16,505,533 |
| % of income due from council tax for the year that was received by the end of the year | 95.4% | 95.3% | 95% | 94.8% |
| Income received from council tax for the year | £51,133,366 | £51,070,512 | £50,351,834 | £48,162,000 |

### d) Payment of Invoices

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Number of invoices sampled | 145,735 | 148,685 | 153,302 | 153,537 |
| Number of invoices sampled and paid within 30 days | 126,247 | 131,419 | 136,479 | 139,576 |
| % of invoices sampled paid within 30 days | 86.6% | 88.4% | 89% | 90.9% |

## e) Sport and Leisure Management

### i) All Pools

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Population of Dumfries and Galloway - mid year estimate | 148,510 | 148,300 | 148,030 | 148,340 |
| Number of attendances at all pools | 456,000 | 549,817 | 426,393 | 436,803 |
| Number of attendances per 1,000 population to all pools | 3,071 | 3,707 | 2,880 | 2,945 |

### ii) Indoor Sports Facilities Excluding Pools

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Number of attendances for other indoor sports and leisure facilities, excluding pools in a combined complex | 893,083 | 785,605 | 647,595 | 652,158 |
| Number of attendances per 1,000 population for indoor sports and leisure facilities | 6,014 | 5,297 | 4,375 | 4,396 |

## f) Museum Services

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Number of visits to/usages of council funded or part funded museums | 612,355 | 363,717 | 420,985 | 473,335 |
| Number of visits to/usages of council funded or part funded museums per 1000 population | 4,123 | 2,453 | 2,844 | 3,191 |
| Number of visits to/usages of council funded or part funded museums that were in person | 205,996 | 182,474 | 210,009 | 199,990 |
| Number of visits to/usages of council funded or part funded museums that were in person per 1000 population | 1,387 | 1,230 | 1,419 | 1,348 |

**Comment**: 2009 was the Year of Homecoming. There was a small increase in visits in person to museums over the previous year 2008

## g) Use of Libraries

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Number of visits to Libraries | 886,324 | 926,158 | 943,114 | 953,337 |
| Number of visits to Libraries per 1000 population | 5,968 | 6,245 | 6,371 | 6,427 |
| Number of the resident population that are borrowers from public libraries | 24,932 | 25,853 | 26,514 | 39,492 |
| Percentage of the resident population that are borrowers from public libraries | 16.8% | 17.4% | 17.9% | 26.6% |

## Section 3 - SOCIAL WORK SERVICES INFORMATION

### a) Home Care/Home Helps

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Total Population aged 65+ in Dumfries and Galloway - mid year estimate | 32,391 | 31,088 | 30,544 | 30,296 |
| Number of people aged 65+ receiving homecare | 1,896 | 1,720 | 1,713 | 1,856 |
| Total number of homecare hours provided to people aged 65+ | 20,815 | 17,225 | 16,513 | 17,996 |
| Total number of homecare hours provided as a rate per 1,000 population aged 65+ | 642.6 | 554.1 | 540.6 | 594 |
| Number of homecare clients aged 65+ receiving personal care | 1,867 | 1,483 | 1,706 | 1,828 |
| Percentage of homecare clients aged 65+ receiving personal care | 98.5% | 86.2% | 99.6% | 98.5% |
| Number of homecare clients aged 65+ receiving a service during evening/overnight | 954 | 654 | 824 | 438 |
| Percentage of homecare clients aged 65+ receiving a service during evening/overnight | 50.3% | 38% | 48.1% | 23.6% |
| Number of homecare clients aged 65+ receiving a service at weekends | 1,660 | 1,448 | 1,478 | 1,530 |
| Percentage of homecare clients aged 65+ receiving a service at weekends | 87.6% | 84.2% | 86.3% | 82.4% |

**Comment**: In line with increasing numbers of older and very old people, there is evidence of increasing demand for care at home services in terms of the proportion of the population requiring a service and the intensity of that service. Introduction of the new social work business system will increase the consistency of reporting but also means that some caution is needed in judging the scale of year-on-year trends as in previous years has been collected differently.

## b) Homelessness

### i) Permanent Accommodation

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Number of households assessed during the year - permanent accommodation (Homelessness) | 573 | 595 | N | N |
| Number of decision notifications issued within 28 days of date of initial presentation - permanent accommodation (Homelessness) | 389 | 426 | N | N |
| Percentage of decision notifications issued within 28 days of date of initial presentation - permanent accommodation (Homelessness) | 67.9% | 71.6% | N | N |
| Number of cases open at the beginning of the year or assessed in the year - permanent accommodation (Homelessness) | 862 | 596 | N | N |
| Number who are housed into permanent accommodation - permanent accommodation (Homelessness) | 336 | 346 | N | N |
| Percentage who are housed into permanent accommodation - permanent accommodation (Homelessness) | 39% | 58.2% | N | N |
| Number of cases reassessed within 12 months of completion of duty - permanent accommodation (Homelessness) | 39 | 42 | N | N |
| Number of cases assessed during the year - permanent accommodation (Homelessness) | 573 | 595 | N | N |
| Percentage of cases reassessed during the year - permanent accommodation (Homelessness) | 6.8% | 7.1% | N | N |

