



PRC
Q4 Performance 2007/08
April - March

Prevention and Education:

Detailed commentary for each indicator can be found on pages 19 to 24 of Appendix A and pages 32 to 34 of Appendix B.

Deaths and Injuries

BV143i: Number of deaths from accidental fires in dwellings per 100,000 population				
2006/07		2007/08		
YTD	A	YTD	EOY	T
0.37	0.37	0.37	0.37	0.47

The end of year figure for the “**Number of deaths from accidental fires in dwellings per 100,000 population**” [BV143i] is 0.37, based on this figure the Authority has achieved its target of ‘less than 0.47’, i.e. less than 5 fatalities. The figure represents 4 fatalities from such incidents in 2007/08. This performance reflects the effective work carried out by the Prevention and Education department and the delivery of the communications strategy. Through the targeted delivery of HFRAs and effective communications the Authority has continued to see positive performance within this indicator. This performance is also a result of the public adopting the ‘Get out, stay out’ message contributing to a decrease in the number of accidental property fires.

BV 143ii: Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)				
2006/07		2007/08		
YTD	A	YTD	EOY	T
5.57	5.57	4.32	4.32	5.46

The end of year figure for the “**Number of injuries arising from accidental fires in dwellings per 100,000 population**” (excluding precautionary checks) [BV 143ii] is 4.32 (47 injuries). This is a decrease of 23% on the 2006/07 figure of 5.57 (61 injuries) and as a result the Authority has exceeded its target of 5.46 (60 injuries) for 2007/08 by 22%. This indicator remains a key measure of the success of the Authority’s Community Safety messages and it demonstrates the value of the community education programme.

Through the continued delivery of HFRAs we are able to provide advice on issues such as escape routes and how to deal with specific issues such as chip pan fires. With the delivery of Operation Early Warning the Authority expects to see the positive performance continued within the indicators highlighted above.

Fire Attendance

BV 142ii: Number of property and vehicle fires per 10,000 population				
2006/07		2007/08		
YTD	A	YTD	EOY	T
41.1	41.1	33.1	33.1	39.9

The end of year figure for the “**Number of property and vehicle fires per 10,000 population**” [BV 142ii] is 33.1 (3602 fires). As a result of this performance the Authority has exceeded its target of 39.9 (4366 fires) by 17.5%. The end of year figure also represents a decrease of 20% (899 fires) compared to the same period in 2006/07. This downward trend reflects the continued performance within this and other related indicators. The reduction within this indicator can be attributed to the effective delivery of Prevention and Education initiatives as highlighted within Appendix A.

BV 144: Percentage of accidental fires in dwellings confined to the room of origin				
2006/07		2007/08		
YTD	A	YTD	EOY	T
95.7	95.7	94.22	94.22	95.78

The end of year figure for the “**Percentage of accidental fires in dwellings confined to the room of origin**” [BV 144], is 94.22%. This represents a decrease of 1.5% when compared against the end of year figure for 2006/07. As a result of this performance the Authority has failed to achieve its target of 95.78% but it is within the variance of 2.5%. Although many factors relating to this indicator are out of our control it is still a good reflection on our operational services and successful delivery of HFRA’s.

Accidental Fires

BV 142iii: Number of accidental fires in dwellings per 10,000 dwellings				
2006/07		2007/08		
YTD	A	YTD	EOY	T
33.7	33.7	23.4	23.4	32.28

The end of year figure for the “**Number of accidental fires in dwellings per 10,000 dwellings**” [BV 142iii] is 23.4 (1109 fires). This is a decrease of 30% on the 2006/07 end of year figure of 33.7 (1593 fires) and as a result of this performance the Authority has exceeded its 2007/08 target of 32.3 (1,535 fires) by 28%. Communication of Prevention and Education and holistic fire safety messages via Home Fire Risk Assessments will continue to be used to address this issue. The achievement of the target can be partly accredited to the delivery of a structured Prevention and Education campaign throughout 2007/08.

BV 208: Percentage of people in accidental dwelling fires who escape unharmed without FRA assistance				
2006/07		2007/08		
YTD	A	YTD	EOY	T
93	93	95	95	94.09

The end of year figure for the “**Percentage of people in accidental dwelling fires who escape unharmed without FRA assistance**” [BV 208] is 95% (1530 people). This represents a decrease of 422 people on the performance recorded at the end of 2006/07. However, due to the Authority attending fewer dwelling fires the total number of people who escaped unharmed has reduced. Based on this performance the Authority achieved its target of 94.09% for 2007/08. Through ongoing communication with our communities we hope to see even further improvements within the performance of this and other related indicators.

BV 209i: Percentage of fires attended in dwellings where a smoke alarm had activated				
2006/07		2007/08		
YTD	A	YTD	EOY	T
60.8	60.8	53.6	53.6	62.36

The end of year figure for the “**Percentage of fires attended in dwellings where a smoke alarm had activated**” [BV 209i] is 53.6% (736 fires). This is a reduction on the end of year figures reported in 2005/06 and 2006/07. It is the aim of the Authority to report the highest figure possible. As a result of this performance the Authority failed to achieve its target of 62.36% by 9%. Whilst we intend to increase the number of dwellings with effective smoke detectors, we also aim to reduce the total number of dwelling fires attended.

BV209ii: Percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate				
2006/07		2007/08		
YTD	A	YTD	EOY	T
8.2	8.2	10.9	10.9	8.12

The end of year figure for the “**Percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate**” [BV 209ii] is 10.9% (149 fires). The Authority aims to continue to reduce this figure ensuring that it is as low as possible. The figure of 10.9% is an increase on the 2006/07 end of year figure of 8.2% (153 fires). Through the continued implementation of HFRA’s and the introduction of tamper proof alarms in 2006 we expected to see a reduction on this figure throughout 2008/09. As a result of this performance the Authority failed to achieve its 2007/08 target of 8.12%.

BV 209iii: Percentage of fires attended in dwellings where no smoke alarm was fitted				
2006/07		2007/08		
YTD	A	YTD	EOY	T
31.1	31.1	35.5	35.5	29.54

The end of year figure for the “**Percentage of fires attended in dwellings where no smoke alarm was fitted**” [BV 209iii] is 35.5% (487 fires). The Authority aims to reduce this figure to ensure that it is as low as possible. The figure of 35.5% is an increase on the 2006/07 end of year figure of 31.1% (583 fires) but a decrease on the 2005/06 figure of 36.9% (700 fires). As a result of this performance the Authority missed its target of 29.54% for 2007/08. Through the

continued delivery of HFRA's and TV advertisements the Authority hopes to see this figure reduce in the future.

Through the reintroduction of Operation Early Warning and the revised criteria for targeting HFRA's the Authority expect to see an increase in effective smoke alarm ownership resulting in an improved performance within each of the indicators highlighted above. In addition to this the Authority will also be looking into the introduction of a revised method of targeting the 'high risk' dwellings in Tyne and Wear.

Deliberate Fires

BV 206i: Number of deliberate primary fires excluding deliberate primary fires in vehicles per 10,000 population				
2006/07		2007/08		
YTD	A	YTD	EOY	T
8	8	6.7	6.7	7.7

The end of year figure for the “**Number of deliberate primary fires excluding deliberate primary fires in vehicles) per 10,000 population**” [BV 206i] is 6.7 (726 fires). This is an improvement of 17% on the 2006/07 end of year figure of 8.00 (875 fires). As a result of our performance the Authority has exceeded its target of 7.7 (844 fires) by 14% (188 fires). This performance can be partly attributed to the effective work of the Prevention and Education team and in particular the Schools Education Team.

BV 206ii: Number of deliberate primary fires in vehicles per 10,000 population				
2006/07		2007/08		
YTD	A	YTD	EOY	T
11	11	8.9	8.9	10.58

The end of year figure for the “**Number of deliberate primary fires in vehicles per 10,000 population**” [BV206ii] is 8.9 (967 fires). This is a reduction of 19% on the 2006/07 end of year figure of 11 (1200 fires). As a result the Authority has exceeded its 2007/08 target of 10.58 (1159 fires) by 17% (192 fires). The positive performance within this indicator can be put down to the restructuring of Prevention and Education department, allowing them to work more closely with local partners to develop initiatives that are more specific to the needs of their particular areas which have produced encouraging results that will be continued in 2008/09.

BV 206iii: Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population				
2006/07		2007/08		
YTD	A	YTD	EOY	T
83.2	83.2	72.3	72.3	78.5

The end of year figure for the “**Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population**” [BV 206iii] is 72.3 (7859 fires). This is a decrease of 14% (1254 fires) on the 2006/07 end of year figure of 83.2 (9113 fires). As a result of this performance the Authority has exceeded its target of 78.5 (8596 fires) by 9%. Through the ongoing delivery of the “wheelie bin uplift” and the removal of rubbish initiatives with Local

Authorities we aim to reduce the numbers of this type of incident even further. In 2007/08 the Authority also led on the delivery of an effective campaign to reduce the number of such incidents over the bonfire period which supports this positive performance.

BV 206iv: Number of deliberate secondary fires in vehicles per 10,000 population				
2006/07		2007/08		
YTD	A	YTD	EOY	T
0.5	0.5	0.35	0.35	0.46

The end of year figure for the “**Number of deliberate secondary fires in vehicles per 10,000 population**” [BV 206iv] is 0.35 (38 fires). This is a decrease of 31% on the 2006/07 end of year figure of 0.5 (55 fires). As a result of our performance the Authority exceeded its target of 0.46 (50 fires) by 24%. The Performance Management Steering Group has agreed to withhold reporting this BVPI in the future due to the small number of incidents involved across Tyne and Wear.

