

TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No

**POLICY AND PERFORMANCE COMMITTEE: 07<sup>th</sup> June 2010**

---

**SUBJECT: End of Year (April – March) Performance Report 2009/10****REPORT OF THE CHIEF FIRE OFFICER**

---

**1 PURPOSE**

1.1 This report provides the End of Year (April – September) performance of the Authority against the targets for 2009/10. Members of the Performance and Policy Advisory 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 National Indicators (NI's) related to fire 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 three 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 2009/10.





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 versus 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 themselves.

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. RECOMMENDATIONS**

11.1 The Committee is requested to:

- a. Note and endorse the contents of this report.
- b. 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 2009 -12
- National Indicator Set



**End of Year  
Performance Report for  
Performance and Policy Committee  
(April – March) 2009/10**

## PPC Performance Report: (April - March 2009/10)

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

### National Priorities:

These reflect the Nation Indicators (NIs) as defined by CLG as part of Comprehensive Area Assessment (CAA).

#### **NI49 Number of Primary fires and related fatalities and non fatal casualties (excluding precautionary checks):**

- **NI49i** Total number of primary fire per 100,000 population (LI29)
- **NI49ii** Total number of fatalities due to primary fires per 100,000 population (LI2)
- **NI49iii** Total number of non fatal casualties (excluding precautionary checks) per 100,000 population (LI28)

#### **NI33 Arson Incidents:**

- **NI33i** Total number of deliberate primary and secondary fires per 10,000 population (LI33)
- **NI33ii** Total number of deliberate primary fires per 10,000 population (LI17)
- **NI33iii** Total number of deliberate secondary fires per 10,000 population (LI16)

### Local Priorities:

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

#### **Emergency Response:**

- **LI 3** Number of injuries arising from accidental fires in dwellings (excluding precautionary checks).
- **LI 8.1** Number of accidental fires in dwellings per 10,000 dwellings
- **LI 13.1** % of fires attended in dwellings where no smoke alarm was fitted
- **LI 21** Number of malicious false alarm calls attended
- **LI 22.1** Number of false alarms due to automatic fire detection from non domestic properties per 1000 non domestic premises.

#### **Diversity and Equality:**

- **LI86** % of workforce from ethnic minority communities
- **LI85** % of workforce who are women

#### **Absence and Retirement:**

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

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

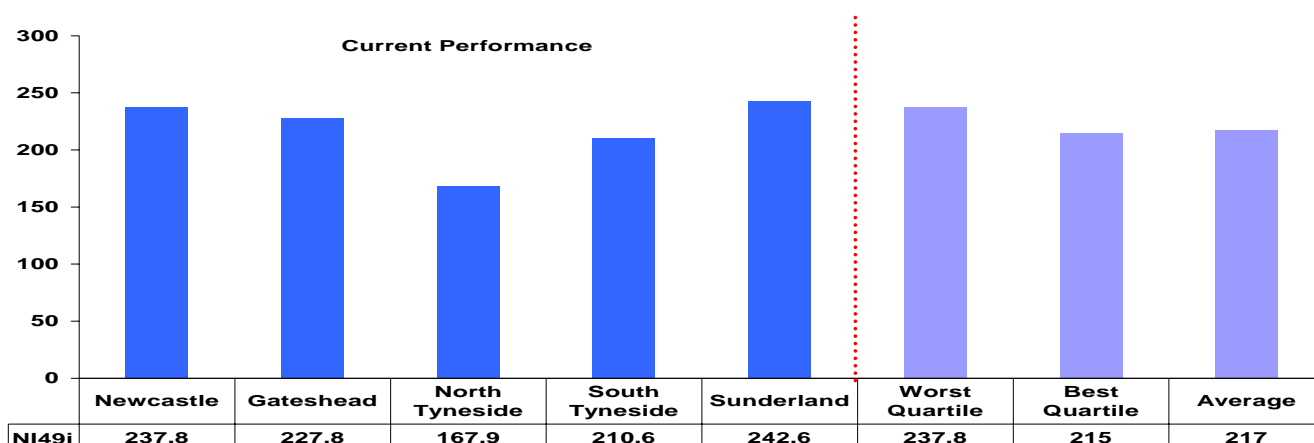
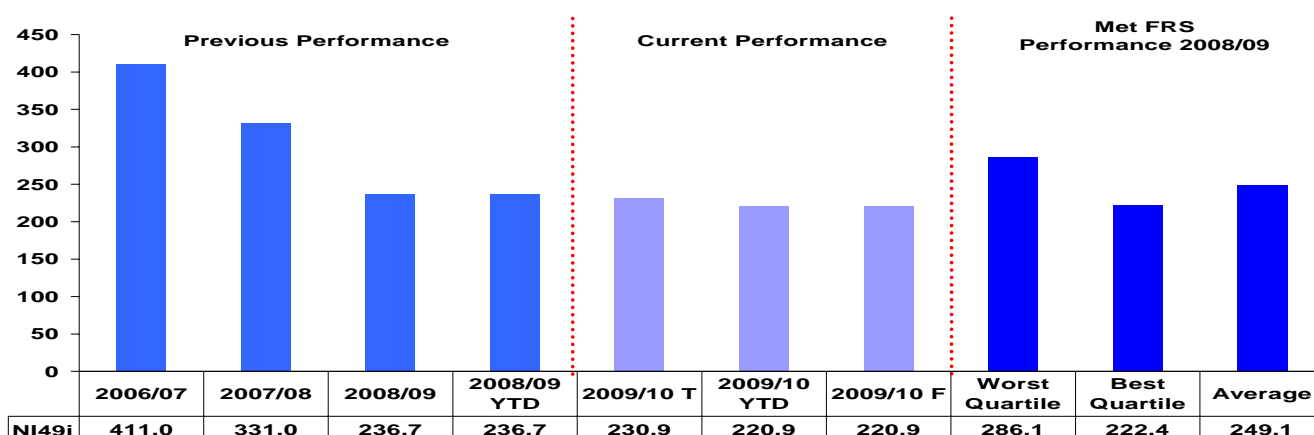
## **National Priorities**