### ii) Temporary Accommodation

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Number of households assessed during the year - temporary accommodation (Homelessness) | 382 | 438 | N | N |
| Number of decision notifications issued within 28 days of date of initial presentation - temporary accommodation (Homelessness) | 291 | 362 | N | N |
| Percentage of decision notifications issued within 28 days of date of initial presentation - temporary accommodation (Homelessness) | 76.2% | 82.6% | N | N |
| Number of cases reassessed within 12 months of completion of duty - temporary accommodation (Homelessness) | 4 | 10 | N | N |
| Number of cases assessed during the year - temporary accommodation (Homelessness) | 382 | 438 | N | N |
| Percentage of cases reassessed during the year - temporary accommodation (Homelessness) | 1% | 2.3% | N | N |

## Section 4 - PLANNING & ENVIRONMENT SERVICES INFORMATION

### a) Planning Applications - Processing Time

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Number of householder planning applications | 668 | 707 | 818 | 832 |
| Number of householder applications dealt with within two months | 522 | 553 | 666 | 723 |
| % of householder applications dealt with within two months | 78.1% | 78.2% | 81.4% | 86.9% |
| Number of Non-householder planning applications | 1,186 | 1,280 | 1,517 | 1,590 |
| Number of non-householder applications dealt with within two months | 589 | 619 | 747 | 749 |
| % of non-householder applications dealt with within two months | 49.7% | 48.4% | 49.2% | 47.1% |
| Total Number of planning applications | 1,854 | 1,987 | 2,335 | 2,422 |
| Total Number of planning applications dealt with within two months | 1,111 | 1,172 | 1,413 | 1,472 |
| Total % of planning applications dealt with within two months | 59.9% | 59% | 60.5% | 60.8% |

**Comment:** While the recession led to a reduction in the number planning applications submitted, the national Planning Reforms were introduced in August 2009, including neighbour notification becoming a responsibility of the Council. These 2 factors appear to have cancelled each other out and so the figures for 2009/10 were very similar to previous years.

### b) Domestic Noise Complaints

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Number of complaints of domestic noise settled without the need for attendance on site | 3 | 28 | 31 | 93 |
| Number of complaints of domestic noise requiring attendance on site | 3 | 1 | 2 | 7 |
| Number of complaints of domestic noise dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004. | 362 | 552 | 622 | 841 |
| The total number of complaints of domestic noise received during the year | 368 | 581 | 655 | 941 |
| Average time (hours) between the time of the domestic noise complaint and attendance on site. | 47.5 hours | 94 hours | 129 hours | 23 hours |
| Average time (hours) between the time of the domestic noise complaint and attendance on site dealt with under part V of the Antisocial Behaviour etc (Scotland) Act, 2004) | 0.4 hours | 0.4 hours | 0.4 hours | 1 hours |

**Comment:** Average time between the time of the complaint and attendance on site for complaints requiring attendance on site have fluctuated over the years. The wide variations are due to the small numbers and types of complaints involved.

## c) Trading Standards - Complaints and Advice

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Total number of trading standards consumer complaints received | 529 | 866 | 943 | 1,558 |
| Number of trading standards consumer complaints that were dealt within 14 days of receipt | 424 | 660 | 720 | 1,244 |
| Percentage of trading standards consumer complaints that were dealt within 14 days of receipt | 80.2% | 76.2% | 76.4% | 79.8% |
| Total number of trading standards business advice requests received | 266 | 301 | 338 | 469 |
| Number of trading standards business advice requests that were dealt within 14 days of receipt | 258 | 294 | 329 | 449 |
| Percentage of trading standards business advice requests that were dealt within 14 days of receipt | 97% | 97.7% | 97.3% | 95.7% |

## d) Roads - Carriageway Condition

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Percentage of A class roads that should be considered for maintenance treatment | 34.9% | 36.2% | N | N |
| Percentage of B class roads that should be considered for maintenance treatment | 34.6% | 32.7% | N | N |
| Percentage of C class roads that should be considered for maintenance treatment | 41.8% | 41.6% | N | N |
| Percentage of unclassified roads that should be considered for maintenance treatment | 53.8% | 51.6% | N | N |
| Overall percentage of road network that should be considered for maintenance treatment | 44.8% | 43.6% | N | N |

**Comment:** Comparison of the data between 2009-10 and 2008-09 for the A class roads indicates an improvement in condition and for the B and unclassified roads indicates some deterioration in condition. Overall an improvement in road condition is recorded in comparison with the 2007-08 results. The perceived improvement in road condition overall and on unclassified roads is primarily due to a change in the survey process that has reduced the probability of detecting the carriageway edge as a rut defect.