Unwanted Alarms

BV 146i: Number of malicious false alarm calls not attended per 1,000 population				
2006/07		2007/08		
YTD	A	YTD	EOY	T
0.2	0.2	0.19	0.19	0.2

The end of year figure for the “**Number of malicious false alarm calls not attended per 1,000 population**” [BV 146i] is 0.19 (208 calls not attended). This is a decrease of 14% (35 fires) on the 2006/07 end of year figure of 0.2 (243 calls). As a result of this performance the Authority exceeded its target of 0.2 (219 calls) false alarms not attended by 5%. As a result of call challenge being implemented we would expect to see an increase in the number of False Alarms not attended. However, the Authority aims to reduce the overall number of False Alarm calls received.

BV 146ii: Number of malicious false alarm calls attended per 1,000 population				
2006/07		2007/08		
YTD	A	YTD	EOY	T
0.44	0.6	0.63	0.63	0.56

The end of year figure for the “**Number of malicious false alarm calls attended per 1,000 population**” [BV 146ii] is 0.63 (685 calls) representing a increase of 2% (14 calls) on the 2006/07 end of year figure of 0.6 (671 calls). Through the continued implementation of call challenge and the school education programmes we expected to see a decrease within this indicator by the end of 2008/09.

BV 149i: Number of false alarms due to automatic fire detection in non domestic properties, per 1,000 properties				
2006/07		2007/08		
YTD	A	YTD	EOY	T
162.90	98.6	89	89	93.7

The end of year figure for the “**Number of false alarms due to automatic fire detection in non domestic properties, per 1,000 properties**” [BV 149i] is 89 (2774 alarms), a decrease of 9% (284 alarms) on the 2006/07 figure of 98.6 (3058 alarms) and as a result the Authority has exceeded its target. The dramatic reduction in the performance of this indicator can attributed to a number of factors, including the revised measurement criteria, developments within our Management Information System and more effective management of such incidents. It is important to note that the Authority are still attending a large number of false alarms but many of these are no longer recorded as being a non domestic property. The Authority has been measuring the performance of domestic false alarms via the introduction of a new Local Indicator (LI23) throughout 2007/08.

BV 149ii: Number of those properties in BV 149i with more than 1 attendance by the Fire & Rescue Service				
2006/07		2007/08		
YTD	A	YTD	EOY	T
471	471	439	439	462

The end of year figure for the “**Number of those properties in BV 149i with more than 1 attendance by the Fire & Rescue Service**” [BV 149ii] is 439 representing a reduction of 7% (32 properties) compared to the same period in 2006/07. Due to the new recording method outlined above the Authority recorded a total of 471 properties attended more than once due to a false alarm in a non domestic property by the end of 2006/07. Through the development of our Performance Management System all stations were able to access data to tackle this issue more robustly from April 2007. The CFO is seeking to introduce robust processes to address this issue as an increase here will have an impact on our resources. As a result of the new recording procedure and robust processes to deal with specific premises the Authority exceeded its target of 462 properties.

BV149iii: % of calls which are to a property with more than one attendance				
2006/07		2007/08		
YTD	A 06/07	YTD	EOY	T
79	79	79	79	75.1

The end of year figure for the “**% of calls which are to a property with more than one attendance**” [BV149iii] is 79%, representing a continuation of performance reported in 2006/07. As a result of this performance the Authority has failed to achieve its target of 75.1% for 2007/08. However, the Authority is looking at the method of targeting this indicator and future targets may be set to encourage an increase in the number of properties.

Protection and Technical:

Non Domestic Fires

Additional performance information relating to the indicator can be found on page 25 within Appendix A.

BV 207: Number of fires in non-domestic premises per 1,000 non-domestic premises				
2006/07		2007/08		
YTD	A	YTD	EOY	T
21.0	22.3	18.2	18.2	20.1

The end of year figure for the “**Number of fires in non-domestic premises per 1,000 non-domestic premises**” [BV 207] is 18.2 (566 fires). This is a decrease of 18% (125 fires) on the 2006/07 end of year figure of 22.3 (691 fires). As a result of this performance the Authority has exceeded its target of 20.1 (624 fires) by 9% (58 fires). This can be attributed to the reduction in the number of deliberate and accidental fires in non domestic properties. The reduction achieved on the previous year can also be partly attributed to the revised recording procedures for non domestic properties as outlined on the previous page. The Protection and Technical team continue to target those premises who have reported a fire in order to ensure that there are no repeat incidents.

Human Resources:

Equal Opportunities

Additional performance information relating to the following indicators can be found on pages 26 and 27 of Appendix A and pages 35 and 36 of Appendix B.

BV 2a: The level of the Commission for Racial equality’s ‘Standard for Local Government’ to which the Best Value Authority conforms				
2006/07		2007/08		
YTD	A	YTD	EOY	T
2	2	3	3	3

The Authority set a target for “**The level of the Commission for Racial equality’s ‘Standard for Local Government’ to which the Best Value Authority conforms**” [BV 2a] to achieve Level 3 by the end of 2007/08. The Authority are pleased to report that Level 3 was achieved at the beginning of 2008, efforts will be made to build on this throughout 2008/09.

BV 2b: The duty to promote race equality				
2006/07		2007/08		
YTD	A	YTD	EOY	T
95	95	100	100	97

The end of year target of 97% conformance for “**The duty to promote race equality**” [BV2b] has been exceeded by 3%. This is an increase of 5% on the 2006/07 end of year figure of 95%. The performance for this indicator is only reported at the end of the year.

BV 11a: Percentage of women in the top 5% of Authority earners				
2006/07		2007/08		
YTD	A	YTD	EOY	T
15.6	15.6	13.9	13.9	5.72

The end of year figure for the “**Percentage of women in the top 5% of Authority earners**” [BV 11a] is 13.9%. The reduction on the 2006/07 figure of 15.6% is due to the fact that the Service has introduced the role of Station Manager which means that the base figure has altered. However, the 2007/08 target of 5.72% has still been exceeded by 8%.

BV 11b: Percentage of the top 5% of Authority earners that are from black or ethnic minority communities				
2006/07		2007/08		
YTD	A	YTD	EOY	T
1.6	1.6	2.5	2.5	1.6

The end of year figure for the “**Percentage of the top 5% of Authority earners that are from black or ethnic minority communities**” [BV 11b] is 2.5%. This figure was obtained from the employee survey carried out in spring 2006 and as a result the Authority has exceeded its target of 1.6%. Initiatives are in place to tackle the issue and the Authority will continue to work towards achieving further improvement within this indicator throughout 2008/09.

BV 11c: Percentage of the top 5% of Authority earners with a disability				
2006/07		2007/08		
YTD	A	YTD	EOY	T
1.6	1.6	1.3	1.3	1.6

The end of year figure for the “**Percentage of the top 5% of Authority earners with a disability**” [BV 11c] is 1.33%, representing one member of staff. This indicates that the Authority has failed to achieve its 2007/08 target of 1.6% and improve on its performance reported at the end of 2006/07. The Authority does not expect this figure to increase in the near future. This figure was obtained from the employee survey completed in spring 2006.

Due to CLG guidelines the Authority has revised its set of BVPI’s to report the percentage of its employees with a disability, using BV16ai and BV16aii as set out below.

BV 16ai: Percentage of whole time and retained duty system employees with a disability				
2006/07		2007/08		
YTD	A	YTD	EOY	T
0.75	0.75	0.64	0.64	0.76

The Authority set an end of year target of 0.76% for the “**Percentage of wholetime and retained duty system employees with a disability**” [BV 16ai]. Based on our end of year figure of 0.64% the Authority has missed the target for 2007/08 by 16%. The end of year performance also reflects a slight decrease on the number reported at the end of 2006/07. The Authority currently has 6 members of its wholetime and retained duty employees registered as disabled.

BV 16aii: Percentage of control and corporate employees with a disability				
2006/07		2007/08		
YTD	A	YTD	EOY	T
2.8	2.8	2.6	2.6	2.85

The Authority set an end of year target of 2.85% for the “**Percentage of control and corporate employees with a disability**” [BV 16aii]. Based on our end of year figure of 2.6% the Authority has missed the 2007/08 target by 9%. The end of year performance also reflects a slight decrease on the number reported at the end of 2006/07. The Authority currently has 8 control and corporate employees registered as disabled.

BV 16b: Percentage of the economically active population in the Authority area who have a disability				
2006/07		2007/08		
YTD	A	YTD	EOY	T
n/a	19.5	n/a	n/a	n/a

The Authority has very little control over the “**Percentage of the economically active population in the Authority area who have a disability**” [BV16b] and as a result it has not set a target and will only report the figure for the performance indicator at the end of the financial year. This has been requested from the Tyne and Wear Research and Information (TWRI) organisation and will be report in the next performance report to SMT

BV 17a: Percentage of uniformed staff from ethnic minority communities (currently 3.2% in Tyne and Wear)				
2006/07		2007/08		
YTD	A	YTD	EOY	T
0.66	0.66	0.72	0.72	0.75

The end of year figure for the “**Percentage of uniformed staff from ethnic minority communities (currently 3.2% in Tyne and Wear)**” [BV 17a] is 0.72%, representing 7 operational staff. The Authority is set to miss its target of 0.75% by 4%. However, this still reflects an increase of 9% on the figure reported at the end of 2006/07.

