

POLICY AND PERFORMANCE COMMITTEE

Meeting of the POLICY AND PERFORMANCE COMMITTEE to be held in the Fire Authority Rooms at the Fire and Rescue Service Headquarters, Nissan Way, Barmston Mere, Sunderland on MONDAY, 30 JANUARY 2012 at 10.30 a.m.

A G E N D A

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Dave Smith,
Clerk to the Authority.

Civic Centre,
SUNDERLAND.

20 January 2011

POLICY AND PERFORMANCE COMMITTEE

Minutes of the meeting of the
POLICY AND PERFORMANCE
COMMITTEE held in the Fire Authority
Rooms, Fire and Rescue Service
Headquarters, Nissan Way, Barmston
Mere, Sunderland on MONDAY 24
OCTOBER 2011 at 10.30 a.m.

Present:

Councillor Heron in the Chair

Councillors Ahad and Mulvenna

Apologies for Absence

Apologies for absence were submitted to the meeting on behalf of Councillors M. Forbes, N. Forbes and Padgett.

Declarations of Interest

None.

Minutes

1. RESOLVED that the minutes of the meeting of the Policy and Performance Committee held on 10 January 2011 (circulated) be confirmed and signed as a correct record.

End of Q2 (April - September) Performance Report 2011/12

The Committee considered a report from the Chief Fire Officer to present the Q2

(April – September) performance of the Authority against the targets for 2011/12. Members of the Policy and Performance Committee are requested to consider and scrutinise the contents of this report and provide comments.

(For copy report – see original minutes).

The Chairman welcomed Mark Hedley, Corporate Development Manager to the Committee and invited him to present the report.

Mark Hedley explained how the report was structured and the graphical information presented.

He reminded Members that the performance of each indicator was colour coded to reflect the following:

- Forecasted performance against the end of year performance for the previous year
- Forecasted performance against the end of year target

A traffic light system was used to highlight the performance related to each of the indicators:-

Where the target is likely to be missed by more than 2.5%, the colour was red;
Where the projected figure was within - 2.5% of the target, the colour was yellow;
Where the target is forecast to be achieved the colour was green.
Where no target has been set the cell remained white.

The performance report had been divided into the following sections in order to provide a comprehensive overview based on national and local priorities:-

Service Led Priorities -

These reflect the service led indicators as previously defined by CLG and remain to be used as a priority by the FRS.

Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checks):

- Total number of primary fires per 100,000 population (**LI 29**)
- Total number of fatalities due to primary fires per 100,000 population (**LI 2**)

Arson Incidents:

- Total number of deliberate primary and secondary fires per 10,000 population (**LI 33**)
- Total number of deliberate secondary fires per 10,000 population (**LI 16**)

Local Priorities –

These reflect our local priorities based on previous performance and the goals of the organisation.

Emergency Response:

- **LI 4** Number of injuries from accidental dwelling fires
- **LI 8.1** Number of accidental fires in dwellings per 10,000 dwellings
- **LI 31** % of fires attended in dwellings where a smoke alarm was fitted
- **LI 21** Number of malicious false alarm calls attended
- **LI 22** Number of false alarms due to automatic fire detection from non domestic properties per 1000 non domestic premises.

Diversity and Equality:

- **LI 86** % of workforce from ethnic minority communities
- **LI 85** % of workforce who are women

Absence and Retirement:

- **LI 82** Proportion of working days/shifts lost to sickness absence by all staff

Environmental:

- **EM 5** CO₂ reduction from local authority operations (reported at end of year)

Based on Quarter 2 performance data, the Authority was maintaining its overall trajectory of improvement and was set to meet the majority of the targets set for the current financial year. This includes, based on a comparison with 2010/11,

- 20% fewer **Accidental Dwelling Fires**
- 14% fewer **Deliberate Fires**
- 14% fewer **Deliberate Secondary Fires**
- 13% fewer **Accidental Kitchen Fires**

Mark Hedley advised that the local priorities would be reviewed and agreed on an annual basis to take into account the changes in performance and the needs and requirements of the Authority. He then took the Committee through each National and Local Priority in turn.

NI49i Number of Primary Fires per 100,000 population (LI29):

The Authority attended 89.8 (993) primary fires per 100,000 population by the end of Q2 2011/12. This reflects a reduction of 11% (127) when compared against the same period in 2010/11.

Based on the forecasted end of year performance of 181.8 (2,011), the Authority were set to achieve a target of 190.3 (2,105) primary fires per 100,000 population by 5% (248).

This performance saw the Authority remain below the average of the Metropolitan FRS and within the best quartile, reflecting the positive comparison of performance.

Only Gateshead District saw an increase when compared to the same period last year.

North Tyneside District reported a reduction of 26% (45) compared with the same period in 2010/11.

As a result of the 997 incidents there were 118 victims.

Chris Lowther advised that Gateshead had reduced its number of street wardens due to financial pressures as reflected in the statistics. In response to an enquiry from Councillor Ahad regarding what was being done to mitigate the effects of having less wardens, Chris Lowther advised that as they were aware of the situation, resources were being reorganised accordingly.

NI49ii Number of fatalities due to primary fires per 100,000 population (LI2):

The Authority had reported 4 fatalities reported from primary fires by the end of Q2 2011/12, with 3 of these as a result of an accidental dwelling fire. By the end of Q2 2010/11 there had been 1 fatality reported.

Based on the forecast end of year performance of 0.54 (6) fatalities due to primary fires per 100,000 population, we will fail in our aim to record no deaths from such incidents.

As throughout previous years, the authority continued to report performance below the Mets FRS average figure reported of 0.6 fatalities per 100,000 population and remain below the best quartile. This reflects the performance reported in other key indicators.

The fatalities occurred within Gateshead, Sunderland and South Tyneside districts and the casualties were 2 females and 2 males.

Chris Lowther reported that when a fatality occurred an immediate case study was undertaken. Case conferences with partners sought to share intelligence about vulnerable people. Partnership working allowed smart targeting of at risk groups and individual agencies to implement preventative measures. This way of working would also extend to near miss cases.

In response to a question from Councillor Mulvenna, Chris Lowther advised that only one of the fatalities had smoke alarms fitted. The incident of the particular individual had been exacerbated by the fact he was using oxygen.

Councillor Heron enquired whether particular hot spots where smoke alarm take up was poor were targeted. Chris Lowther advised that data protection issues had prevented the ability to share information about vulnerable people. It was necessary to try to engage further with care services regarding this.

The Assistant Chief Fire Officer advised that an evaluation day had recently taken place and the issue of engaging care providers in Newcastle had been considered. Good progress was being made but there was still some way to go. She agreed to bring a report to a future meeting of the Committee regarding the work that was being undertaken with carers and care providers.

NI33i Number of all deliberate fires per 10,000 population (LI33):

The Authority recorded 27.8 (3,075) deliberate fires per 10,000 population by the end of Q2 2011/12, a decrease of 14% (501) compared to the same period in 2010/11.

This positive performance was supported by a 18% (94) reduction in the number of deliberate primary fires by the end of Q2 2011/12.

As a result of this the Authority were forecast to achieve the target of 54.0 (5,977), reflecting a forecast reduction of 7% (410). In addition, this performance would result in a reduction of 8% (501) compared to 2010/11.

The forecast end of year performance remained outside the average for the Met FRS and it is above the worst quartile. Only Merseyside FRS reported a greater number (68.9) of such incidents in 2010/11.

Gateshead District reported the highest number of such incidents despite a 7% (27) reduction.

NI33iii Number of deliberate secondary fires per 10,000 population (LI16):

The Authority recorded 28.9 (2,638) deliberate secondary fires per 10,000 population by the end of Q2 2011/12, reflecting a decrease of 14% (410) on the figure reported at the end of Q2 2010/11.

As a result of the forecasted end of year 2011/12 performance, the Authority is forecast to achieve the target of 46.6 (5,156), a reduction of 8% (410).

Compared to the Met FRS, Sunderland's forecast performance remained above the average but below the worst quartile, only Merseyside FRS reported a higher number (50.8) in 2010/11.

Sunderland continues to record the highest number (828) of such incidents by the end of Q2 2011/12 when compared against the other districts. However, it reported a decrease of 21% (215) incidents when compared against the same period in 2010/11.

North and South Tyneside districts have made noteworthy reductions in this indicator of 27% (108) and 25% (89) respectively when compared to the same period last year.

Councillor Mulvenna queried how many deliberate fires were linked to insurance claims. Chris Lowther advised it was very difficult to ascertain, and many could be linked to anti social behaviour.

LI 4 Number of injuries from accidental dwelling fires

The Authority recorded 83 injuries from accidental dwelling fires by the end of Q2 2011/12, a slight decrease of one injury when compared with the same period in 2010/11.

This performance was supported by the reduction reported further on in the report for the number of accidental dwelling fires attended.

As a result of this performance the Authority was forecast to achieve its target of 179 injuries. In total 45% (15) of such injuries resulted in the casualty being admitted to hospital.

Average age of a fire victim was 47 years old with 52% (44) male and 48% (40) female. The average age of a casualty suffering from serious injuries resulting in hospital treatment was 49 years old with 52% (20) casualties being female.

Newcastle reported the highest number (23) of injuries from accidental dwelling fires, with the average age of a casualty being 35 years of age.

Newcastle and South Tyneside reported a greater number of such injuries by the end of Q2 2011/12 when compared against the same period in 2010/11. North Tyneside recorded a 47% (9) reduction during the same period.

LI8.1 Number of accidental fires in dwellings per 10,000 dwellings

The Authority attended 5.9 (278) accidental dwelling fires per 10,000 dwellings by the end of Q2 2011/12, a decrease of 11% (35) compared with the same period in 2010/11, continuing to reflect the lowest number of such incidents reported by the Authority.

A total of 69 people were either injured or rescued from the 278 incidents, with 32% (22) occurring in a single occupancy purpose built flat.

As a result of this performance the Authority is forecast to achieve its target (13.5) for 2011/12 by 4% (28).

The majority of such incidents occurred within the kitchen (63%), with Gateshead (69%), accounting for the highest percentage of such incidents occurring in the kitchen at district level.

Sunderland reported the largest percentage of accidental non kitchen fires with a total of 41% (27), reflecting the targeted Home Safety Check initiatives carried out within the area.

The wards of Walker (10), Westgate (9), Deckham (9), Lobley Hill and Bensham (8) and Millfield (8) account for the majority of such incidents with 16% of the service total.

LI 31 % of fires attended in dwellings where a smoke alarm was fitted

The Authority attended 72% (242) of dwelling fires where a smoke alarm was fitted with 71% (173) alarms activating and 29% (69) not activating. In addition, only 11% (26) operated and failed to raise an alarm to the fire.

Gateshead continued to report the lowest percentage of such incidents, reflecting the number of attendances to such incidents in 2010/11. South Tyneside reported the highest percentage (6%) of such incidents with 67% (24) alarms activating and 33% (12) failing to do so.

This indicator was introduced in 2011/12 to reflect the overall level of smoke alarm ownership regardless of an alarm activating. Through using this measure the Authority were able to demonstrate a clearer link between the successful delivery of Home Safety Checks and reduced risk to the community.

LI21 Number of malicious false alarm calls attended

The Authority attended 141 malicious false alarm calls by the end of Q2 2011/12, 3% (4 calls) fewer when compared against Q2 2011/12.

Despite forecasting that we will reduce the number of such attendances by 1% (3) we are set not to achieve the target of 243 such incidents. However, the forecasted figure will result in us reporting the lowest ever number of such incidents.

Newcastle reported the greatest number (61) of such incidents by the end of Q2 2011/12, an increase of 53% when compared against Q2 2011/12. Westgate Ward accounted for the greatest number (21%) of any ward.

Sunderland recorded the greatest decrease in these incidents with 47% (25) fewer call when compared against Q2 2011/12.

Historically we have reported the greatest number of such incidents during Q1, reflecting the increased number of deliberate fires reported during this period.

In response to a question from Councillor Heron regarding specific times of the year when the instances of malicious calls went up, Chris Lowther advised that they tended to peak during the lighter nights. Next year there would be a concerted effort to identify and disrupt perpetrators.

LI 22.1 Number of false alarm calls due to automatic fire alarms from non domestic premises per 1,000 non domestic premises

The Authority attended 47.6 (1,595) false alarms from non domestic premises by the end of Q2 2011/12, reflecting a reduction of 6% (99) compared against Q2 2010/11.

As a result of this performance the Authority was forecast to improve on the 2010/11 performance, however it is set to fail to achieve the target of 103.5 (3249).

Despite Newcastle accounting for 42% of all FAA to the end Q2 2011/12 it has reported an overall reduction of 10% (72) compared to the same period in 2010/11. 25% (166) of FAA in Newcastle were from hospitals.

Hospitals were the main premises type for such incidents accounting for 21% of all FAA up to the end of Q2 2011/12.

In total 259 properties were attended more than once by the end of Q2 2011/12, an increase of 3% (8) when compared against the same period in 2010/11. This reflects the fact that attendance to premises on a single occasion have reduced.

Councillor Mulvenna commented on the number of false alarms that occurred in hospitals due to the positioning of alarm buttons and stated there was a need to revolutionise these alarm systems.