## e) Refuse - Cost of Disposal

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Net cost of refuse disposal per premise | £107.63 | £116.89 | £111.44 | £98.98 |
| Net cost of refuse disposal (includes landfill tax element) | £8,077,572 | £8,740,014 | £8,175,078 | £7,197,146 |
| Cost of capping landfill site | £0.00 | £0.00 | £0.00 | £0.00 |

**Comment:** There has been a significant drop in the net cost of refuse disposal / premise as a result of small operational efficiency savings, low contract indexation and an ongoing waste prevention campaign which has substantially reduced waste arisings.

## f) Refuse Recycling

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Total tonnes of municipal waste collected | 93,594 | 94,697 | N | N |
| Total tonnes of municipal waste composted | 24,030 | 22,910 | N | N |
| Total tonnes of municipal waste recycled | 10,292 | 11,505 | N | N |
| Percentage of municipal waste composted/recycled | 36.7% | 36.3% | N | N |

**Comment**: Data relating to Energy from Waste and the amount of Biodegradable Municipal Waste land-filled (a statutory target) have not been requested.

Therefore this indicator does not fully reflect the Council's overall waste performance because a further 10,393.15 tonnes (11.1%) have been diverted from landfill by Recovery as Energy. This means that the Council has diverted 47.5% of Municipal Waste (including 36.4% by composting and recycling) from landfill meeting the 2013 EU statutory Landfill Directive Target three years ahead of schedule.

Diversion is lower than in 2008/09 due to reduction in demand by the cement kilns for Solid Recovered Fuel produced in the Ecodeco plant. This will be addressed through a new contract with a local gasification facility in Dumfries when the facility is fully commissioned.

## Section 5 - DGFIRST / PUBLIC SERVICES INFORMATION

### a) Refuse - Cost of Collection

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Net cost of refuse collection per premise | £64.62 | £63.06 | £63.37 | £65.95 |
| Net cost of refuse collection | £4,849,994 | £4,715,297 | £4,649,092 | £4,795,392 |
| Number of premises for refuse collection (combined domestic, commercial, and domestic bulky uplift) | 75,052 | 74,773 | 73,360 | 72,712 |

**Comment:** The overall cost of collection increased by 2.5%, whilst the number of premises serviced increased by less than 0.4%. Retail Prices Excluding Mortgages increased by 4.8% over the same period.

### b) Cleanliness - Streets and Other Land

#### i) Cleanliness measurement

#### a) Local authority

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Inspection one - cleanliness index measurement (Local authority) | 80 | 70 | 71 | 71 |
| Inspection two - cleanliness index measurement (Local authority) | 82 | 77 | 76 | 72 |
| Inspection three - cleanliness index measurement (Local authority) | 74 | 80 | 73 | 68 |
| Inspection four - cleanliness index measurement (Local authority) | 82 | 77 | 74 | 75 |

#### b) Partner authority

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Inspection one - cleanliness index measurement (Partner authority) | 82 | 81 | 71 | 74 |
| Inspection two - cleanliness index measurement (Partner authority) | 72 | 79 | 74 | 72 |

#### ii) Keep Scotland Beautiful inspection

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Keep Scotland Beautiful Validation Inspection - cleanliness index measurement | 81 | 75 | 71 | 71 |
| Overall cleanliness index measurement | 80 | 75 | 73 | 72 |

**Comment:** Along with local communities' care for their environment, continuing multi-agency working, allied to local management of Neighbourhood Services operations, has contributed to a further significant increase in the Local Environmental Audit and Management System (LEAMS) cleanliness index.

## Section 6 - FIRE & RESCUE SERVICE INFORMATION

### a) Community Fire Safety

#### i) Fire Casualties

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Number of incidents resulting in casualties | 15 | 22 | 20 | 16 |
| Rate per 10,000 population of incidents resulting in casualties | 1.1 | 1.5 | 1.4 | 1.1 |
| The number of fatal and non-fatal casualties | 16 | 32 | 23 | 20 |
| Rate per 10,000 population of fatal and non-fatal casualties | 1.1 | 2.2 | 1.6 | 1.3 |

#### ii) Accidental Dwelling Fires

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| The number of accidental dwelling fires | 121 | 125 | 134 | 120 |
| Rate per 10,000 population of accidental dwelling fires | 8.2 | 8.4 | 9.1 | 8.1 |

### b) Sickness Absence

#### i) Rider shifts lost due to sickness and light duties per fire officer

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Total number of FTE staff (Rider) - Fire & Rescue Service | 71 | 71 | N | N |
| Total number of days lost per year through sickness absence and light duties - (Rider) | 937 shifts lost | 626 shifts lost | N | N |
| Average Rider shifts lost due to sickness and light duties per fire officer | 13.2 days | 8.8 days | N | N |

#### ii) Working days lost to sickness for all other staff

| | 2009/10 | 2008/09 | 2007/08 | 2006/07 |
|---|---|---|---|---|
| | Value | Value | Value | Value |
| Average number of days lost due to sickness for all other staff - Fire & Rescue Service | 10.9 days | 9.9 days | N | N |
| Total number of FTE staff (Other Staff) - Fire & Rescue Service | 77 | 78 | N | N |
| Total number of days lost per year through sickness absence and light duties - (Other staff) - Fire & Rescue Service | 843 days | 774 days | N | N |