BV17b: Percentage of the economically active population from ethnic minority communities in the FRS area

2006/07		2007/08		
YTD	A	YTD	EOY	T
n/a	3.2	n/a	n/a	n/a

The Authority has very little control over the “**Percentage of the economically active population from ethnic minority communities in the FRS area**” [BV17b] and as a result it has not set a target and will only report the figure for the performance indicator at the end of the year. This has been requested from the Tyne and Wear Research and Information (TWRI) organisation and will be report in the next performance report to SMT.

BV 210: Percentage of women fire-fighters

2006/07		2007/08		
YTD	A	YTD	EOY	T
3.1	3.1	4.3	4.3	3.1

The end of year figure for the “**Percentage of women fire-fighters**” [BV 210] is 4.3% (representing 41 grey book staff). This is an improvement of 39% on the performance achieved in 2006/07. As a result of this performance the Authority has exceeded its target of 3.1%. This reflects the Authority’s aim to increase the percentage of women fire-fighters and it is envisaged that this number will increase in the coming months.

Absence and Retirement

Additional performance information relating to the following indicators can be found on page 27 of Appendix A and pages 35 and 36 of Appendix B.

BV12a: Number of working days/shifts lost to sickness absence by wholetime uniformed staff (indicator shown relates to the number of fire-fighter shifts on fire engines lost to sickness absence)

2006/07		2007/08		
YTD	A	YTD	EOY	T
7.57	7.57	7.3	7.3	7.34

The end of year figure for the “**Number of working days/shifts lost to sickness absence by wholetime uniformed staff (indicator shown relates to the number of fire-fighter shifts on fire engines lost to sickness absence)**” [BV12a] is 7.3. This represents a slight decrease compared to the figure of 7.57 reported at the end of 2006/07. As a result of this performance the Authority exceeded its 2007/08 target of 7.34%. The reduction within this performance indicator can be attributed to the robust application of the revised Absence Management policy, whereby speedier intervention is put in place at local level with the support of effective management.

BV 12b: Number of working days/shifts lost to sickness absence by all Staff				
2006/07		2007/08		
YTD	A	YTD	EOY	T
8.72	8.72	8.03	8.03	8.5

The end of year figure for the “**Number of working days/shifts lost to sickness absence by all Staff**” [BV12b] is 8.03. This represents a forecasted reduction of more than ½ a day/shift compared to 2006/07. As a result of this performance the Authority exceeded its target of 8.5 days/shifts. In order to continue this downward trend we will be further implementing the Absence Management Policy with particular focus on non rider and corporate staff to work towards a total of 6.5 days.

BV 15a: Percentage of wholetime fire fighters ill-health retirements as a % of the total workforce				
2006/07		2007/08		
YTD	A	YTD	EOY	T
0.65	0.65	0.32	0.32	0.54

The end of year figure for the “**Percentage of wholetime fire fighters ill-health retirements as a % of the total workforce**” [BV 15a] is 0.32% (3 retirements). This represents a decrease of 51% compared to the end of year figure reported in 2006/07 and as a result of this performance the Authority is set to exceed its target of 0.54. The year to date figure of 0.32% represents 3 ill-health retirements so far in the 2007/08 financial year.

BV 15b: Percentage of control and non-uniformed ill-health retirements as a % of the total workforce				
2006/07		2007/08		
YTD	A	YTD	EOY	T
1.06	1.06	0	0	0.9

The end of year figure for the “**Percentage of control and non-uniformed ill-health retirements as a % of the total workforce**” [BV15b] is 0%. This represents a reduction of 100% when compared with the end of year figure of 1.06% in 2006/07. There have been no retirements by control and non-uniformed staff due to ill-health. As a result of this performance the Authority has exceeded its target of 0.9% in 2007/08. The Authority will aim to repeat this performance in 2008/09.

Finance:

Additional performance information relating to the following indicator can be found on page 28 of Appendix A and page 36 of Appendix B.

BV 8: Percentage of invoices for commercial goods and services that were paid within 30 days of such invoices being received by the authority				
2006/07		2007/08		
YTD	A	YTD	EOY	T
92.24	92.24	96.83	96.83	100

The end of year for the “**Percentage of invoices for commercial goods and services that were paid within 30 days of such invoices being received by the authority**” [BV 8] is 96.83%. This is below the Government set target of 100% but it is an increase of 4.5% on the end of year figure of 92.24% in 2006/07 .The Finance Department are continuing to investigate the reasons for late payment and will liaise with the relevant Departments to rectify the issues throughout 2008/09.

Data Quality

The Tyne and Wear FRS are responsible for the gathering, storing and processing of data. In order to ensure that the data is accurate and represents a true reflection of our performance we continuously monitor and scrutinise the data through a process of validation.

As a result of our validation process the data supplied within this report is provisional. The actual end of year performance data will be published in our Performance Plan in 2008.

The performance data used within our plans and reports are based on statistics which have been through our validation process. For further information relating to our data please refer to our Data Quality Strategy which can be found on our intranet.

Appendix A

A performance summary of **all** the Authority's Performance Indicators

Performance Report: Example

% difference between 07/08 End of Year and 07/08 Target

Difference between 07/08 Forecast and 07/08 Target

	A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
BV143ii Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)	14.81	7.26	5.57	2.12	6.52	5.46	-1.06	-19
LI3 Number of injuries arising from accidental fires in dwellings excluding precautionary checks								
LI4 Number of injuries from accidental fires in								
LI5 Number of injuries from ALL fires								

Reasons for performance:

The reason why the Authority has failed to achieve its target is due to.....

In order to achieve the Authority target we will be

Station X has been delierving a number of proactive initiatives to address the issue, including

Key:

- YTD = Year to Date
- A = Actual Performance
- E = End of Year
- T = Target

Traffic light system reflects 07/08 performance (EOY) against 06/07 performance (A)

Traffic light system reflects 07/08 performance (EOY) against 07/08 Target (T)

Traffic Light System:

- Exceeded target
- Within 2.5% of target
- Missed target by more than 2.5%

Performance Report Q4 2007/08: Prevention and Education

Head of Community Safety: ACO Simpson

Group Manager: Chris Lowther

		A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
Deaths and Injuries									
BV143i	Number of deaths from accidental fires in dwellings per 100,000 population	0.47	0.37	0.37	0.37	0.37	0.47	0.1	n/a
LI1	Number of deaths from accidental fires in dwellings	5	4	4	4	4	0-5	1	n/a
LI2	Number of deaths from ALL fires	7	8	5	7	7	0-6	-1	n/a

The service has achieved target for BV143i, with a variance of 0.1, however it must be noted that the 'headline' number of deaths from all fires was 7, 1 death above target. The accidental fire fatality in Newcastle District on 30/03/08 highlights the difficulties the service faces in achieving behavioural change of some residents within our area. The casualty was asleep during the day, which itself was directly related to the use of alcohol. To compound matters, the property did not have a working smoke alarm fitted. Service Delivery staff have delivered 17130 HFRA's in this financial year, to some of our most at risk customers, further embedding our safety message in the community. Reviews are underway with regard to the holistic issue of HFRA, and the service should look forward to an evolutionary phase of safety delivery.

BV143ii	Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)	14.81	7.26	5.57	4.32	4.32	5.46	1.14	21
LI3	Number of injuries arising from accidental fires in dwellings excluding precautionary checks (BV143ii as a whole number)	159	78	61	47	47	60	13	22
LI4	Number of injuries from accidental fires in dwellings	259	204	258	254	254	251	-3	-1
LI5	Number of injuries from ALL fires	339	281	327	337	337	317	-20	-6

The BV143ii figure of 4.32 injuries per 100k population continues the downward trend in injuries suffered as a result of accidental fires, with a 60% reduction from 04/05f. Data analysis has indicated that there are no significant or tangible hot spots of this type of event in the service area, but there is a trend which identifies the elderly, both in their home and in sheltered accommodation as the largest at risk demographic group. P and T and P and E are working together to develop strategies to influence this.

		A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
Fire Attendance									
LI24	Total number of fire calls attended	12948	12395	14337	12385	12385	13907	1522	10.9
BV142ii	Number of primary fires per 10,000 population	45.5	43.7	41.1	33.1	33.1	39.9	6.8	17
LI25	Number of property fires excluding road vehicles (part 1 of BV142ii)	3183	3083	3044	2343	2343	2953	610	21
LI26	Number of fires involving road vehicle (part 2 of BV142ii)	1705	1611	1457	1259	1259	1413	154	11
BV144	Percentage of accidental fires in dwellings confined to the room of origin	95	95.3	95.7	94.22	94.22	95.78	1.56	2
LI40	Number of special incidents attended per 10,000 population	22.7	24.1	22.52	24.45	24.45	21.95	-2.5	-11

Performance against both BV142ii and BV144 are within the parameters of the targets set. Recent work conducted on the FDR1 vs. FAGI incident reporting concepts, coupled with the impact of the HFRAs the service has carried out in the last few years, in our most at risk areas, can allow confident prediction that performance will continue to improve.