Councillor Heron enquired how many factories had sprinkler systems installed and was advised by Chris Lowther that there was no statutory requirement to install such expensive systems and therefore there would not be many in the area.

Councillor Mulvenna queried what the role of the authority was with regard to inspecting businesses for maintenance and compliance. Chris Lowther advised that the legislation regarding fire safety regulations in business premises had changed. It was the responsibility of the owner occupiers to make sure the workplace reached the required standard. The requirement for businesses to have fire certificates had been abolished. Inspections would still be carried out on high/ medium risk properties and local fire and rescue authorities were responsible for enforcing the Fire and Safety Order in most premises.

In response to an enquiry, Councillor Mulvenna was advised that the FRA were consulted when an application for a hot food establishment with living accommodation above it was received.

Referring to the table of actions, Councillor Mulvenna complimented the excellent work that had been carried out with the Schools Education Programme Initiative to reduce malicious false alarms.

LI 86 % of workforce from an ethnic minority community

The performance of this indicator in 2011/12 reflects that achieved at the end of 2010/11 and will result in the Authority being within the variance of the 2.7% target.

This performance reflects a total of 28 staff from a total workforce of 1175.15. This is a reduction in the overall total number employed, reducing by 13% (4) when compared with the same period in 2010/11.

There were 19 uniformed staff within the organisation who are from an ethnic minority community, reflecting 1.9% of the uniformed workforce.

In response to an enquiry from Councillor Ahad, Chris Lowther confirmed that the Young Firefighters Association did actively encourage the BME community to become involved.

The Assistant Chief Fire Officer advised that due to the current economic climate, the ability to increase staff from this community would be limited. There had been a period of shrinkage which made it difficult to influence the balance of staff during the period of retrenchment.

Councillor Ahad suggested that the title of the performance indicator was changed to '% of workforce from a Black, Asian & Minority Ethnic community'.

LI85 % of workforce who are women

The percentage of women working for the Authority currently stands at 20.5%, an increase of 0.2% compared against the performance reported at the end of 2010/11.

Based on this performance, the Authority was within the variance of its target of 21.1%, based on current staffing levels this equates to a shortfall of 7 women.

This performance reflects 241 employees out of a total workforce of 1175.15 posts, reflecting a reduction on the number (254) reported at the end of Q1 2010/11.

LI82 Proportion of working days/shifts lost to sickness absence by all staff

The proportion of working days / shifts lost to sickness absence by all staff by the end of Q1 2011/12 was 1.46. This reflects a slight increase of 0.1 days compared with the same period in 2010/11.

The forecasted performance of 6.06 days / shifts reflects an increase of 0.01 compared to 2010/11, continuing the positive performance reported.

Despite the target for all staff to be exceeded the targets for both wholetime uniformed and rider staff are forecast to be achieved based on the Q1 2011/12 performance.

The district of Newcastle reported the highest level of sickness for any district, reporting an increase of 0.08 days / shifts when compared to the end of Q1 2010/11.

The 'other' members of staff reflect the highest number of days / shifts lost to sickness across the Authority, with 2.36 days / shifts by the end of Q1 2011/12.

Chris Lowther advised that a significant factor in sickness was musculoskeletal injuries, however if the injury was such that a firefighter could be redeployed on a different project during their recovery then this was done.

Councillor Mulvenna enquired how many corporate staff were sick due to stress related illness. The Assistant Chief Fire Officer advised that there was an awareness that there could be an increase in stress related illness in staff

due to the current period of uncertainty. This would be minimised by involving staff as much as possible during reviews.

RESOLVED that the Committee

- i) Note and endorse the contents of the report, and
- ii) Agree to the publication of the performance report

Local Government Resource Review

The Committee considered a joint report by the Chief Fire Officer and the Finance Officer to brief Members on the Government's consultation paper on future funding of local authorities including business rate retention; and to seek Member approval of our position on this review.

(For copy report – see original minutes).

The Assistant Chief Fire Officer advised that at present, all businesses pay National Non Domestic Rates (NNDR, also known as business rates) at a rate set by Government. These rates are collected by Councils, pooled nationally and then redistributed as part of the Government funding of local authorities, including FRAs. Some local authorities with larger business rates bases receive less through this than they collect; whilst others with smaller tax bases receive more than they raise.

TWFRA currently receives 40% of its funding (£23.749m in 2011/12) from Council Tax and 60% (£32.191m) from Government grant. Of this amount, £7.601m is revenue support grant and £24.590m is redistributed NNDR.

In July 2010, Government produced a consultation paper on proposed changes to the funding arrangements for local government; this was supported by a set of technical papers published in August. proposed to fundamentally change local government finance by allowing local authorities to retain a significant proportion of the business rates raised locally.

The Assistant Chief Fire Officer outlined the seven components to the proposals:-

- Setting the Baseline
- Tariffs and Top-Ups
- The Incentive Effect
- Disproportionate benefit
- Adjusting for Revaluation
- Resetting the system
- Pooling

In the original consultation paper, it was proposed that Police and Fire Authorities should, for 2013-14 and 2014-15, be funded without being impacted by the new business rates retention scheme which is to become

operational from 1st April 2013. This would mean that total funding for the Police and Fire services would be at the levels set out in the 2010 Spending Review, but beyond that there will be a full review of future funding arrangements for Police and Fire authorities. In parallel with this, Government will consider more closely aligning the functions and responsibilities of local authorities with business rate income.

However, one of the technical papers published in August deals specifically with proposals for those authorities which do not collect Business Rates (“non billing authorities”), and this includes Combined and Metropolitan (“single purpose”) FRAs. County FRAs are assumed to be part of their host County Council and as such would be included in that Council’s funding arrangements.

Members were asked to consider whether:

- (Option A) Single purpose FRAs should also be funded through business rates (a percentage share of each District Council’s business rates baseline subject to tariff and top up)
- (Option B) Single purpose FRAs should have guaranteed funding for 2013-14 and 2014-15 based on the levels agreed in the 2010 Spending Review (which would mean making an adjustment to the forecast national business rates). This would be in line with proposals for Police Authorities.

From a FRA’s perspective, it could be argued that we have a limited role in promoting economic growth and therefore being exposed to the risks of fluctuating business rate income is not desirable. Under this arrangement our future funding would, to a large degree, become dependent upon the success, or otherwise, of the district councils that cover its area to be able to foster economic development and growth.

It was therefore suggested that TWFRA’s position on this matter should be as set out in the following paragraph:

The Authority favours option b. The Fire Authority understands the need for the LGRR to be all encompassing but would agree with the proposal to exclude them from the initial system until 1st April 2015. The government may want to consider the funding arrangements for the Police and Fire Authorities as a separate case and permanently exclude them from the new retained business rates system altogether, as they do not directly generate business rate income and are dependent upon the district councils they are located within; they therefore have little influence over the growth / reduction in business rate in their area. However it is important that the method of grant allocation to FRAs is further exemplified and agreed as soon as possible to assist them in longer term financial planning both in the interim, and for beyond 2015/16..

There remains a lack of clarity about whether the current grant distribution and floor damping arrangements would remain in place. As noted in section

3.6 above, this of itself could have an impact on our Formula Grant funding position for 2013/14 and 2014/15.

The proposals include the continuation of the New Burdens principle which has seen additional funding being made available where Government places specific new responsibilities on local authorities. There is a need for transparency on what this might mean for Fire in terms of the future funding of national resilience capability.

Members stated that it was important the system was fair and that moves towards the localisation of business rates must take into account the differences between individual authorities. Councillor Mulvenna raised concerns that government proposals were being instigated too quickly without any real consideration of the implications in years to come.

The Assistant Chief Fire officer commented that as a Fire Service they had to work within the policies of the Government at the time. The full details of either option were still not known.

Councillor Heron advised that it was important the Authority had continuity year on year.

Having considered the report it was:-

RESOLVED that

- i. the content of the paper is noted and the position set out in paragraph 4.5 is endorsed, and
- ii. Receive further reports as appropriate.

(Signed) R. Heron
Chairman

1 PURPOSE

1.1 This report provides the Q3 (April – December) performance of the Authority against the targets for 2011/12. Members of the Policy and Performance Committee are requested to consider and scrutinise the contents of this report and provide comments.

2. The Performance Management Report

2.1 The report has been structured to demonstrate the Authority's performance in relation to the service led related indicators and local indicators reflecting organisational priorities. The full suite of Local Indicators has been provided within Appendix A and will be reported in greater detail at the end of the fiscal year.

2.2 The report is based on applying performance management against service wide targets that have been set over a four year period as featured within the Strategic Community Safety Plan. However, for the purposes of this report performance is only reported against the target set for 2011/12.

2.3 In order to reflect the delivery of services and performance at a lower level this report also contains data relating to district performance. Through the provision of such data the Committee will be able to identify any issues which are contributing to the overall performance of the service and take remedial action if necessary.

2.4 To reflect the overall performance of the TWFRS in comparison with other Metropolitan FRS a comparison (where available) has been provided against the average and quartile performance. This level of comparative performance has also been reflected at district level to highlight the performance of each district when compared against each other.

2.5 The performance of each indicator (Appendix A) has been colour coded to reflect the following:

- Forecasted performance against the end of year performance for the previous year
- Forecasted performance against the end of year target

The following traffic light system has been adopted to highlight the performance related to each of the indicators:



Where the target is likely to be missed by more than 2.5%, the colour is **red**.



Where the projected figure is within -2.5% of the target, the colour is **yellow**.



Where the target is forecast to be achieved the colour is **green**.



Where no target has been set the cell remains **white**.

2.6 The report also contains action plans based on commentary provided by the relevant head of service. This will enable members of the committee to scrutinise the delivery of services in relation to performance and provide those delivering the services to highlight what is being done to improve and react to performance.

2.7 The report is supported by Appendix B that provides greater detail on the performance of the Authority in relation to the outcome of all the measures against their targets and previous performance.

3. LEGISLATIVE IMPLICATIONS

3.1 No additional implications are envisaged.

4. LEARNING AND DEVELOPMENT IMPLICATIONS

4.1 No additional implications are envisaged.

5. ICT IMPLICATIONS

5.1 No additional implications are envisaged.

6. FINANCIAL IMPLICATIONS

6.1 No additional implications are envisaged.

7. RISK MANAGEMENT IMPLICATIONS

7.1 The risk management implications associated with the implementation of the performance report have been assessed as **LOW** risk.

8. STRATEGIC COMMUNITY SAFETY PLAN LINK

8.1 The production of the performance report are related directly to the SCSP. The performance measures identified within the performance report are referred to within the SCSP.

9. EQUALITY AND FAIRNESS IMPLICATIONS

9.1 No additional implications are envisaged.

9.2 The performance report is available in alternative formats and languages upon request.

10. HEALTH AND SAFETY IMPLICATIONS

10.1 No additional implications are envisaged.

11. CONCLUSION AND RECOMMENDATIONS

11.1 Based on Quarter 3 performance data, the Authority is maintaining its overall trajectory of improvement and is set to meet the majority of the targets set for the current financial year. This includes, based on a comparison with 2010/11,

- 10% fewer **Accidental Dwelling Fires**
- 7% fewer **Deliberate Fires**
- 6% fewer **Deliberate Secondary Fires**
- 11% fewer **Accidental Kitchen Fires**

11.2 The Committee is requested to:

- Note and endorse the contents of this report.
- Agree to the publication of the Performance Report.

BACKGROUND PAPERS

The following background papers refer to the subject matter of the above:

- Strategic Community Safety Plan 2011-15.



**Performance Report for Policy and Performance
Committee
Quarter 3 (April – December) 2011/12**

PPC Performance Report: (April – December 2011/12)

This performance report has been divided into the following sections in order to provide a comprehensive overview based on national and local priorities.

Service Led Priorities:

These reflect the service led indicators as previously defined by CLG and remain to be used as a priority by the FRS.

Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checks):

- Total number of primary fires per 100,000 population (**LI 29**)
- Total number of fatalities due to primary fires per 100,000 population (**LI 2**)

Arson Incidents:

- Total number of deliberate primary and secondary fires per 10,000 population (**LI 33**)
- Total number of deliberate secondary fires per 10,000 population (**LI 16**)

Local Priorities:

These reflect our local priorities based on previous performance and the goals of the organisation.

Emergency Response:

- **LI 4** Number of injuries from accidental dwelling fires
- **LI 8.1** Number of accidental fires in dwellings per 10,000 dwellings
- **LI 31** % of fires attended in dwellings where a smoke alarm was fitted
- **LI 21** Number of malicious false alarm calls attended
- **LI 22** Number of false alarms due to automatic fire detection from non domestic properties per 1000 non domestic premises.

Diversity and Equality:

- **LI 86** % of workforce from ethnic minority communities
- **LI 85** % of workforce who are women

Absence and Retirement:

- **LI 82** Proportion of working days/shifts lost to sickness absence by all staff

Environmental:

- **EM 5** CO₂ reduction from local authority operations (reported at end of year)

These indicators represent a small proportion of our entire suite of Local Indicators which can be found in Appendix A of this report. The local priorities will be reviewed and agreed on an annual basis to take into account the changes in performance and the needs and requirements of the Authority.