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

## PPC Performance Report: (April - March 2009/10)

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

The following indicator outlines the performance of the Authority in relation to the number of primary fires attended by the TWFRS. 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.

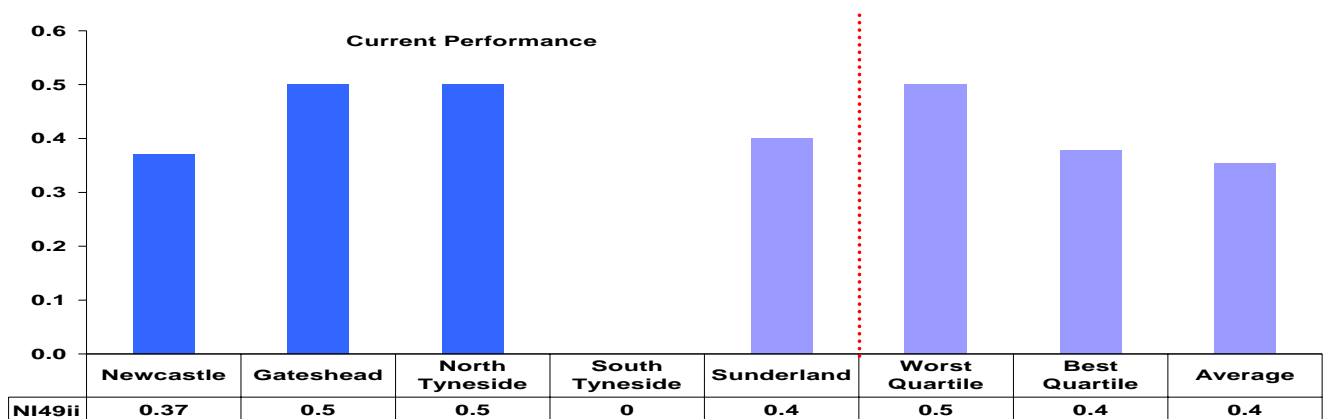
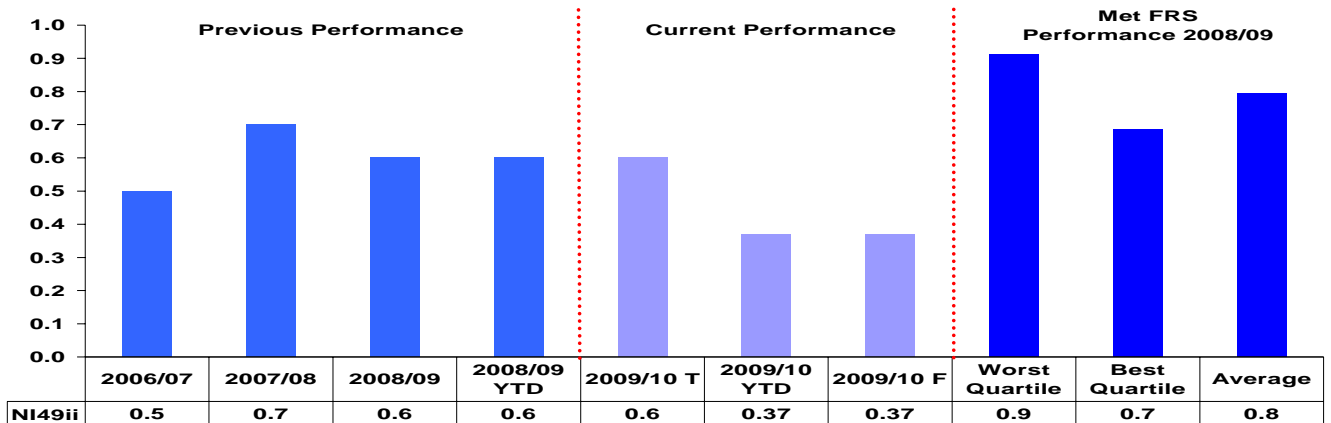


#### Key Performance Information:

- The Authority attended 220.9 (2406) primary fires per 100,000 population by the end of 2009/10, a decrease of 6.7% compared to 2008/09 (2575).
- Based on the end of year performance of 220.9, the Authority has achieved its target of 230.9 (2512) primary fires per 100,000 population by 4.3% (106).
- The Authority's end of year performance reflects a reduction of 47% on the 2006/07 figure 411.0, highlighting the continuous downward trend.
- The Authority's performance has resulted in it being within the best quartile when compared to the Metropolitan Fire and Rescue Service's (Mets) figure of 222.4.
- As in Q3 2009/10 Newcastle has attended the second highest number of primary fires per 100,000 population accounting for 27% (646) of the Service total.
- Sunderland as in Q3 2009/10 has attended the highest number of primary fires per 100,000 population, accounting for 28% (680) of the Service Total.