		A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
Accidental Fires									
BV142iii	Number of accidental fires in dwellings per 10,000 dwellings	33.3	33.2	33.7	23.4	23.4	32.28	8.88	28
LI8	Number of accidental fires in dwellings (BV142iii as a whole number)	1570	1562	1593	1109	1109	1535	426	28
LI9	Number of accidental kitchen fires (part 1 of LI8)	1255	1211	1295	798	798	1257	459	37
LI10	Number of accidental non kitchen fires (part 2 of LI8)	315	351	298	311	311	278	-33	-12
BV208	The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance	nda	91	93	95	95	94.09	-0.91	0
LI6	Number of people in accidental dwelling fires who escape unharmed without FRA assistance	nda	1314	1952	1530	1530	2050	520	25
BV209i	The percentage of fires attended in dwellings where a smoke alarm had activated	49.5	54.8	60.8	53.6	53.6	62.36	8.76	14.0
LI11	Number of fires attended in dwellings where a smoke alarm had activated (BV209i as a whole number)	958	1039	1141	736	736	nts	n/a	n/a
BV209ii	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	8.9	8.3	8.2	10.9	10.9	8.12	-2.78	-34
LI12	Number of Fires attended in dwellings where a smoke alarm was fitted but did not activate (BV209ii as a whole number)	172	157	153	149	149	nts	n/a	n/a
BV209iii	The percentage of fires attended in dwellings where no smoke alarm was fitted	41.6	36.9	31.1	35.5	35.5	29.54	-5.96	-20
LI13	Number of fires attended in dwellings where no smoke alarm was fitted (BV209iii as a whole number)	806	700	583	487	487	nts	n/a	n/a

In terms of accidental fires the Authority can be pleased with the performance against BV142iii and BV208 but must give consideration to the reasons behind the recorded figures of BV209i and ii. Contributory factors to the recorded figures within BV142ii and the associated LIs have been sheltered accommodation education programs (to both staff and residents), work with students, and targeted HFRA programmes. Of the fires occurring, a significantly high amount were attributed to activation of alarms due to cooking fumes, unattended pans with only minor damage, food burning in unattended microwaves, spin dryers not being adequately ventilated, misuse of appliances, and electric leads (misuse and malfunction). Service Delivery Pand E teams now interrogate the available fire data, and use the findings to inform activity. With regards to BV209i and ii, the position of the smoke alarm(s) in a premise is key, as is advice the FRS offers in terms of closing doors at night. Positive behaviours by customers can result in these percentages being 2 p.w.

		A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
Deliberate Fires									
BV206i	Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population	9.5	8.8	8	6.7	6.7	7.7	1	13.0
LI14	Number of property fires started deliberately (BV206i as a whole number)	1023	944	875	726	726	844	118	14.0
BV206ii	Number of deliberate primary fires in vehicles per 10,000 population	13.6	12.5	11	8.9	8.9	10.58	1.68	16
LI15	Number of vehicle fires started deliberately (BV206ii as a whole number)	1462	1342	1200	967	967	1159	192	17
BV206iii	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000	70.9	68.3	83.2	72.3	72.3	78.5	6.2	8
LI16	Number of secondary fires not involving property or road vehicles started deliberately (BV206iii as a whole number)	7615	7327	9113	7859	7859	8596	737	8.6
BV206iv	Number of deliberate secondary fires in vehicles per 10,000 population	0.8	0.6	0.5	0.35	0.35	0.46	0.11	24
LI17	Number of secondary fires in vehicles started deliberately (BV206iv as a whole number)	89	60	55	38	38	50	12	24
LI18	Number of refuse fires started deliberately	5834	5254	5738	5395	5395	5413	18	0

Across the board, the service has continued the downward trend of recent years in the number of deliberate fires suffered in the community. The district P and E structure supported by SDHQ and HQ, are now embedded in the local partnership structures, and are now able to influence the direction and work of partners in order to achieve our aims. Target hardening of vulnerable property is undertaken by local authority departments, private landlords, and housing associations across the service area. Letterbox locks, with the sole purpose of preventing arson, and now being consistently purchased and fitted by partners on our behalf. TWFRS has influenced the adoption of AVAIL vehicle uplift schemes across all five districts, and has supported improved street lighting. P and E teams continue to provide Juvenile Firesetter Education programmes to multi agency referrers. We have allied our Schools Education program to the 'Safer Streets' initiatives which come out of Operational Delivery Groups (ODG), Anti Social Behaviour Tactical Groups (ASBTG) and Safer Neighbourhood Action Problem Solving (SNAPS) groups.

		A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
Unwanted Alarms									
BV146i	Number of calls to malicious false alarms NOT ATTENDED per 1,000 population	0.2	0.2	0.2	0.19	0.19	0.2	0.01	5
LI20	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)	261	237	243	208	208	219	11	5
BV146ii	Number of calls to malicious false alarms ATTENDED per 1,000 population	0.7	0.6	0.6	0.63	0.63	0.56	-0.07	-13
LI21	Number of malicious false alarm calls ATTENDED	795	622	671	685	685	613	-72	-12
BV149i	Number of false alarms due to automatic fire detection, per 1,000 nondomestic properties	94.6	113.4	98.6	89	89	93.7	4.7	5
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises (BV149i as a whole number)	2945	3531	3058	2774	2774	2905	131	5
LI23	Number of false alarms due to automatic fire detection from domestic premises	nda	nda	3112	2698	2698	2957	259	9
BV149ii	Number of those properties in BV149i with more than 1 attendance by the FRS	new 05/06	562	471	439	439	462	n/a	n/a
BV149iii	% of calls which are to a property with more than one attendance	nda	79	79	79	79	75.1	n/a	n/a
LI27	Number of false alarm calls due to "Good Intent"	1906	1974	2497	2909	2909	nts	n/a	n/a

The work carried out to tackle both AFAs and unwanted fire signals continues across the service. Pand T SMs are now part of the District Management Teams, and are in contact with the worst thirty offenders in each district, offering support and dealing with their issues. Partnership work with arms length local authority housing associations has resulted in the associations taking shared responsibility for reducing the frequency of calls, and the model developed with YHN has now been adopted by the Telecare Services Network as best practice throughout the UK, and prominently appears in the CFOA protocol on the subject.

		A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
Home Fire Risk Assessments									
LI7	Number of HFRA's delivered to properties where the occupiers are identified as being at the greatest risk of becoming a dwelling fire casualty	nda	nda	16713	17130	17130	16064	1066	7

The service as a whole has exceeded target for HFRA's, however, within this, not all stations have achieved their individual target, with problems with the accuracy of the performance indicator system compounding the management of output. The service may wish to consider how it sets performance output targets per watch/station for HFRA's

Related Data (last updated 01/08):

Population for Tyne and Wear:	1087581
No. of Domestic properties:	474928
No. of Non-Domestic properties:	31170

The data featured within this report has been provided by the Statistics Department of the Tyne and Wear Fire & Rescue Authority.

Performance Report Q4 2007/08: Protection and Technical

Head of Community Safety: ACO Simpson

Group Manager: Paul Anderson

		A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
Non domestic fires									
BV207	The number of fires in non-domestic premises per 1,000 non-domestic premises.	40.1	38.1	22.3	18.2	18.2	20.1	1.9	9
LI19	Number of non domestic property fires started deliberately (part 1 of BV207)	262	207	208	165	165	188	23	12
LI50	Number of accidental fires in a non domestic property (part 2 of BV207)	525	504	483	401	401	436	35	8

The risk based inspection programme , and the targetting of premises that present specific risks , for example licensed premises , together with an effective enforcement regime that has attracted positive publicity through publication of enforcement actions (succesful Prosecution against Brandling Guest House for example) has enabled the reduction of incidences of fires started within non-domestic premises .

LI51	Number of fire related deaths in a non domestic property	0	1	0	0	0	0	0	0
LI53	Number of fire related injuries in public buildings and industrial premises	15	20	15	3	3	14	11	79
LI52	Number of complaints regarding perceived poor customer service (Quality)	0	0	0	7	7	0	-7	0

The low number of fire related injuries reflects the focus on life risk inspections supported by education and advice strategies delivered by Service Delivery Protection and Technical personnel utilising for example information seminars .

Related Data (last updated 01/08):

Population for Tyne and Wear:	1087581
No. of Domestic properties:	474928
No. of Non-Domestic properties:	31170

The data featured within this report has been provided by the Statistics Department of the Tyne and Wear Fire & Rescue Authority.

Performance Report Q4 2007/08: Human Resources

Head of HR / Learning & Development: DCO Hindmarch
Area Manager: John Baines

	A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
Equal Opportunities								
BV2a	The level (if any) of the Equality Standard for Local Government to which the Authority conforms							
	1	1	2	3	3	3	0	
BV2b	The duty to promote race equality							
	74	84	95	100	100	97	-3	-3
BV11a	% of top 5% of Authority earners that are women							
	5.19	5.3	15.6	13.9	13.9	5.72	8.18	143
BV11b	% of the top 5% of Authority earners from ethnic minority communities							
	0.74	0.75	1.6	2.5	2.5	1.6	0.9	56
BV11c	% of top 5% of earners that have a disability							
	nda	1.5	1.6	1.3	1.3	1.6	-0.3	-19
BV16ai	% of wholtime and retained duty system employees with a disability							
	previously reported as 1 indicator		0.75	0.64	0.64	0.76	-0.12	-16
BV16aii	% of control and corporate employees with a disability							
			2.8	2.6	2.6	2.85	-0.25	-9
BV16b	% of the economically active population in the Authority area who have a disability							
	nda	18	19.5			nts		
BV17a	% of uniformed staff from ethnic minority communities							
	0.85	0.65	0.66	0.72	0.72	0.75	-0.03	-4
BV17b	% of economically active (18 - 54) population from ethnic minority communities in the FRS area.							
	3.61	3.61	3.2			nts		
BV210	% of women firefighters							
	1.3	2.3	3.1	4.3	4.3	3.1	-1.2	-39

BV2A Following a comprehensive external audit held in February 2008, the Authority was judged to be at Level 3 of the Equality Standard for Local Government. An action plan is being prepared to move the Authority to Level 4 and subsequently to Level 5. **BV2b** The Authority now has evidence to hit 100%. **BV11a** This is due to the fact that the Service has introduced the role of Station Manager which means that the base figure has altered, although there has also been an overall increase in the number of women in the top 5% of earners it is envisaged that this will remain fairly static next year. **BV11b** This has increased this year due to recruitment and it is envisaged to remain fairly static next year. **BV11c** This represents one member of staff and is unlikely to alter this financial year. **BV16ai** This represents 6 members of the operational workforce who have declared a disability. The Authority is to re-run the survey during 2008/09. **BV16aii** This represents 8 members of corporate staff and control who have declared a disability. The Authority is due to re-run the survey during 2008/09. **BV16b** This is not specific to the Authority and is externally sourced. **BV17a** This represents a total of 7 members of the operational workforce. However, if all census definitions could be included the figure would be 10 = 1.02%. **BV17b** This is reported once per year, i.e. 31st March 2008, and is not specific to the Authority being externally sourced. **BV210** This represents a total of 41 grey book staff and it is envisaged that the numbers will continue to show an upward trend.