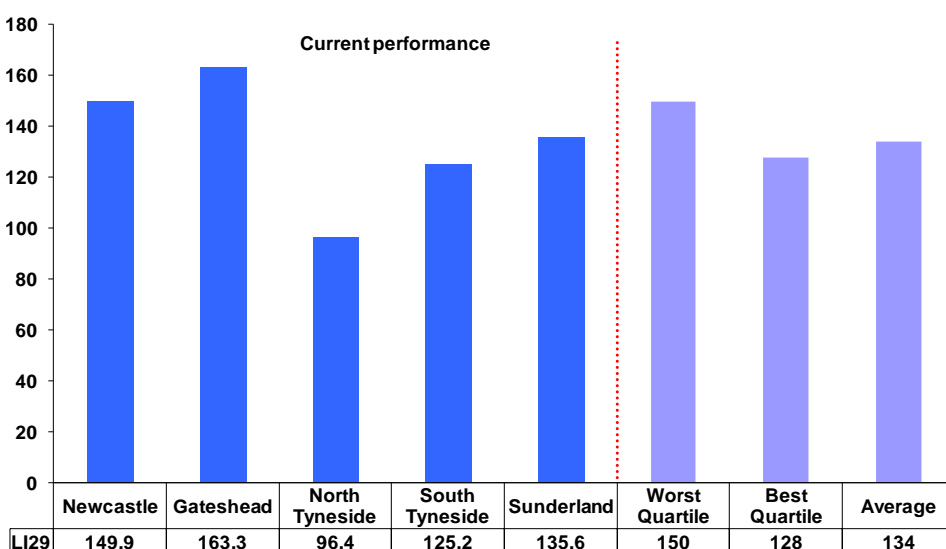
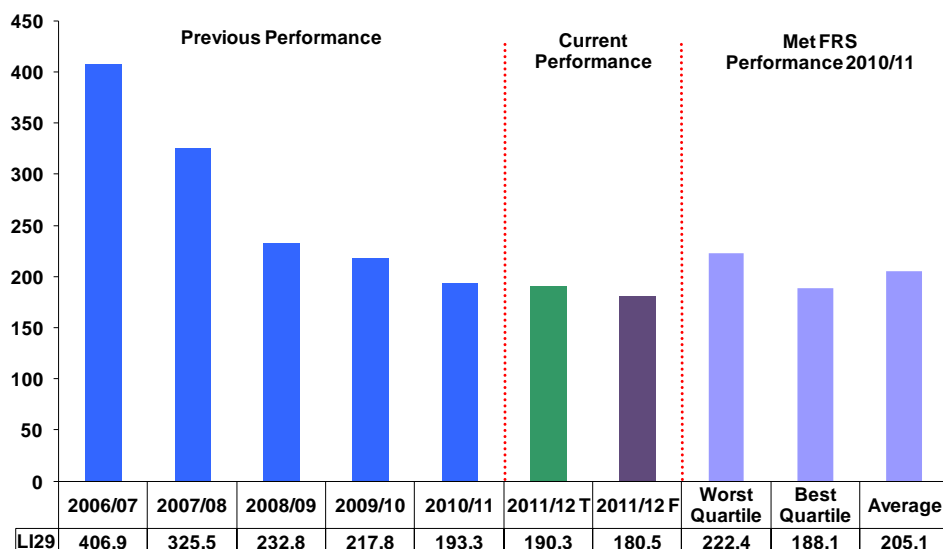
Service Led Priorities

Reflecting the National Indicators as previously set by CLG focusing on deliberate fires, primary fires and their associated fatalities and casualties

PPC Performance Report: (April – December 2011/12)

Number of primary fires per 100,000 population (LI 29):

The following indicator outlines our performance in relation to the number of primary fires we attend. A primary fire is determined by the type of property the incident involves and includes all fires that have resulted in a casualty, including those in property and vehicle fires. For example, a property fire includes a dwelling, non residential, public building, hotel and hospital.



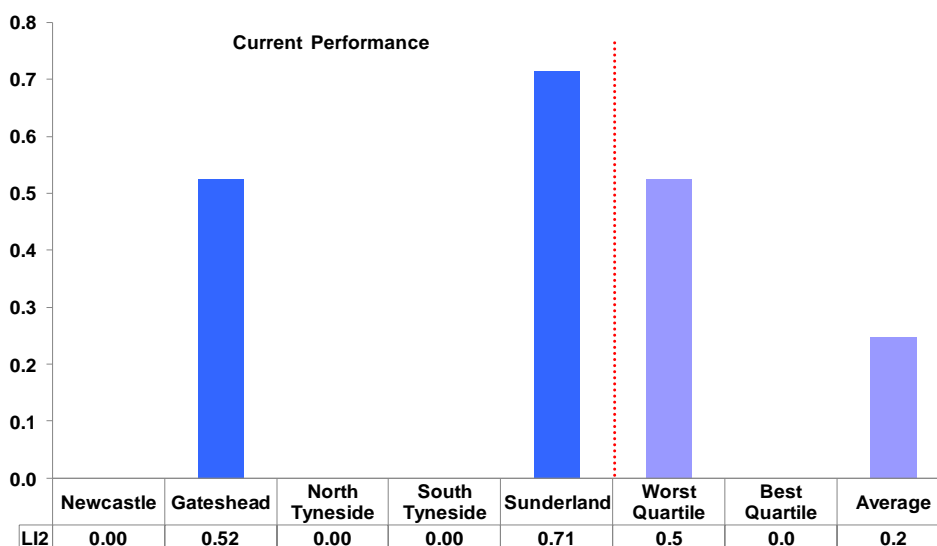
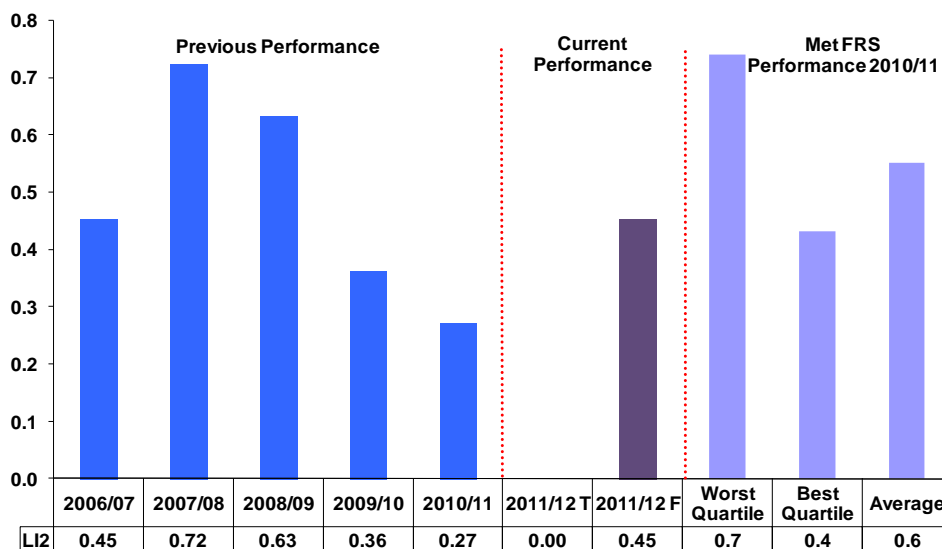
Key Performance Information:

- We attended 133.6 (1,478) primary fires per 100,000 population by the end of Q3 2011/12. This reflects a reduction of 8.8% (142) when compared against the same period in 2010/11.
- Based on the forecasted end of year performance of 180.5 (1,997), we are set to achieve our target of 190.3 (2,105) primary fires per 100,000 population by 5% (108).
- This performance sees us remain below the average of the Metropolitan FRS and within the best quartile, reflecting the positive comparison of performance.
- Only Gateshead District saw an increase when compared to the same period last year.
- North Tyneside District reported a reduction of 25% (62) compared with the same period in 2010/11.
- As a result of the 1,478 incidents there were 174 victims.

PPC Performance Report: (April – December 2011/12)

Number of fatalities due to primary fires per 100,000 population (LI 2):

The following indicator outlines our performance in relation to the number of fatalities due to primary fires that we attend. A fatality must be recorded as being the result of the fire (or smoke) and includes both accidental and deliberate fires. A death can be attributed to a fire up to three months after the incident occurred.



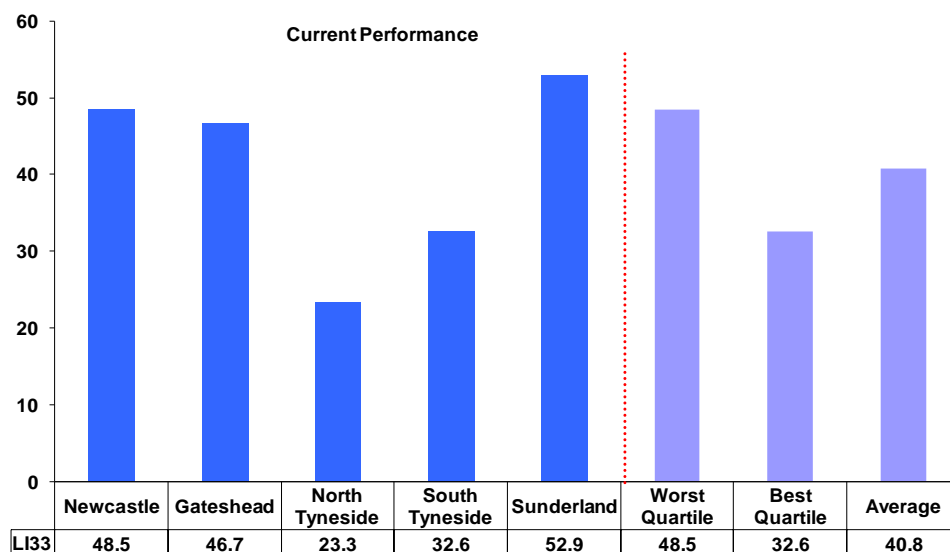
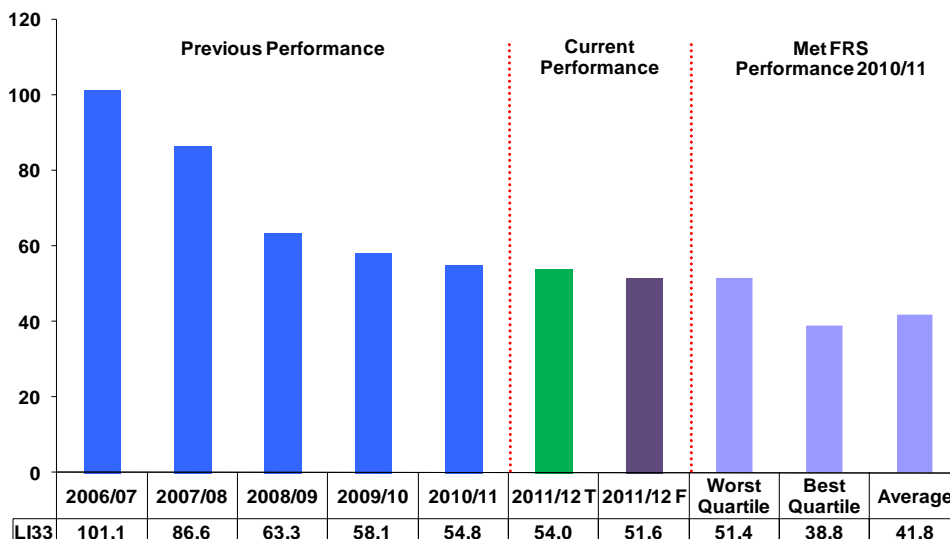
Key Performance Information:

- There have been 3 fatalities reported from primary fires by the end of Q3 2011/12, with 2 of these as a result of accidental dwelling fires. By the end of Q3 2010/11 there had been 1 fatality reported.
- Based on the forecast end of year performance of 0.54 (6) fatalities due to primary fires per 100,000 population, we will fail in our aim to record no deaths from such incidents.
- As throughout previous years, we continue to report performance below the Mets FRS average figure reported of 0.6 fatalities per 100,000 population and remain below the best quartile. This reflects the performance reported in other key indicators.
- The fatalities occurred in Gateshead and Sunderland districts and the casualties were 2 males and 1 female.

PPC Performance Report: (April – December 2011/12)

Number of all deliberate fires per 10,000 population (LI 33):

The following indicator outlines our performance in relation to the number of all deliberate fires that we attend. A deliberate fire is defined as an incident where the cause of the fire is suspected to be non accidental. This indicator includes fires that are both reported as being a primary and secondary fire. A secondary fire is reported as one which doesn't involve property (including derelict property and vehicles) or a casualty.