		A 04/05	A 05/06	A 06/07	A 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
Absence/Retirement									
BV12a	Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	9.69	9.52	7.57	7.3	7.3	7.34	0.04	1
BV12b	Proportion of working days/shifts lost to sickness absence by all staff	10.26	9.53	8.72	8.03	8.03	8.5	0.47	6
BV15a	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.63	0.63	0.65	0.32	0.32	0.54	0.22	41
BV15b	Control and non-uniformed ill-health retirements as a % of the toal workforce	2.65	2.39	1.06	0	0	0.9	0.9	100

BV12a Sickness absence continues to show a sustainable downward trend however close monitoring and early intervention will continue to be robustly supported to reduce absence further. **BV12b** An improvement on last year and exceeded the target set however we must continue to work towards 6.5 days/shifts lost due to sickness absence for all by further strengthening the policies and procedures. **BV15a** This represents 3 retirements on grounds of ill health and exceeded the target set. **BV15b** There have been no retirements on grounds of ill health under the Local Government Pension Scheme this year.

* Figure has been revised from 7.72 to 7.57 after confirmation from CLG

**Performance Report Q4 2007/08:
Finance**

Head of HR / Learning and Development: ACO Hindmarch
Finance Manager: Helen Tait

	A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
BV8 The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	79.2	93.96	92.24	96.83	96.83	100	-3.17	
BV150 Expenditure per head of population on the provision of fire and rescue services	45.87	51.88	50.65	to be confirmed		nts		

We will continue to investigate all late payments to ensure that the latest performance indicator is maintained.

**Performance Report Q4 2007/08:
Control**

Head of Corporate Support: AM Tom Capeling
Group Manager: Barbara Hammond

		A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
LI41	Percentage of emergency callers engaged in within 7	98.2	97.5	97.6	98.1	98.1	97.9	-0.2	-0.2
LI42	Percentage of fire appliances despatched within 60 seconds	61.8	54.3	56	57.9	57.9	57.4	-0.5	-0.9

Related Data (last updated 09/06):

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No. of Non-Domestic properties:	31170

The data featured within this report has been provided by the Statistics Department of the Tyne and Wear Fire & Rescue Authority.

Section Manager: Tony Strong

Performance Report Q4 2007/08: Procurement

		A 04/05	A 05/06	A 06/07	YTD 07/08	EOY 07/08	T 07/08	Variance with T	% Variance with T
LI60	Total number of orders placed	nda	7533	8849	8279	8279	9291	1012	11
LI61	Average value of all orders placed	nda	1138	1682	1887.6	1887.6	1598	-289.6	-18
LI62	Average number of suppliers used	nda	252	294	316	316	279	-37	-13.3
LI63	Average spend placed with supplier	nda	2842.2	4175	4756.33	4756.3	4208	-548.33	-13.0

L160 The closure of the NEPO Stores has been managed well and therefore whilst there has been an increase in orders placed since the closure we have still achieved the target. L161 subsequently has achieved target due to a high level of spend but the L160 target being achieved. Whilst the amount of orders placed have been controlled the number of vendors used has increase as NEPO used to be a "one stop shop" The average spend per supplier has hit target but due to the failure to achieve target in L162 I would question the original target setting process.

Appendix B

A three year graphical comparison of the Authority's **BVPI** performance

Deaths and Injuries

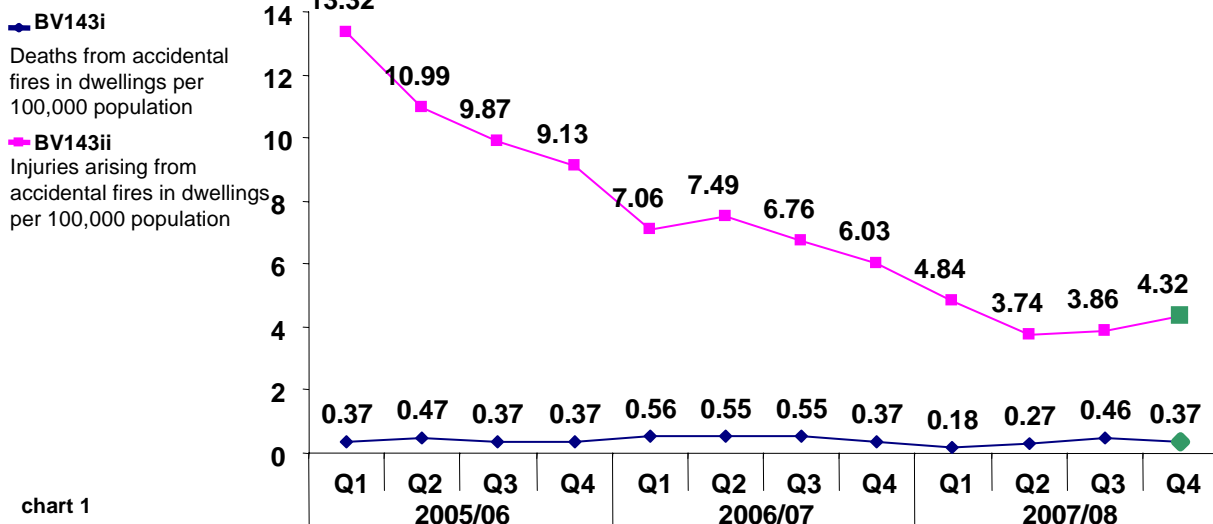


chart 1

Fire Attendances

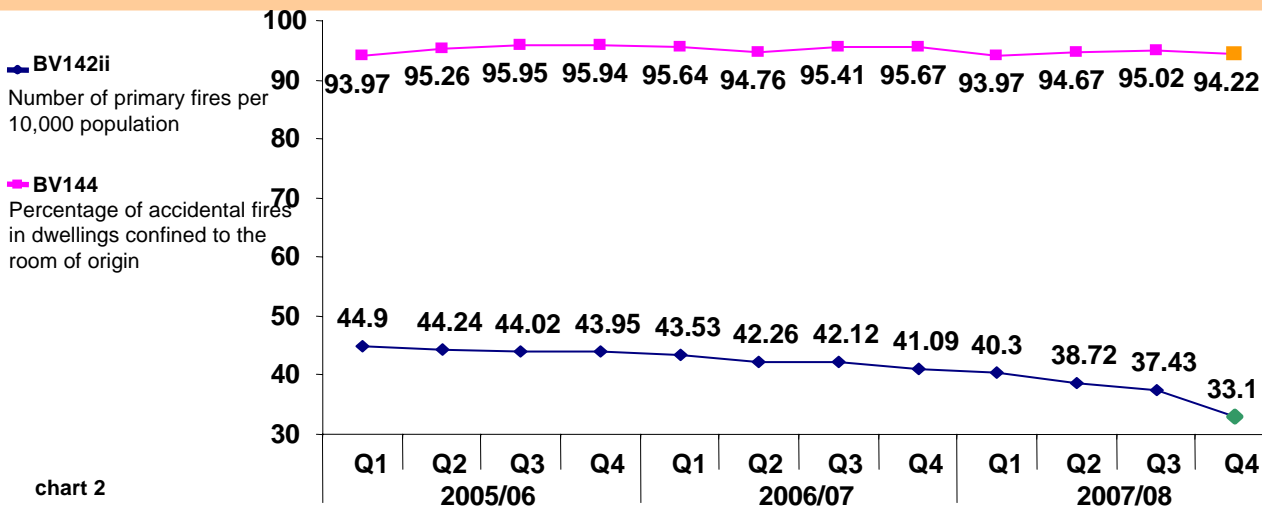


chart 2

Accidental Fires

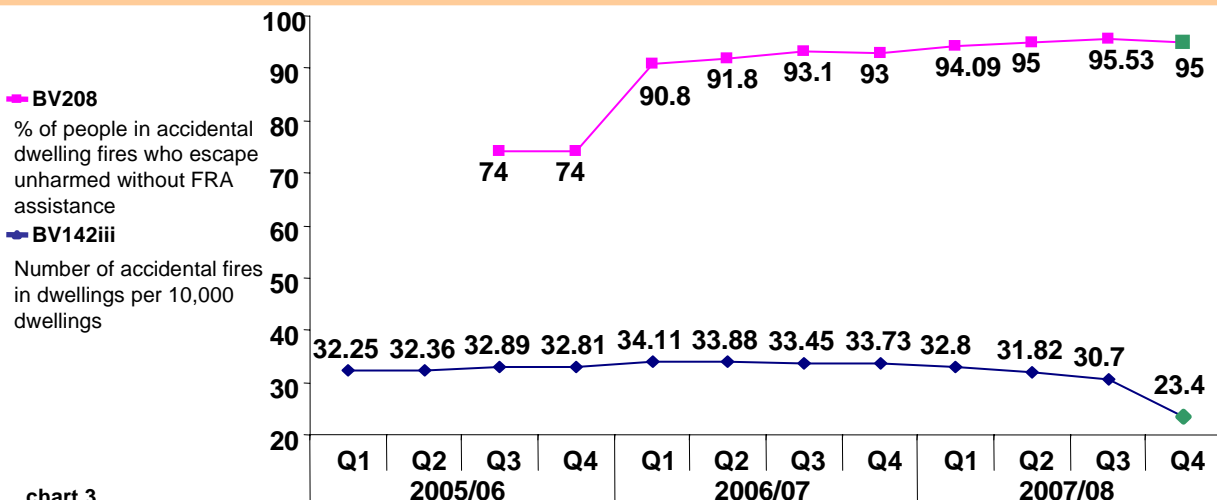
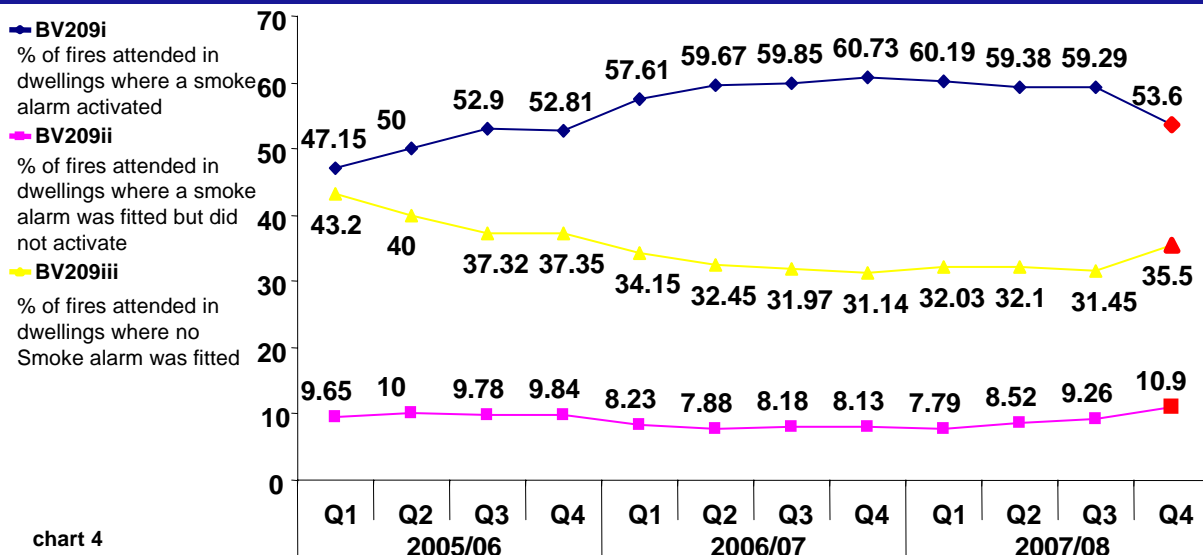
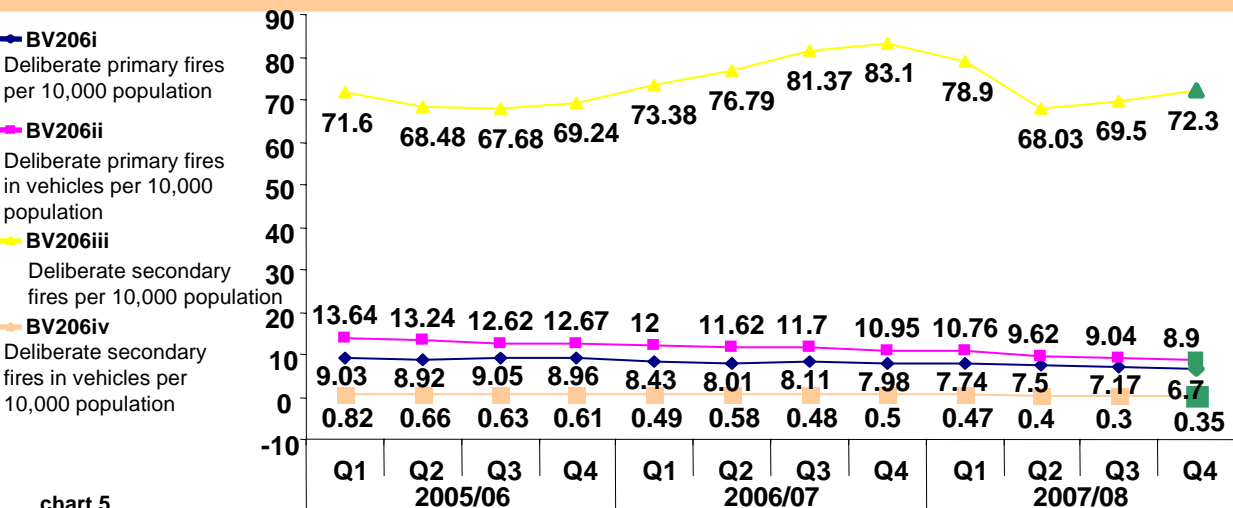


chart 3

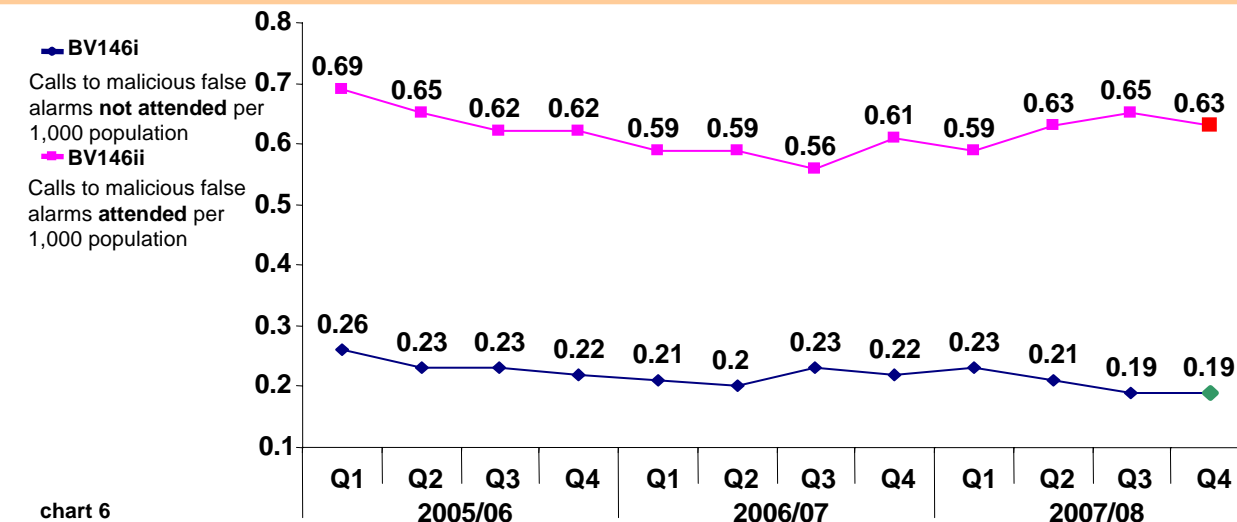
PRC Quarterly Performance Report: Q4 (April – March) 2007/08