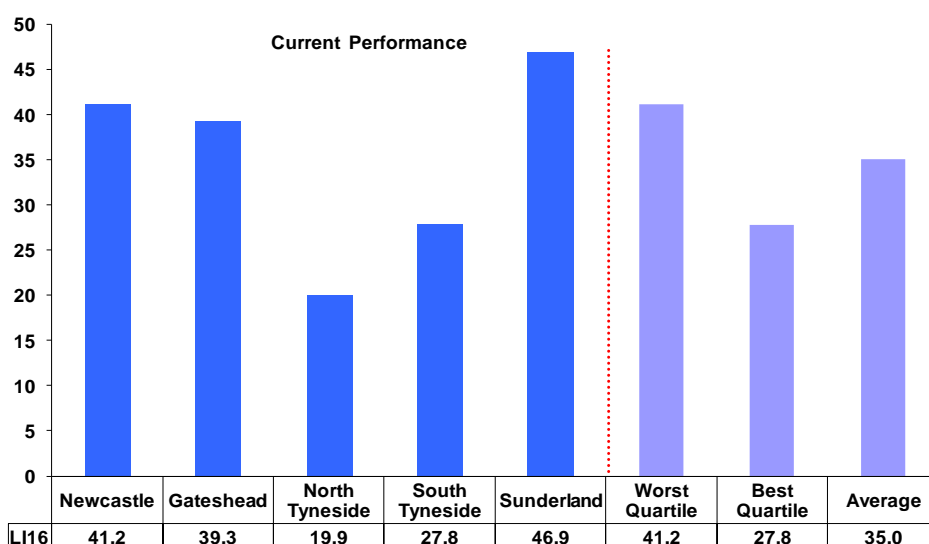
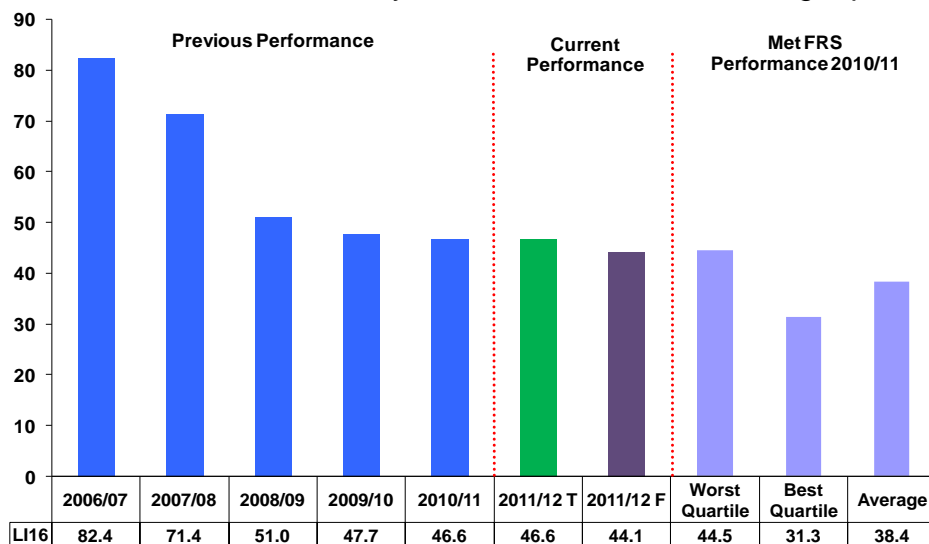


Key Performance Information:

- We recorded 42.6 (4,637) deliberate fires per 10,000 population by the end of Q3 2011/12, a decrease of 7% (351) compared to the same period in 2010/11.
- This performance was supported by a 12% (87) reduction in the number of deliberate primary fires by the end of Q3 2011/12.
- As a result of this we are forecast to achieve the target of 54 (5,977), in fact the forecast anticipates us achieving a further reduction of 4.5% (270) less than the target.
- In addition, this performance would result in a reduction of 6% (361) compared to 2010/11.
- The forecast end of year performance remains outside the average for the Met FRS and it is above the worst quartile. Only Merseyside FRS reported a greater number (68.9) of such incidents in 2010/11.
- Gateshead and Newcastle districts saw an increase of 10.7% (86) and 0.4% (6) respectively at the end of Q3 2011/12 compared to the same period in 2010/11.

Number of deliberate secondary fires per 10,000 population (LI 16):

This indicator outlines our performance in relation to the number of deliberate secondary fires (anti social behaviour) that we attend. A deliberate fire is where the cause is suspected to be non accidental. In addition to this criteria a deliberate fire includes those where four or less appliances attended the incident, any more would result in it being a primary fire.



* Please note that due to revised definitions secondary vehicle fires are not included prior to 2009/10

Key Performance Information:

- We recorded 36.7 (3,995) deliberate secondary fires per 10,000 population by the end of Q3 2011/12, reflecting a reduction of 6% (260) on the figure reported at the end of Q3 2010/11.
- As a result of the forecasted end of year 2011/12 performance, we are forecast to surpass the target of 46.6 (5,128), with a further reduction of 5% (246).
- Compared to the Met FRS, our forecast performance remains above the average but below the worst quartile, only Merseyside FRS reported a higher number (50.8) in 2010/11.
- Sunderland continues to record the highest number (1,316) of such incidents by the end of Q3 2011/12 when compared against the other districts. However, it reported a decrease of 10.9% (161) incidents when compared against the same period in 2010/11.
- All districts have made reductions in this indicator when compared to the same period last year except Gateshead, which has seen a 9% (63) increase.

PPC Performance Report: (April – December 2011/12)

Actions

The table below highlights the actions that are being taken to address the key performance issues highlighted above. Upon completion of the initiative the action will be taken off the list below:

Initiative	Activity	Success Criteria	Milestones	Delivery Area
Home Safety Check Initiative	22,497 HSC completed by 31 Dec 11	30,000 Completed HSC by April 2011	Minimum of 30,000 successful HSC to be carried out in 2011/12	Service Wide
Smoke Alarm fitting by partner agencies	Partners to fit smoke alarms and carry out HSC to TWFRS standards.	HSC carried out and smoke alarms fitted by Gateshead Housing, Your Homes Newcastle, North Tyneside Homes, South Tyneside Homes, Gentoo and Telecare Services.	Numbers of HSC and smoke alarms fitted to be recorded on CFRMIS.	Service Wide.
Domiciliary Care Referral Initiative	Work with Domiciliary Care providers to identify those at risk of a fire. Train the carers to recognise fire risk and then refer to TWFRS	Effective referral processes implemented leading to reduction in deaths, injuries and primary fires for the at risk groups.	Any change in trend to be captured in PAG and quarterly performance reports.	Service Wide

PPC Performance Report: (April – December 2011/12)

Actions

The table below highlights the actions that are being taken to address the key performance issues highlighted above. Upon completion of the initiative the action will be taken off the list below:

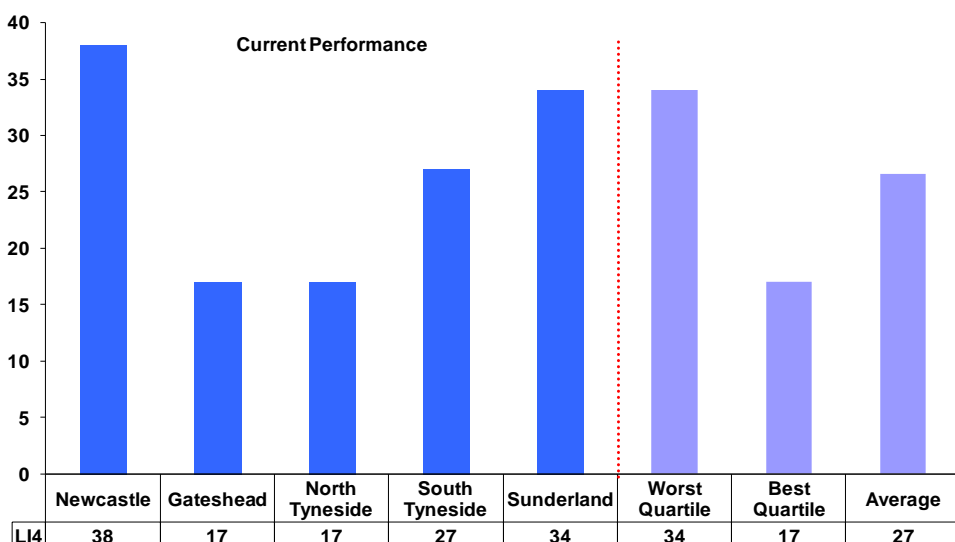
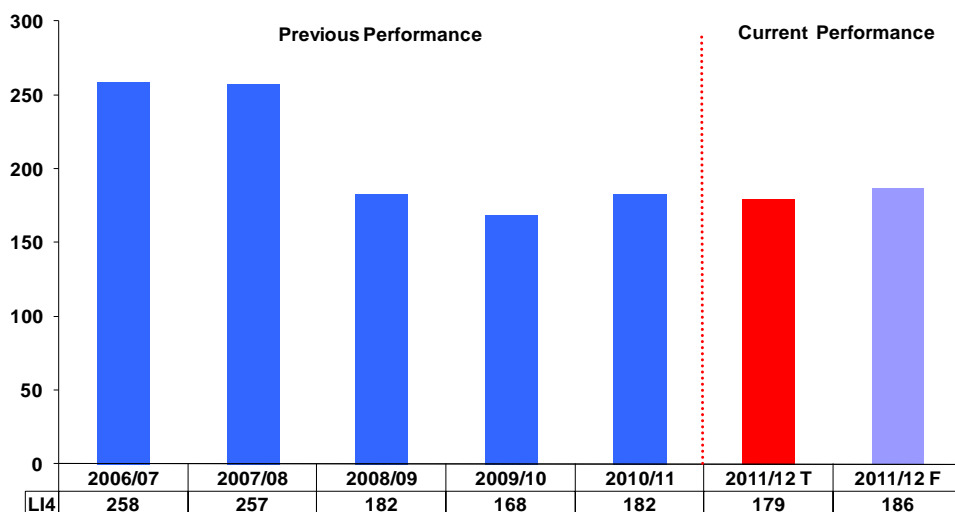
Initiative	Activity	Success Criteria	Milestones	Delivery Area
Partnership Activities	Work with Local Authority Problem Solving Groups such as LMAP, SNAP & CAF. Work with environmental services and housing groups to remove refuse.	Reduction in ASB fires and arson. Service targets achieved	Ongoing reduction in ASB fires.	Service Wide
Phoenix Project	Fire Service activity programme for Young people aged between 11 and 16 years old who have offended or are at risk of offending. Raises awareness of ASB and arson.	Delivery of scheduled courses. Reduction of ASB fires and arson. Perception of ASB is reduced.	Deliver scheduled activity by end March 2012	Newcastle, Sunderland, South Tyneside and Gateshead Districts.
Schools Education Programme	All Year 1 & 6 pupils given Fire safety Education.	Reduction in ASB fires and arson. Service targets achieved	Ongoing reduction in ASB fires.	Service Wide
Bonfire Campaign	Schools and media campaign including educative DVD highlighting bonfire and fireworks dangers	Reduction in bonfire firework related fires and injuries over bonfire period	Reduction in incidents compared with 2010/11 figures	Service Wide

Local Priorities

Reflecting the LI's that have been set as organisational priorities for 2011/12

LI 4 Number of injuries from accidental dwelling fires

This indicator highlights our performance in relation to the number of injuries from accidental dwelling fires. An accidental fire also includes incidents where the cause was unknown. An injury must be recorded as being the result of the fire (or smoke).

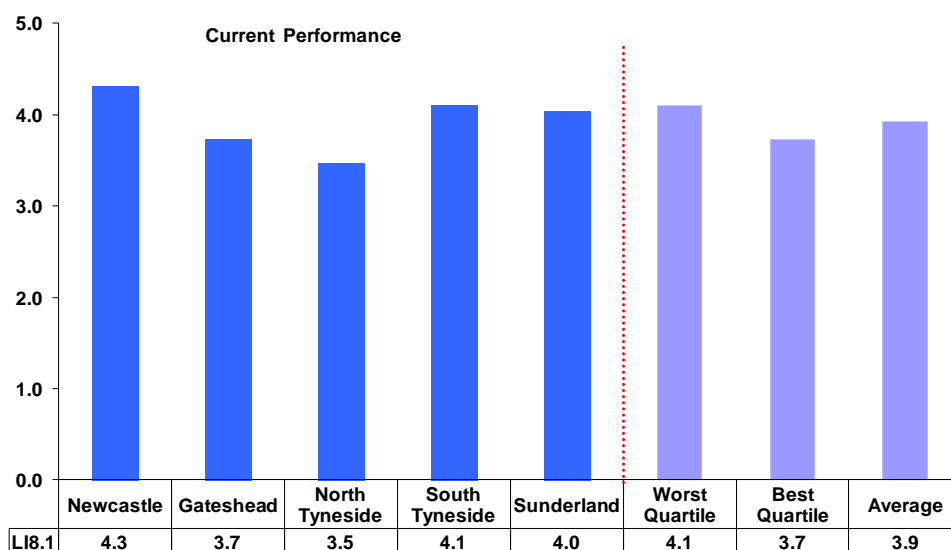
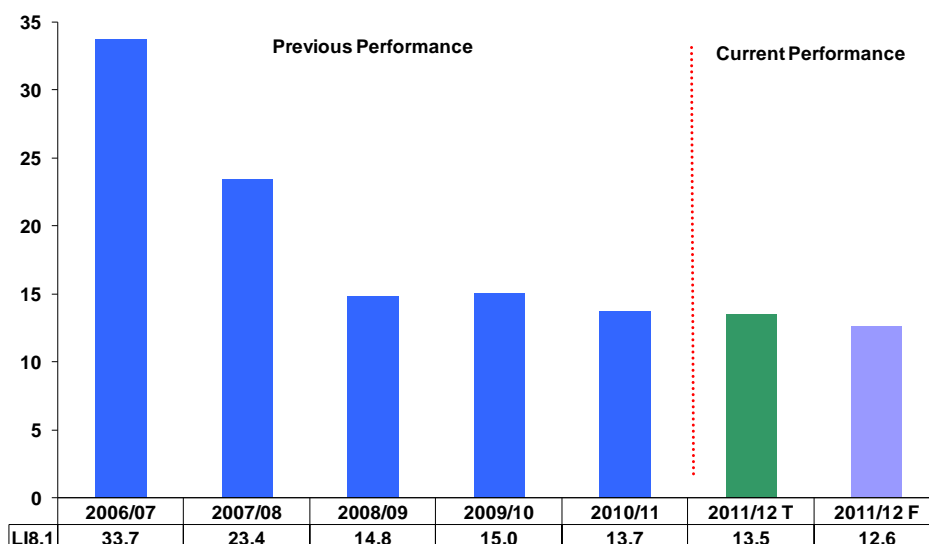


Key Performance Information:

- We recorded 136 injuries from accidental dwelling fires by the end of Q3 2011/12, a slight increase of 4 injuries when compared with the same period in 2010/11.
- This performance is supported by the reduction reported elsewhere in this report for the number of accidental dwelling fires attended.
- As a result of this performance we are forecasting 186 injuries meaning that we will not achieve our target of 179 injuries.
- In total 44% (60) of such injuries resulted in the casualty being admitted to hospital.
- Average age of a fire victim was 47 years old with 53% (71) male and 47% (64) female. The average age of a casualty suffering from serious injuries resulting in hospital treatment was 46 years old with 52% (31) casualties being male.