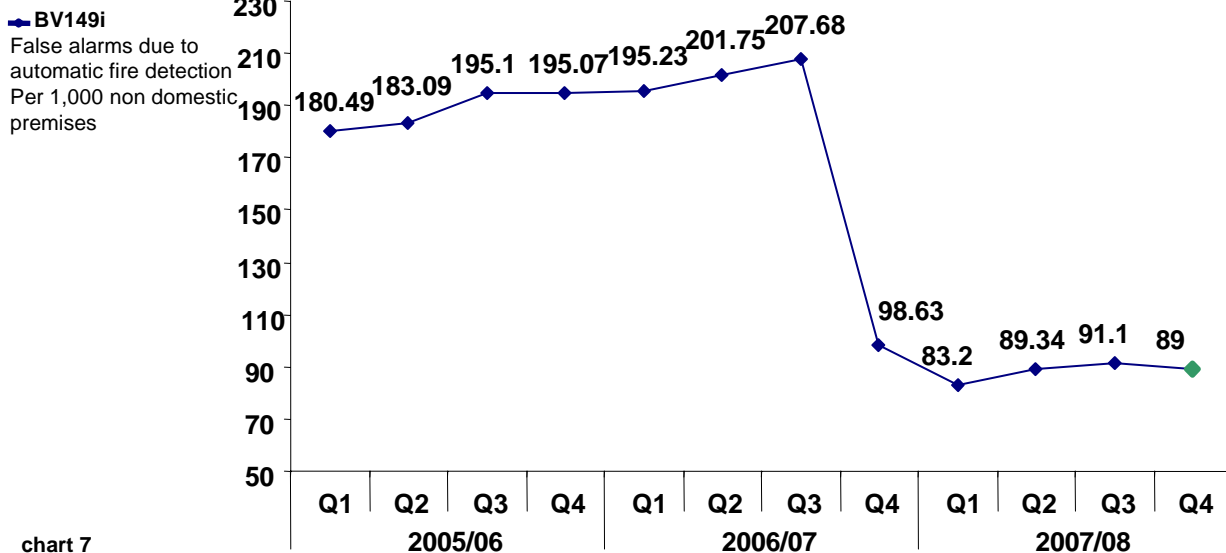


Deliberate Fires

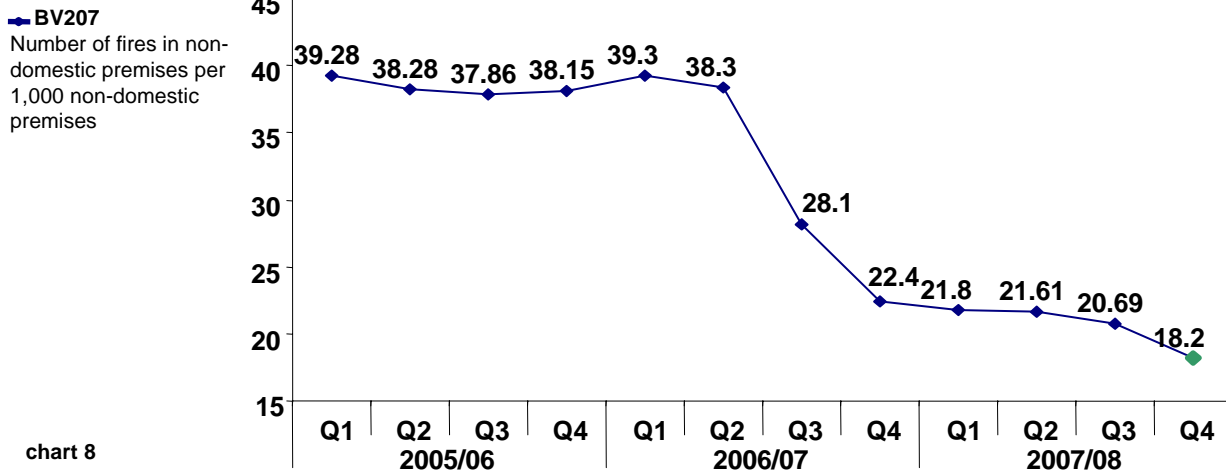


Unwanted Alarms

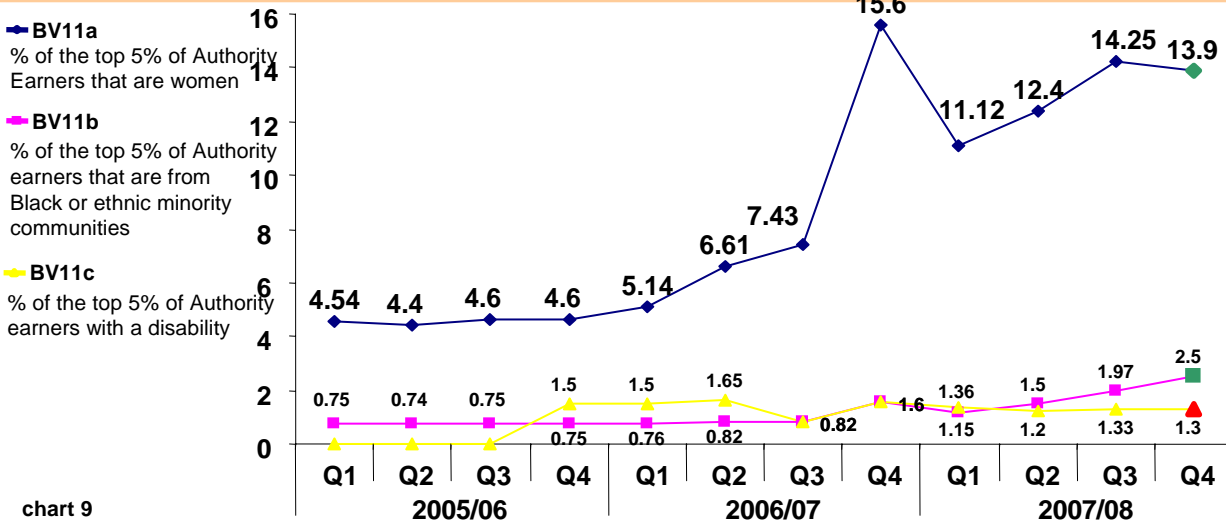


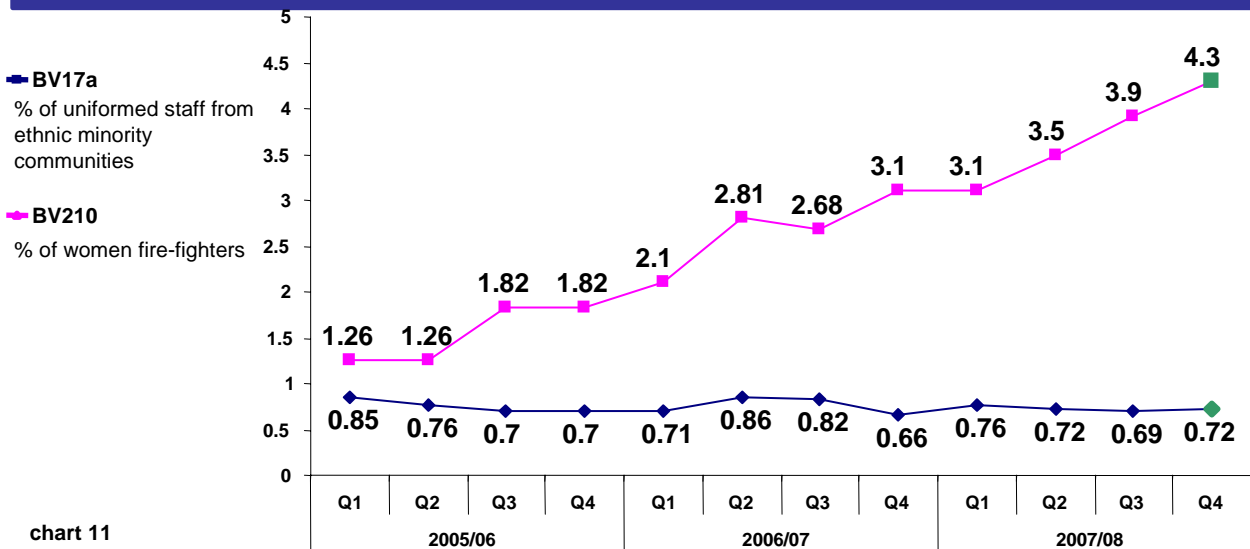
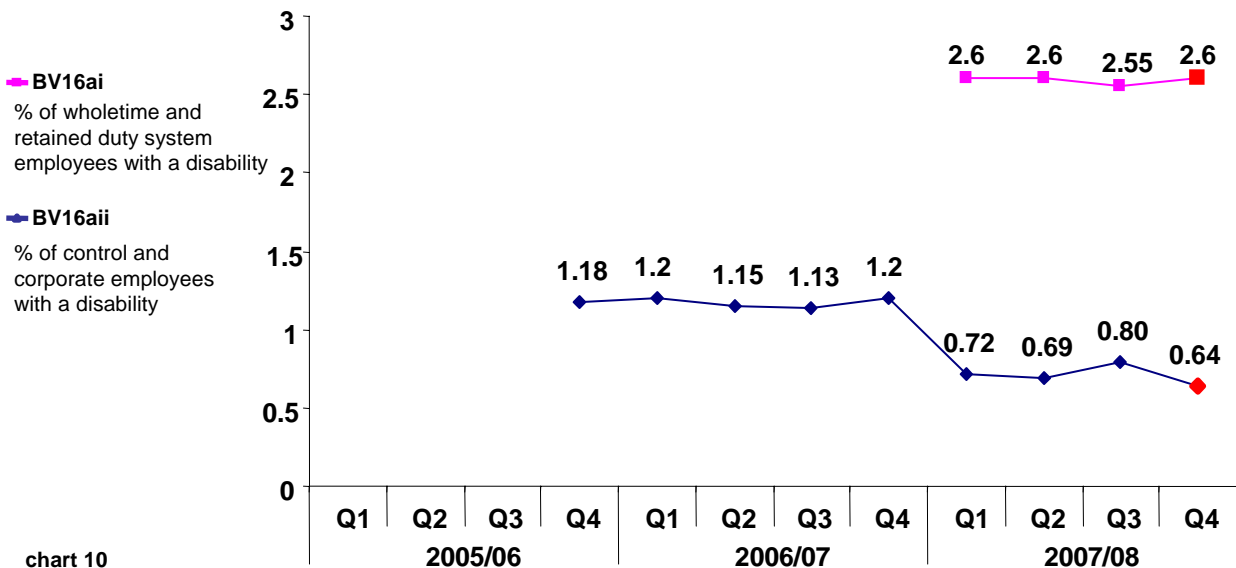