LI 8.1 Number of accidental fires in dwellings per 10,000 dwellings

The following indicator highlights our performance in relation to the number of accidental fires in dwellings. An accidental fire is defined as being caused by accident or carelessness (not thought to be deliberate) this includes fires, which accidentally get out of control for example, fire in a shed or bonfires. A dwelling is defined as a place of residence where people reside, for example, house, flats and residential accommodation in buildings such as hospitals.



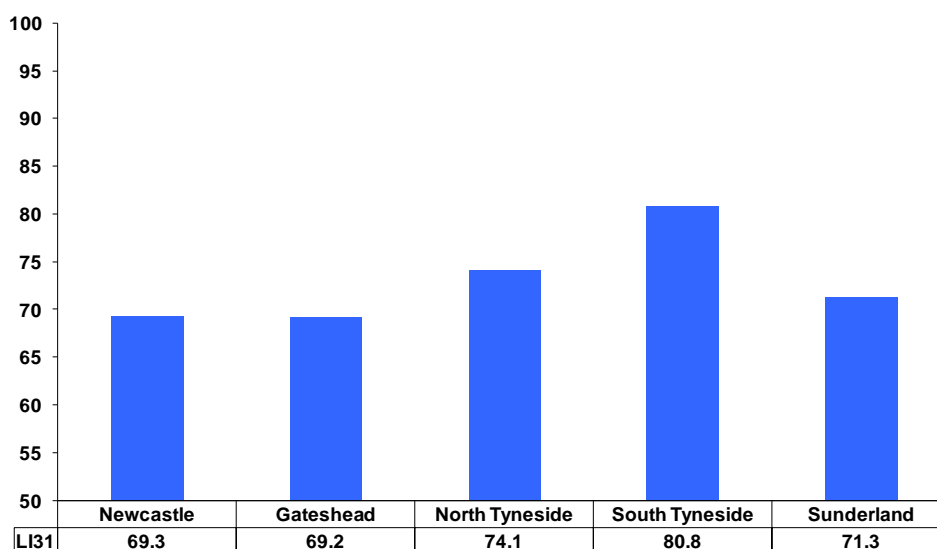
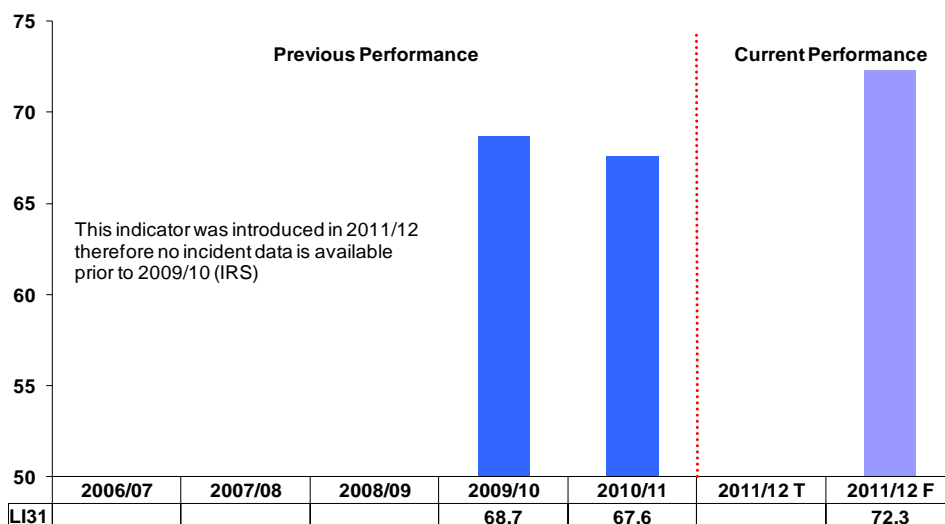
Key Performance Information:

- We attended 9.1 (431) accidental dwelling fires per 10,000 dwellings by the end of Q3 2011/12, a decrease of 10.3% (50) compared with the same period in 2010/11, continuing to reflect the lowest number of such incidents we have historically reported.
- As a result of this performance we are forecast to exceed the target (13.5) for by 6.9% (44).
- The majority of such incidents occurred in the kitchen (61.6%), with South Tyneside (66%), accounting for the highest percentage of incidents occurring in the kitchen at district level.
- Newcastle reported the largest percentage of accidental non kitchen fires with a total of 41% (48), reflecting the targeted Home Safety Check initiatives carried out within the area.
- The wards of Walker (14), Westgate (11), Hendon (11) and Riverside (10) account for the most of such incidents with 10.7% of the service total.

PPC Performance Report: (April – December 2011/12)

LI 31 % of fires attended in dwellings where a smoke alarm was fitted

This indicator highlights our performance in relation to the number of all (accidental and deliberate) dwelling fires we attended where a smoke alarm was fitted. This LI only includes where there was a smoke alarm present. There are additional measures (see Appendix A) that focus on smoke alarm ownership, regardless of them activating or not.



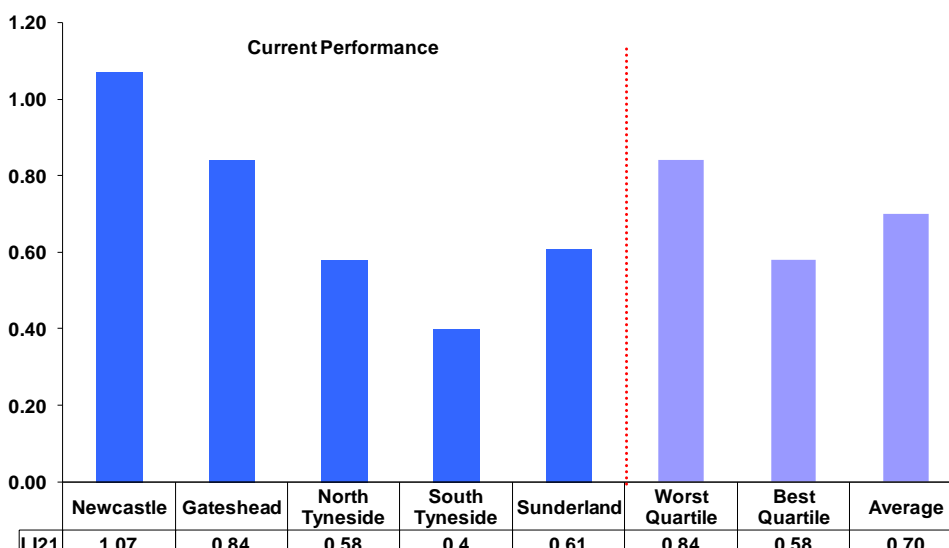
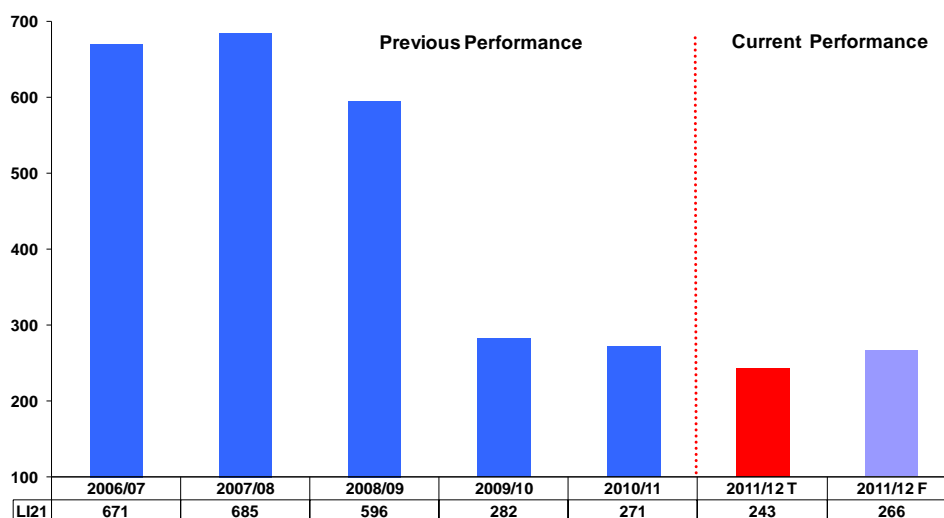
Key Performance Information:

- 72% (376) of dwelling fires that we attended had a smoke alarm was fitted with 74% (280) alarms activating and 96 not activating. In addition, only 12.7% (48) operated and failed to raise an alarm to the fire.
- South Tyneside reported the highest percentage of such incidents with 80.8% (59) alarms activating and 17 failing to do so.
- Gateshead reported the lowest percentage with 69.2% (63) alarms activating and 17 failing to do so.
- This indicator was introduced in 2011/12 to reflect the overall level of smoke alarm ownership regardless of an alarm activating. Through using this measure we are able to demonstrate a clearer link between the successfully delivery of HSCs and reduced risk to the community.

PPC Performance Report: (April – December 2011/12)

LI 21 Number of malicious false alarm calls attended

The indicator reflects the number of malicious false alarm calls that we have attended (appliance despatched). A call is defined as being malicious when a call was made with the intent of getting us to attend a non-existent event (both fire and special service).



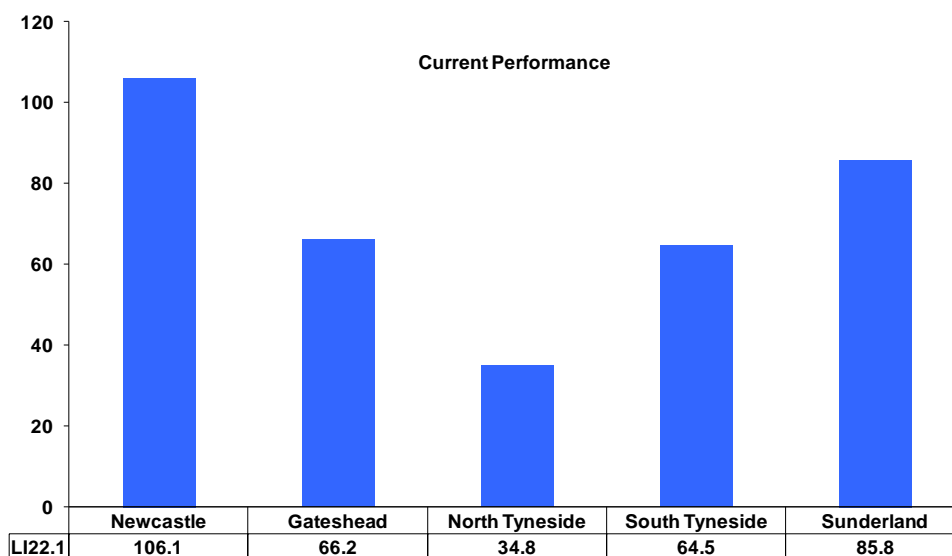
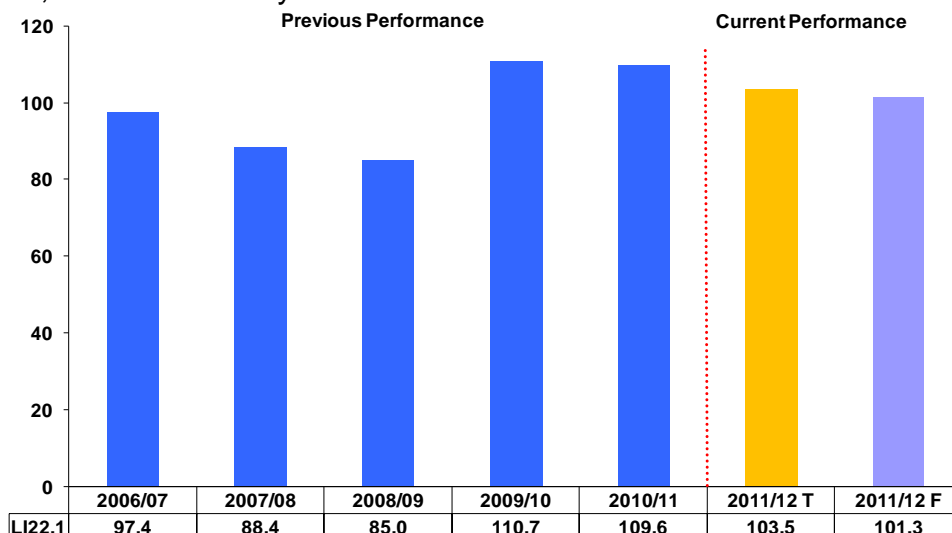
* This graph is based on district per 1,000 population figures to reflect the proportion of incidents attended.