Non domestic fires

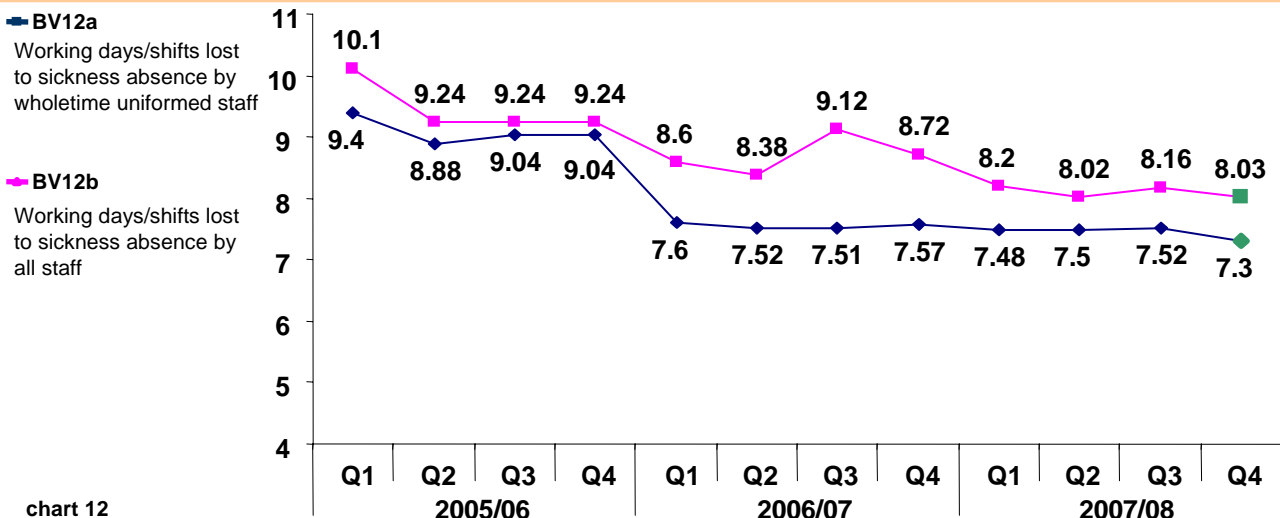


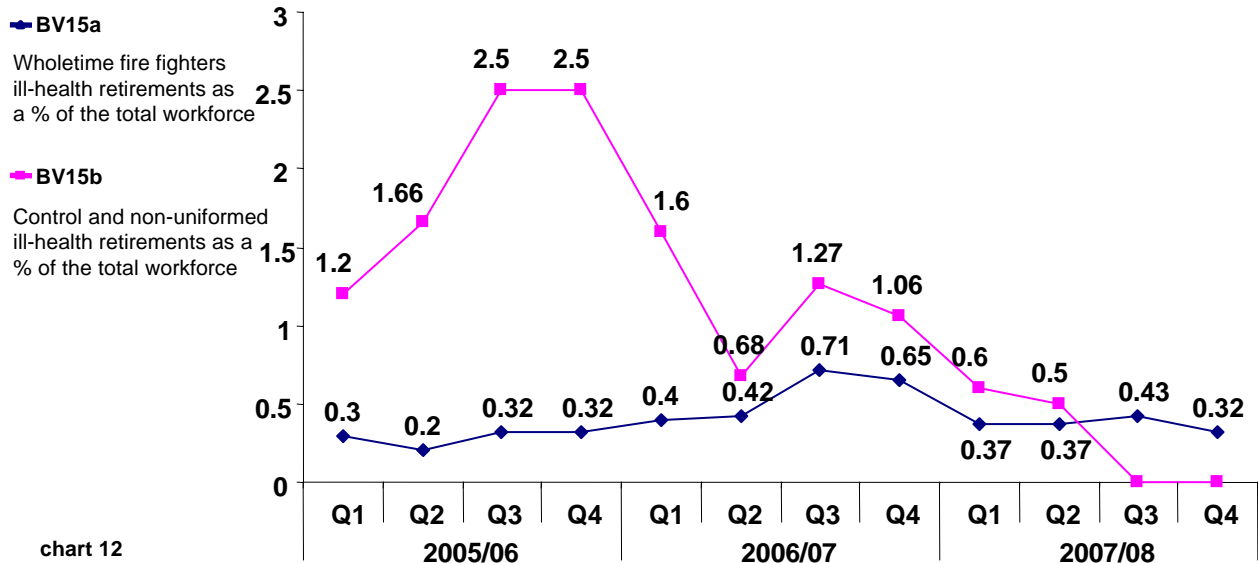
Equal Opportunities



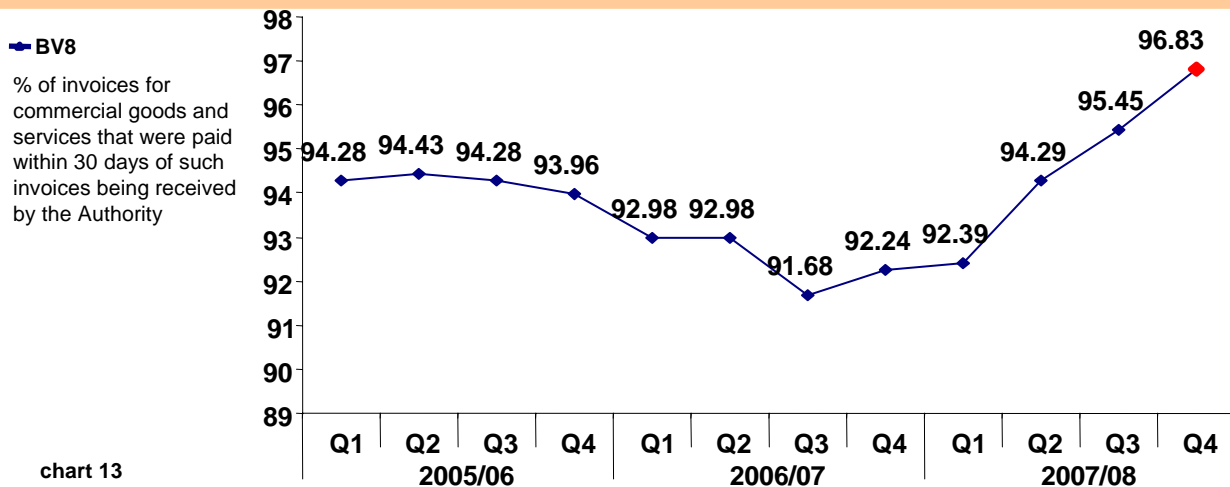


Equal Opportunities





Finance



Appendix C

A snap shot of the Authority's BVPI performance
against its 2007/08 targets and 2006/07 performance

BVPI Performance Summary

The following summary highlights the overall performance of all our BVPI's:

Predicted end of year performance 2007/08 against target:

No. of BVPIs set to achieve target: 21 (64%)

- Number of deaths from accidental fires in dwellings
- Number of injuries arising from accidental fires in dwellings
- Number of primary fires
- Number of accidental fires in dwellings
- % of people in accidental dwelling fires who escape unharmed without FRA assistance
- Number of deliberate primary fires
- Number of deliberate primary fires in vehicles
- Number of deliberate secondary fires
- Number of deliberate secondary fires in vehicles
- Number of false alarms due to automatic fire detection
- Number of those properties in BV149i with more than 1 attendance by the FRS
- Number of calls to malicious false alarms NOT ATTENDED
- The level of the Equality Standard for Local Government to which the Authority conforms
- The duty to promote race equality
- % of the top 5% of Authority earners from ethnic minority communities
- % of top 5% of Authority earners that are women
- % of women firefighters
- Proportion of working days/shifts lost to sickness absence by all staff
- Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff
- Wholetime fire fighters ill-health retirements as a % of the total workforce
- Control and non-uniformed ill-health retirements as a % of the total workforce

No. of BVPIs set to be within variance: 1 (3%)

- % of accidental fires in dwellings confined to the room of origin

No. of BVPIs set to miss target: 11 (33%)

- % of fires attended in dwellings where a smoke alarm had activated
- % of fires attended in dwellings where a smoke alarm was fitted but did not activate
- % of fires attended in dwellings where no smoke alarm was fitted
- Number of calls to malicious false alarms ATTENDED
- % of calls which are to a property with more than one attendance
- Number of fires in non domestic premises
- % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
- % of top 5% of earners that have a disability
- % of control and corporate employees with a disability
- % of uniformed staff from ethnic minority communities
- % of wholetime and retained duty system employees with a disability

Comparison of 2007/08 performance with the end of year figure for 2006/07:

No. of BVPIs set to beat last years performance: 25 (76%)

- Number of deaths from accidental fires in dwellings
- Number of injuries arising from accidental fires in dwellings
- Number of primary fires
- Number of accidental fires in dwellings
- % of accidental fires in dwellings confined to the room of origin
- % of people in accidental dwelling fires who escape unharmed without FRA assistance
- Number of deliberate primary fires
- Number of deliberate primary fires in vehicles
- Number of deliberate secondary fires
- Number of deliberate secondary fires in vehicles
- Number of calls to malicious false alarms NOT ATTENDED
- Number of false alarms due to automatic fire detection
- Number of those properties in BV149i with more than 1 attendance by the FRS
- % of calls which are to a property with more than one attendance
- Number of fires in non domestic premises
- % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
- The level of the Equality Standard for Local Government to which the Authority conforms
- The duty to promote race equality
- % of the top 5% of Authority earners from ethnic minority communities
- % of uniformed staff from ethnic minority communities
- % of women firefighters
- Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff
- Proportion of working days/shifts lost to sickness absence by all staff
- Wholetime fire fighters ill-health retirements as a % of the total workforce
- Control and non-uniformed ill-health retirements as a % of the total workforce

No of BVPIs set to repeat last years performance: 0 (0%)

No. of BVPIs set to perform worse than last year: 8 (24%)

- % of fires attended in dwellings where a smoke alarm was fitted but did not activate
- % of fires attended in dwellings where no smoke alarm was fitted
- % of fires attended in dwellings where a smoke alarm had activated
- Number of calls to malicious false alarms ATTENDED
- % of top 5% of Authority earners that are women
- % of top 5% of earners that have a disability
- % of control and corporate employees with a disability
- % of wholetime and retained duty system employees with a disability

Note: 2 BVPI's do not have targets