Key Performance Information:

- We attended 192 malicious false alarm calls by the end of Q3 2011/12, 1.5% (3 calls) fewer when compared against Q3 2011/12.
- Despite forecasting that we will reduce the number of such attendances by 1.8% (5) we are set not to achieve the target of 243 such incidents. However, the forecasted figure will result in us reporting the lowest ever number of such incidents.
- We attended 18.8% (12) fewer malicious false alarm calls in Q3 when compared to Q2 despite Q3 traditionally reporting higher anti-social behaviour related incidents. We also attended one less incident in Q3 when compared to Q3 last year.
- Newcastle and Gateshead recorded increases of 23.8% (15) and 14.3% (5) respectively when compared against Q3 2011/12. The other districts recorded decreases with Sunderland recording the greatest decrease with 32% (20) fewer calls.

LI 22.1 Number of false alarm calls due to automatic fire alarms from non domestic premises per 1,000 non domestic premises

This indicator reflects the number of false alarm calls despatched to as a result of a call being activated by a person or automatic fire detection equipment or fixed fire fighting equipment. A non domestic premise can be classified as a non residential property, for example a public building, hospital, school or factory.



Key Performance Information:

- We attended 77.3 (2,426) false alarms from non domestic premises by the end of Q3 2011/12, reflecting a reduction of 8.9% (238) compared against Q2 2010/11.
- As a result of this performance we are forecast to improve on the 2010/11 performance, however it is set to fail to achieve the target of 103.5 (3249) but we will be within 2.5% of it.
- Despite Newcastle accounting for 41% of all FAA to the end Q3 2011/12 it has reported an overall reduction of 16% (192) compared to the same period in 2010/11. 24% (240) of FAA in Newcastle were from hospitals.
- Hospitals are the main premises type throughout the Service for such incidents accounting for 21% of all FAA up to the end of Q3 2011/12.

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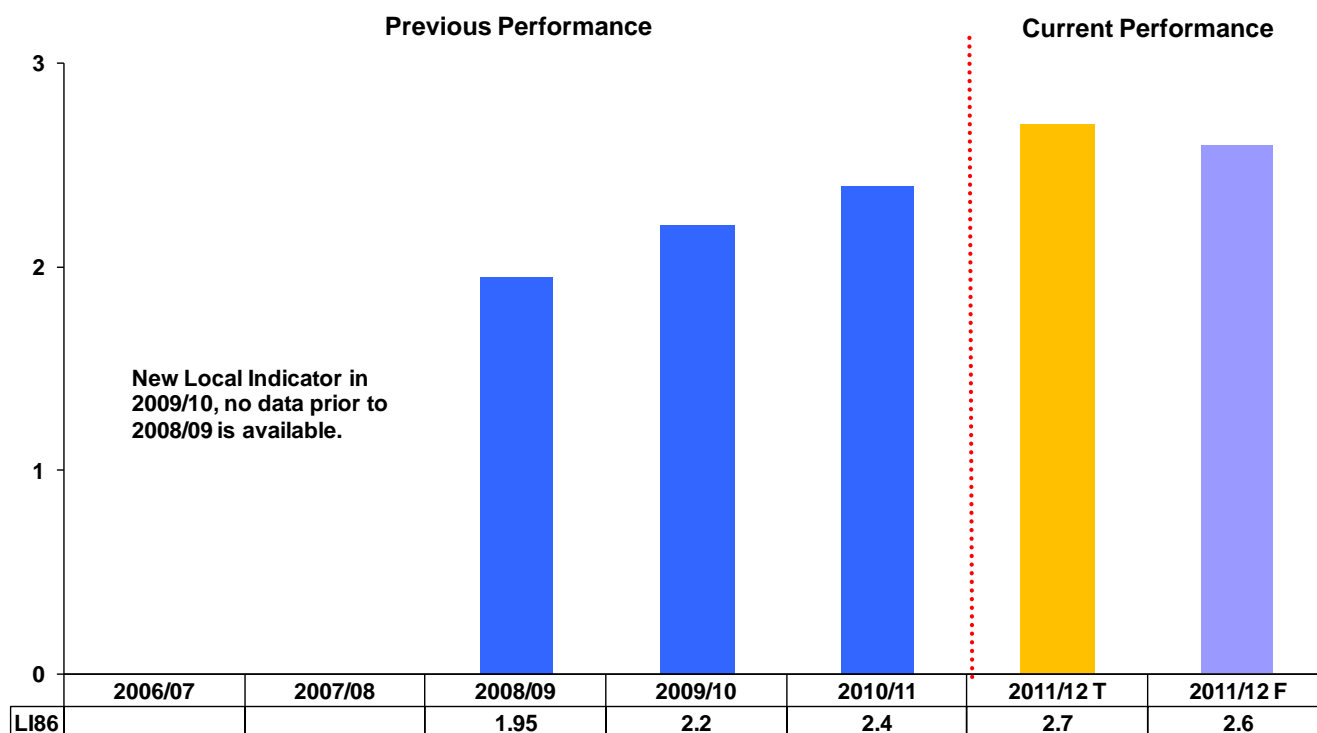
Actions

The table below highlights the actions that are being taken to address the key performance issues highlighted above. Upon completion of the initiative the action will be taken off the list below:

LI	Initiative	Activity	Success Criteria	Milestones	Delivery Area
8	HSC Programme	22,497 HSC completed by 31 Dec 11	Service HSC target achieved. Subsequent reduction in Accidental dwelling fires.	Minimum of 30,000 successful HSC to be carried out in 2011/12	Service Wide
13.1	HSC Programme/ Partnership Activities	Service and partner initiatives to increase smoke alarm ownership.	Reduction in incidents attended where no smoke alarm was fitted.	Continuous monitoring via monthly/quarterly reports and PAG	Service Wide
21	Schools Education Programme	Reduction in malicious false alarm calls	Continuous monitoring via monthly reports and PAG	Continuous monitoring via monthly/quarterly reports and PAG	Service Wide
22.1	UwFS reduction initiative	Successful reduction initiatives particularly in specific hospitals implemented across Service area. Supported by reforming of UwFS group.	Reduction in FAA and UwFS to non-domestic premises.	Continuous monitoring via monthly reports and PAG	Service Wide

LI 86 % of workforce from a black minority ethnic community

This indicator reflects the entire workforce, including staff from both operational (staff on grey book conditions including retained) and corporate posts. In order for an individual to be recognised as being from an ethnic minority community they must regard themselves as being from one of the following groups, Other White, White and Black Caribbean, White and Black African, White and Asian, Other Mixed, Indian, Pakistani, Bangladeshi, Other Asian, African, Other Black, Chinese and Other. Basically all bar White British and White Irish.



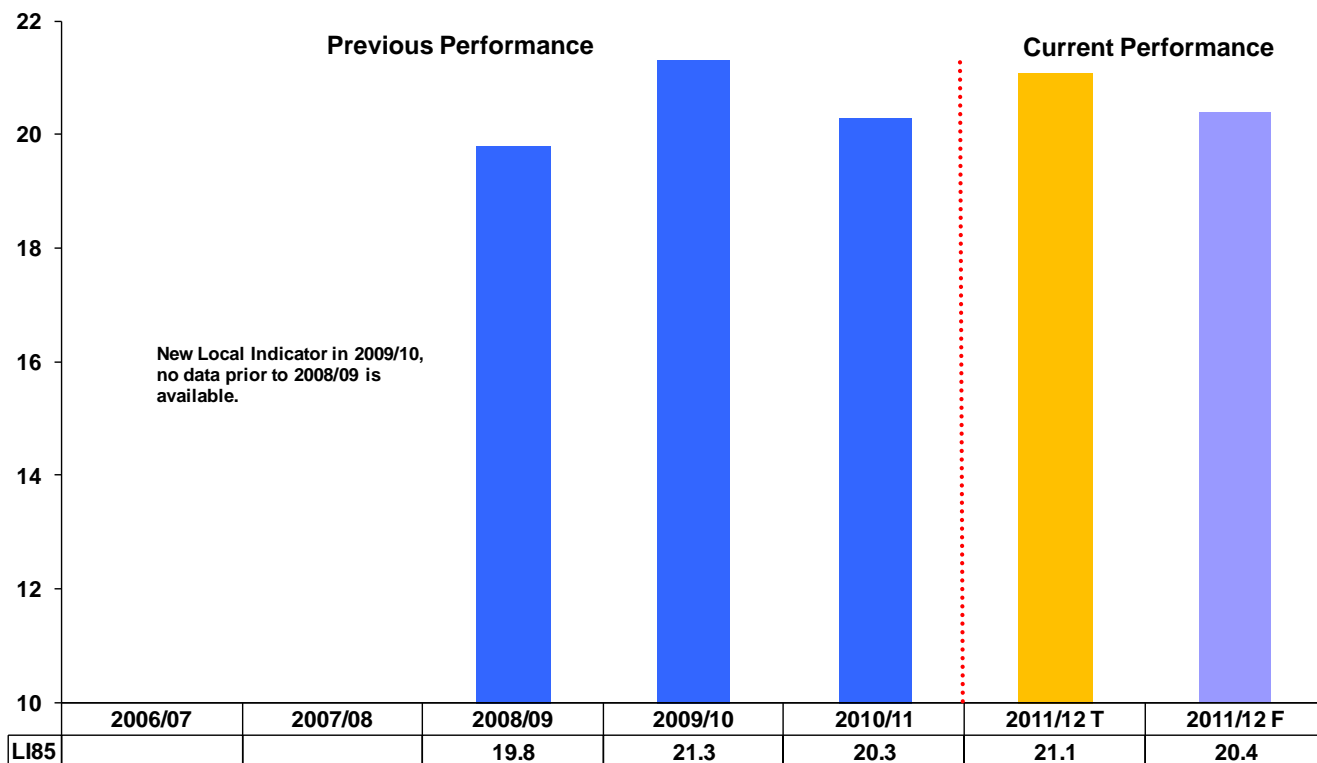
Key Performance Information:

- The performance of this indicator in by the end of Q3 2011/12 will result in us being within 2.5% variance our target of 2.7% target.
- This performance reflects a total of 29 staff from a total workforce of 1,128.19 a slightly higher figure when compared with the same period in 2010/11.
- There are 19 operational members of staff within the organisation who are from an ethnic minority community, reflecting 2.2% of the operational workforce.

PPC Performance Report: (April – December 2011/12)

LI 85 % of workforce who are women

This indicator reflects the percentage of women within the entire workforce including staff from both operational (staff on grey book conditions including retained) and corporate posts.



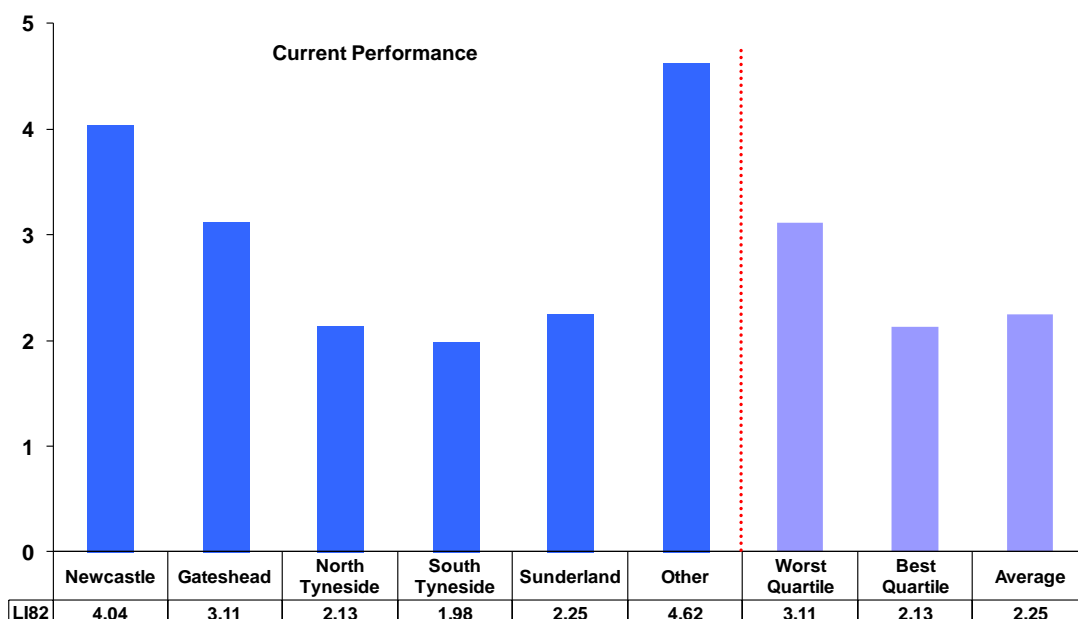
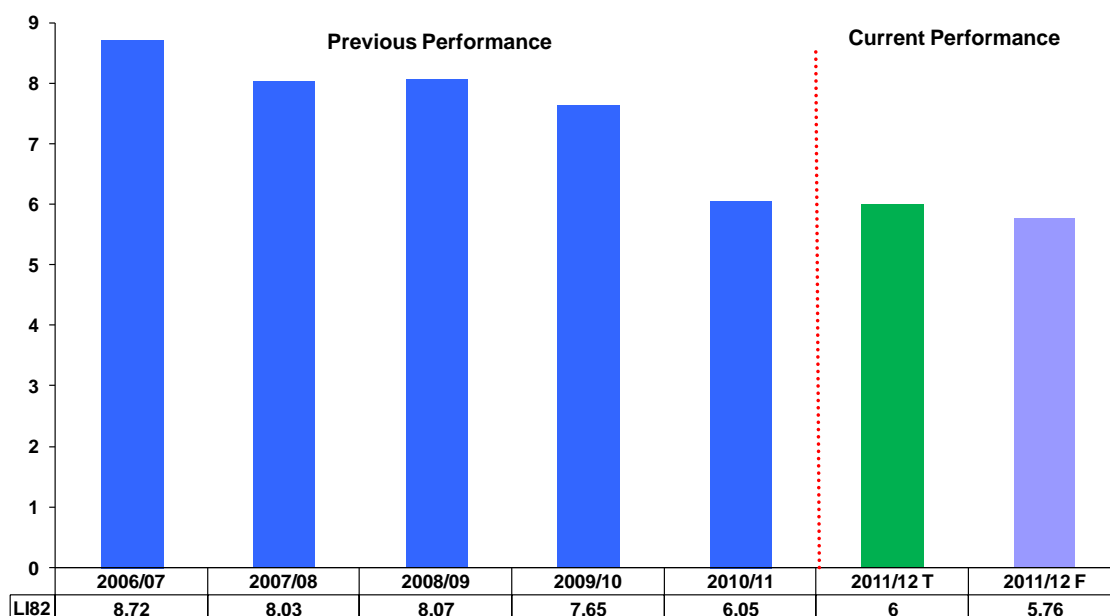
Key Performance Information:

- The percentage of women working for the organisation currently stands at 20.4%, a decrease of 0.7% compared against the performance reported at the end of Q3 2010/11.
- Based on this performance, we will be within 2.5% variance our target of 21.1%, based on current staffing levels this equates to a shortfall of 8 women.
- This performance reflects 230 employees out of a total workforce of 1,128.19 posts, reflecting a reduction on the number (248) reported at the end of Q3 2010/11.

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LI 82 Proportion of working days/shifts lost to sickness absence by all staff

This indicator reflects the proportion of working days/shifts lost to both long and short term sickness absence by all staff. This excludes temporary staff or staff on fixed term contracts who have been employed for under a year.



Note: district data refers to sickness of staff under the responsibility of the District Manager only. 'Other' performance relates to staff under the responsibility of headquarters managers.

Key Performance Information:

- The proportion of working days/shifts lost to sickness absence by all staff by the end of Q3 2011/12 is 4.32. This reflects a 6.3% (0.29 days) reduction on the same period in 2010/11.
- The forecasted performance of 5.76 days/shifts reflects an improvement of 0.3 compared to 2010/11, continuing the positive performance reported.
- Based on current performance we are forecast to exceed this target for the first time.

PPC Performance Report: (April – December 2011/12)

Actions					
Equality and Diversity					
LI	Initiative	Activity	Success Criteria	Milestones	Delivery Area
86	Positive Action and Recruitment Initiatives	The Service is currently operating a recruitment freeze therefore no targeted actions are being taken to date.	We continue to support initiatives such as Northern Pride and Stonewall		HR
85	Positive Action and Recruitment Initiatives	The Service is currently operating a recruitment freeze therefore no targeted actions are being taken to date.	We continue to support initiatives such as Northern Pride and Stonewall		HR
Absence and Retirement					
82	Attendance Management Task and finish Group	Analyse absence data and develop interventions to reduce absence at work	Reduce days/shifts lost due to absence to 6 by the end of 2011/12	Revised intervention policy and procedure now in place which has resulted in a decrease in sickness absence to 6.05 days during 2010/11	HR

Appendix A

A performance summary of all Local Indicators

PPC Performance Report: (April – December 2011/12)

Note:
YTD 11/12 performance is colour coded against **YTD 10/11** to reflect improvement.
T 11/12 performance is colour coded against **F 11/12** to reflect improvement

Green = Target met or exceeded
Amber = Within - 2.5% of the target being achieved
Red = Target missed by more than 2.5%

Incident Data taken 04 Jan 2012 from the Performance Management System		A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12	F 11/12	T 11/12
Deaths and Injuries									
LI1	Number of deaths from accidental fires in dwellings	4	5	5	3	3	2	5	0
LI1.1	Number of deaths from accidental fires in dwellings per 100,000 population (BV143i)	0.37	0.46	0.46	0.28	0.27	0.18	0.45	0
LI2	Number of deaths from ALL fires	5	8	7	4	3	3	6	0
LI4	Number of injuries from accidental fires in dwellings	258	257	182	168	182	133	186	179
LI5	Number of injuries from ALL fires	327	340	241	238	228	170	233	224
Fire Attendance									
LI24	Total number of fire calls attended	14337	12381	8876	8382	7952	6028	7561	7822
LI25	Number of primary fires excluding road vehicles (part 1 of LI29)	3044	2343	1558	1533	1401	1000	1333	1379
LI26	Number of primary fires involving road vehicle (part 2 of LI29)	1457	1258	1017	877	736	478	664	726
LI29	Number of primary fires per 100,000 population	406.9	325.5	232.8	217.8	193.3	133.6	180.5	190.3
LI35	Number of fires in non-domestic premises per 1,000 non-domestic premises.	22.3	18	12.25	10.8	10.6	7.2	10.1	10.5

PPC Performance Report: (April – December 2011/12)

		A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12	F 11/12	T 11/12
Accidental Fires									
LI8	Number of accidental fires in dwellings (LI8.1 as a whole number)	1593	1110	704	710	649	432	597	641
LI8.1	Number of accidental fires in dwellings per 10,000 dwellings	33.7	23.4	14.8	15.0	13.7	9.1	12.6	13.5
LI9	Number of accidental kitchen fires (part 1 of LI8)	1295	801	476	422	410	266	377	404
LI10	Number of accidental non kitchen fires (part 2 of LI8)	298	309	228	288	239	166	220	236
LI11.1	The percentage of fires attended in dwellings where a smoke alarm had activated (BV209i)	60.8	53.6	43.5	50.9	52.5	Measure no longer reported due to introduction of LI31		NTS
LI12.1	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	8.2	10.8	12.3	19.7	15.1			NTS
LI31	The percentage of fires attended in dwellings where a smoke alarm was fitted	New LI in 2011/12 to replace LI11 and LI12			68.7	67.6	375	511	NTS
Deliberate Fires									
LI33	Number of deliberate primary fires and secondary fires	11188	9581	7007	6423	6068	4637	5707	5980
LI16	Number of deliberate secondary fires	9113	7895	5645	5272	5156	3995	4882	5128
LI18	Number of refuse fires started deliberately	5738	5397	4115	3685	3580	3003	3671	3580

PPC Performance Report: (April – December 2011/12)

		A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12	F 11/12	T 11/12
False Alarms									
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises (LI22.1 as a whole number)*	3058	2774	2667	3475	3438	2427	3179	3249
LI22.1	Number of false alarms due to automatic fire detection, per 1,000 non domestic properties	97.4	88.4	85.0	110.7	109.6	77.3	101.3	103.5
LI23	Number of false alarms due to automatic fire detection from domestic premises	3112	2698	2502	2451	2381	1805	2289	2246
* Due to a revised definition of non domestic premises performance prior to and after 2009/10 is not comparable									
Home Safety Checks									
LI34	Number of HSCs successfully delivered by Operational Crews to a high priority dwelling*	16713	17087	16657	17749	17779	13802	18277	17600
* The YTD 2011/12 will not take in to account any HSC's that have yet to be uploaded onto CFRMIS for Q3									
Control									
LI20	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)	243	207	150	83	123	91	125	115
LI21	Number of malicious false alarm calls ATTENDED	671	685	596	282	271	192	266	243
LI41	Percentage of emergency callers engaged within 7 seconds	97.6	98.1	98.3	98.9	99.4	99.1	99.2	99
LI42	Percentage of fire appliances despatched within 60 seconds	56	57.9	60.0	51.5	59.8	62.9	63.8	61.6

PPC Performance Report: (April – December 2011/12)

		A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12	F 11/12	T 11/12
Diversity and Equality									
LI70	The level (if any) of the Equality Standard for Local Government to which the Authority conforms	2	3	4	Working towards excellent	Working towards excellent	Working towards excellent		Excellent
LI72	% of top 5% of Authority earners that are women	15.6	13.9	13.9	14.8	16.0	14.5	17.1	17.1
LI73	% of the top 5% of Authority earners from ethnic minority communities	1.6	2.5	5	4.9	5.3	2.9	5.9	5.9
LI74	% of top 5% of earners that have a disability	1.6	1.3	2.53	1.2	1.3	1.4	1.8	1.8
LI87	% of workforce with a disability	New LI in 2009/10		2.6	3.8	3.6	3.7	4	4
LI78	% of uniformed staff from ethnic minority communities	0.66	0.72	1.66	1.7	1.9	1.9	2.1	2.1
LI86	% of workforce from an ethnic minority community	New LI in 2009/10		1.95	2.2	2.4	2.6	2.7	2.7
LI88	% of new entrants from minority ethnic groups employed across the whole organisation	New LI in 2009/10		6.7	14.7	9.3	33	nts	nts
LI80	% of women firefighters	3.1	4.3	4.8	4.8	5.5	5.6	5.9	5.9
LI89	% of new women entrants joining the operational sector of the Service	New LI in 2009/10		17.3	0	18.2	0	nts	nts
LI85	% of workforce who are women	New LI in 2009/10		19.8	21.3	20.3	20.4	21.1	21.1

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		A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12	F 11/12	T 11/12
Absence and Retirement									
LI81	Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	7.72	7.3	7.3	7.33	5.57	3.51	4.82	<=6
LI 90	Proportion of working days/shifts lost to sickness absence by riders	New LI in 2009/10		6.82	7.04	4.86	3.09	4.13	<=6
LI 91	Proportion of working days/shifts lost to sickness absence by non-riders	New LI in 2009/10		8.37	7.41	6.75	5.24	7.25	<=6
LI 92	Proportion of working days/shifts lost to sickness absence by control staff	New LI in 2009/10		10.97	10.97	11.85	3.28	6.44	<=6
LI82	Proportion of working days/shifts lost to sickness absence by all staff	8.72	8.03	8.07	7.65	6.05	4.32	5.76	<=6
LI 93	Proportion of working days/shifts lost to sickness absence by corporate staff	New LI in 2009/10		10.78	8.73	7.64	7.03	8.91	<=6
LI83	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.65	0.32	0	0	0	0.1		0
LI84	Control & corporate ill-health retirements as a % of the total workforce	1.06	0	0.6	0.9	0	0		0
Finance and Procurement									
LI64	The % of invoices for commercials goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	92.2	96.8	97.0	97.9	97.5	96%		100
Environmental									
EM5	CO2 (tonnes of Co2) reduction from local authority operations (NI185)	New LI 2010/11		4593	2865*	Reported late 2011	Reported Annually		4088

* Only reflects estates. Awaiting emissions from vehicles

Population: 1106300 (Mid 2010 Population Estimates ONS)

Dwellings: 474000 (Estimate for Dwellings from TWRI May 2010)

Non Domestic: 31381 (Estimate for Non Domestic from CLG 31st December 2008)

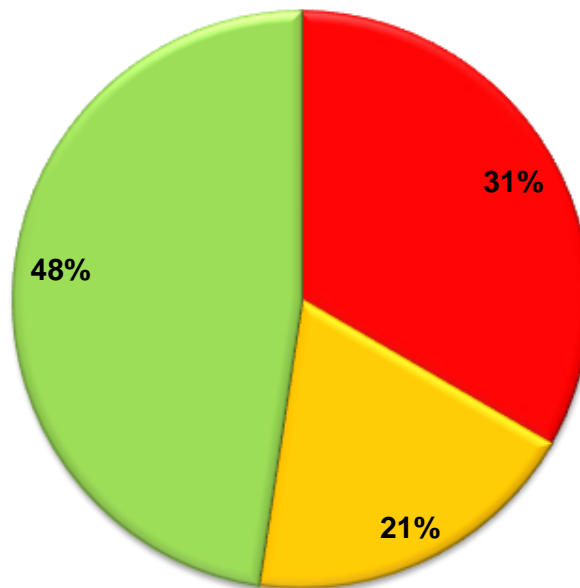
Appendix B

**A snap shot of LI performance against
2011/12 targets and 2010/11 performance**

PPC Performance Report: (April – December 2011/12)

End of year performance 2011/12 against target

The chart below highlights the percentage of Local Indicators (LIs) that are forecast to exceed, miss or be within the variance (2.5% less than target) of the 2011/12 service target. (Where data is available)



Local indicators that are within the variance (Yellow) or missed (Red) the target are:

Within Variance:

- LI23 Number of false alarms due to automatic fire detection from domestic premises
- LI74 % of top 5% of earners that have a disability
- LI78 % of uniformed staff from ethnic minority communities
- LI80 % of women fire fighters
- LI83 Wholetime fire fighters ill-health retirements as a % of the total workforce
- LI85 % of workforce who are women
- LI86 % of workforce from an ethnic minority community
- LI87 % of the workforce with a disability

Missed Target:

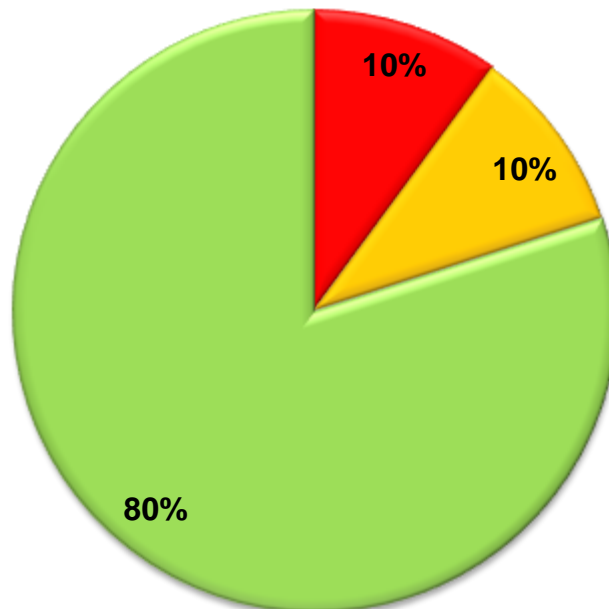
- LI1 Number of deaths from accidental fires in dwellings
- LI1.1 Number of deaths from accidental fires in dwellings per 100,000 population
- LI2 Number of deaths from all fires
- LI4 Number of injuries from accidental fires in dwellings
- LI5 Number of injuries from all fires
- LI18 Number of refuse fires started deliberately
- LI20 Number of calls to malicious false alarms NOT ATTENDED
- LI21 Number of malicious false alarm calls ATTENDED
- LI64 % of invoices for commercials goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
- LI72 % of top 5% of Authority earners that are women
- LI73 % of the top 5% of Authority earners from ethnic minority communities
- LI 91 Proportion of working days / shifts lost to sickness absence by non riders
- LI 92 Proportion of working days/shifts lost to sickness absence by control staff

PPC Performance Report: (April – December 2011/12)

LI 93 Proportion of working days / shifts lost to sickness absence by corporate staff

Comparison of Q2 2011/12 performance against Q2 2010/11

The chart below highlights the percentage of Local Indicators (LIs) that are forecast to exceed, miss or be within the variance (2.5% less than target) of the performance achieved in 2010/11. (Where data is available)



Local indicators that are within the variance or failed to improve on 2010/11 performance:

Within Variance:

LI20 Number of calls to malicious false alarms NOT ATTENDED

LI41 % of emergency callers engaged within 7 seconds

LI64 % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms

LI83 % Wholetime fire fighters ill-health retirements as a % of the total workforce

Not improved on 2009/10 performance:

LI72 % of top 5% of Authority earners that are women

LI73 % of the top 5% of Authority earners from ethnic minority communities

LI 91 Proportion of working days / shifts lost to sickness absence by non riders

LI 93 Proportion of working days / shifts lost to sickness absence by corporate staff

1. INTRODUCTION

1.1 The purpose of this report is to brief Members on the draft Fire and Rescue National Framework for England, published in December 2011, and its potential implications for TWFA.

2. BACKGROUND

2.1 The National Fire Framework has been a key statutory driver of FRS activity in recent years, linked to the implementation of the 2004 Fire and Rescue Services Act, the removal of national standards of fire cover and moves towards local determination of the most effective response to life risk.

2.2 The key requirements (“musts”) of the current Framework (2008-11) are:

- Production of an (Integrated Risk Management Plan) IRMP, including the development process and content
- Collaboration with the Regional Control Centre (RCC) project
- The requirement to comply with the FRS Equality and Diversity Strategy
- Application of Integrated Personal Development System (IPDS) in recruitment, training and progression
- Work towards regional collaboration on specific functions, through Regional Management Boards
- Submit a business case to CLG for any procurement outside Firebuy
- Consider the views of local communities in making service changes

2.3 Clearly the Framework is a vehicle for ensuring compliance by FRAs with the general policy direction of the Government of the day. Thus all but the first and last of the ‘musts’ set out above have fallen by the wayside as the Coalition has moved away from regionalisation; halted RCC and removed Firebuy in the “bonfire of the quangos”; and reduced its specific requirements on FRAs in terms of equality and diversity.

3. THE NEW FRAMEWORK

3.1 The new draft Framework is out for consultation until 19th March 2012. It has three themes:

- Community safety
- Accountability to communities
- Assurance

3.2 The key duties under these are summarised in the attached appendix. The key changes are set out below.

- 3.3 The Framework document makes clear that the Framework sits within the existing legislative requirements on FRAs, in particular the Fire and Rescue Services Act 2004 (which contains provision for a Fire framework) and the Civil Contingencies Act 2004.

COMMUNITY SAFETY

IRMP

- 3.4 In terms of the **production of the IRMP**, the content of the new Framework is broadly the same but there is a slight change of emphasis from an IRMP which *reflects* up to date risk information, to an IRMP which “*identifies and assesses* all fire and rescue related risks that could affect communities including those of a cross border, multi authority or national nature” (and has regard to community risk registers, as in the previous version).
- 3.5 Comment has been made elsewhere that the requirement to identify all risks (including potentially those associated with terrorism) may go beyond the current legal remit of FRAs.
- 3.6 **Cost effectiveness** in risk reduction (through prevention, protection and response) remains a feature of the framework, as does the requirement for the IRMP to set out approaches to **enforcement** under the Regulatory Reform Order.

COLLABORATION

- 3.7 Whilst regional collaboration is de-emphasised, the requirement to respond collaboratively remains. **Inter-operability and mutual aid arrangements** are given more force in the new Framework. Collaboration is expected between FRAs, and with other responders through LRFs (repeating the duties under the Civil Contingencies Act). Specific elements of interoperability are listed and include compatible communications, command and control, intelligence sharing and exercising.

RESILIENCE

- 3.8 There is a greater emphasis on Resilience in the new Framework, focusing on ability to support **national resilience**, defined as the capability of FRAs to work together with other category 1 and 2 responders on risks “that need to be planned for on a strategic national basis because their impacts and consequences would be of such a scale and complexity that local resources would be overwhelmed, even when taking into account mutual aid and collective action”. Government, it notes, “continues to fund” specialist capability in this regard.
- 3.9 There is a new requirement to “engage with agreed strategic governance arrangements” for national resilience; CLG will ensure that these are in place.
- 3.10 FRAs are also required to **analyse any gaps** between their capability and that needed to ensure national resilience. This should form part of the IRMP process; any gaps identified should be discussed with CLG through the “agreed strategic governance arrangements” to determine whether, and how, the gap could be filled.
- 3.11 There remains a requirement for FRAs to have effective **business continuity plans** which do not rely on the availability of the armed services.

ACCOUNTABILITY

- 3.12 In line with Government's increased desire for public sector transparency, there is a whole section dedicated to this theme.

IRMPs

- 3.13 There is a continued requirement to consult the public in the development of IRMPs, and to use these as the opportunity to provide transparent, up to date data on risk.

SCRUTINY

- 3.14 There is a requirement to put in place scrutiny arrangements, reflecting provisions made for local authorities under the Local Government Act which led to the separation of executive (Cabinet) and Scrutiny activities. Such arrangements will already be in place for County FRAs, but we will need to consider our own governance to ensure compliance with this requirement.

DATA TRANSPARENCY

- 3.15 The new Framework requires FRAs to inform the public where it can obtain data including that required under the local authority Transparency Code (spend over £500, senior salaries; financial performance; decision making processes); comparative data including that published by Chartered Institute of Public Finance and Accountancy (CIPFA); and performance data.

ASSURANCE

- 3.16 This third section of the Framework is interesting given the removal of much of the architecture of assurance by the Coalition (national indicators, annual audit and inspection etc). FRAs will be required to prepare **annual Statements of Assurance** covering:

- Financial matters
- Operational matters
- Governance matters
- Due regard for the IRMP and National Fire Framework

- 3.17 FRAs should make provision for independent scrutiny of these statements.

- 3.18 There has been much debate about how operational assurance is to be provided given the lack of an independent Inspectorate our Audit Commission to fulfil this role; this debate is also happening in local government and relates to the potential impact of less coordinated, independent assessment of service quality.

- 3.19 The onus of providing Assurance to both local communities and Government is seen as a new local responsibility. For Fire, there has been national discussion of whether an Operational Assessment under the new Chief Fire Officers' Association/Local Government Association (CFOA/LGA) model provides a sufficient level of assurance. In the CFOA work on this we have been at pains to point out that OpA is not a substitute for formal audit or inspection; however coupled with an independent peer review it does allow an individual FRA to assure itself to some degree that the practices and policies it uses are sound.

3.20 FRAs collectively are also required to assure Government about national resilience.

4. IMPLICATIONS

- 4.1 In general terms, the framework reiterates the commitment to locally based decisions about how services are designed to take account of local risk through IRMPs. This approach has served the Authority well over a number of years, coupled with our improved understanding and targeting of risk. The continuation of such an approach is to be welcomed.
- 4.2 There may be a need for further debate at the national level as to what is meant in terms of identifying “all risks” in this process.
- 4.3 There remains some lack of clarity on the national governance arrangements which will be in place for national resilience, and TWFRAs staff will engage in discussion on these through CFOA.
- 4.4 The requirement to demonstrate our approaches to a number of matters, from our interoperability and resilience arrangements, to our business continuity, financial and operational approaches, is in line with our current policy of regular self analysis and independent review, and publication of results. Some of this has been done through formal audit and inspection by the Audit Commission; in future only financial elements will be tested in this way and the onus will be upon us to publish such results through Assurance Statements.
- 4.5 In terms of accountability, TWFRAs is compliant with existing guidance but may wish to consider its approach to scrutiny should the Framework be agreed.

5. CONSULTATION

- 5.1 The consultation document asks the following questions about the framework.
- a. *Is the content of each chapter clear, specific and proportionate?***
 - b. *Does the draft Framework set clear and appropriate expectations of FRAs? If not, how could it be improved?***
 - c. *Are the respective roles of FRAs and Government set out clearly? If not how could they be improved/made clearer?***
 - d. *Do the requirements on FRAs on scrutiny, access to comparable performance data and assurance go too far or not far enough?***
- 5.2 Members’ views are sought on the draft Framework to inform further debate and any potential response, based on the implications outlined in section 4.

6. RECOMMENDATIONS

6.1 Members are recommended to:

- 1) note the content of this report and offer comments on the implications for TWFRAs
- 2) authorise the Chief Fire Officer to provide feedback to the consultation.

Appendix A: Duties under the National Fire Framework

Theme	Specifics	Duties
Community safety	Risk assessment	<ul style="list-style-type: none"> Produce an IRMP assessing all risks including cross border, multi authority and national, paying attention to Community Risk Register
	Prevention and protection	<ul style="list-style-type: none"> Work with communities to identify risks and prevent incidents Include in IRMP how prevention, protection and response will mitigate risk in a cost effective way Include in the IRMP the management strategy and risk based programme for enforcing the Regulatory Reform Fire Safety Order 2005
	Response	<ul style="list-style-type: none"> Make provision to respond to incidents in their area and in others in line with mutual aid arrangements, and reflect this in IRMPs Have effective business continuity arrangements to meet service delivery risks, which do not involve Armed Forces assistance Collaborate with other FRS, and other Category 1 and 2 responders and LRFs, to deliver interoperability including comms, command and control, intelligence, understanding of procedures, national resilience plans, training and exercising
	Resilience	<ul style="list-style-type: none"> Engage with agreed strategic governance arrangements to support decisions about national resilience Include in risk assessments gaps between existing capability and national resilience requirements, and notify CLG of these Work collectively through strategic governance and CLG, to agree whether/how to fill any capability gap Work with partners on this and all the above
Accountable to communities	IRMP	<ul style="list-style-type: none"> IRMPs must be accessible and publicly available, reflect public consultation and cover three years, but be reviewed as required and reflect up to date risk analyses
	Scrutiny	<ul style="list-style-type: none"> FRA must hold the Chief Officer to account for delivery FRAs must have scrutiny arrangements in place
	Data	<ul style="list-style-type: none"> FRA must tell communities how they can access data about the service
Assurance	Good management	<ul style="list-style-type: none"> FRA must prepare an Annual Statement of Assurance covering financial, governance and operational matters and how these have regard to the IRMP
	Resilience	<ul style="list-style-type: none"> FRAs must collectively assure Government, through strategic governance arrangements, about national resilience (risk assessment, gap analysis, fitness for purpose of existing capabilities and value for money of any new capabilities the sector is commissioned to deliver).