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

The following indicator outlines the performance of the Authority in relation to the number of fatalities due to primary fires attended by the TWFRS. 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:**

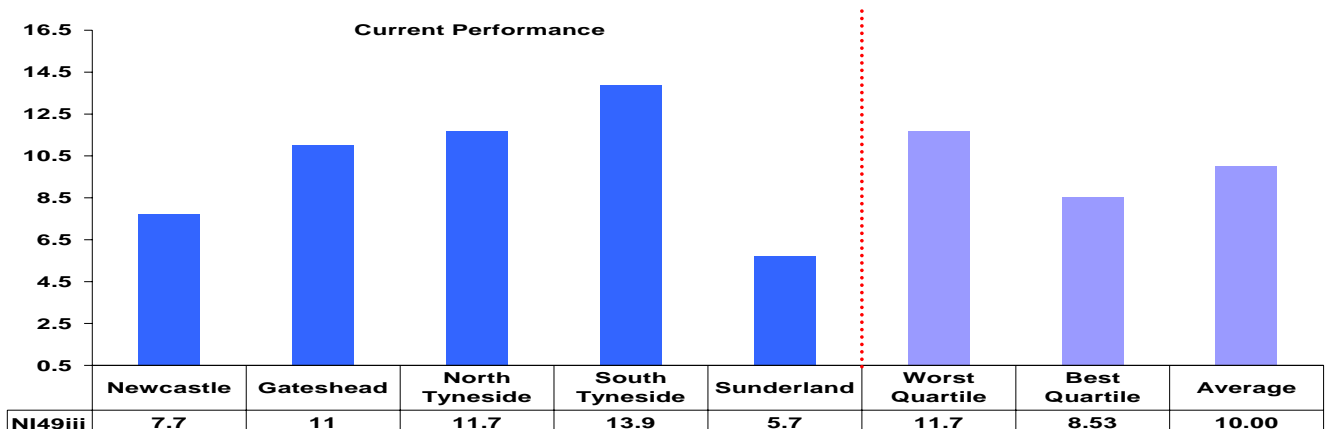
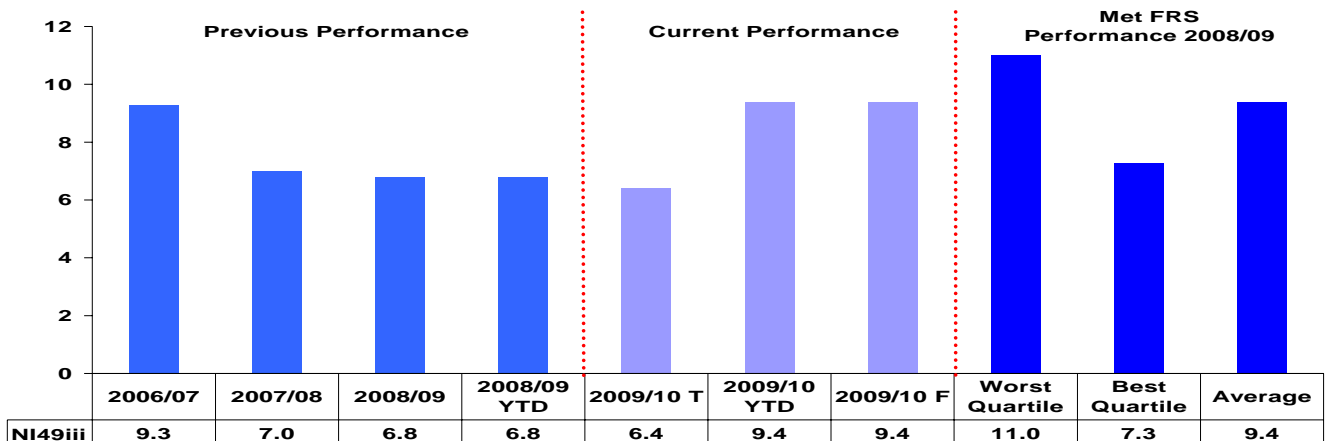
- As a result of 2 fatalities from fires during Q4 the Authority has reported a total of 0.37 (4) fatalities for 2009/10.
- Based on the end of year performance of 0.37 fatalities due to primary fires per 100,000 population, the Authority has achieved the 2009/10 target of less than 0.6 (6).
- As a result of this performance, the Authority is set to report a reduction of 43% (3) compared to 2008/09 performance.
- As throughout 2009/10, the Authority remains below the Mets average figure reported of 0.8 fatalities per 100,000 population by the end of 2009/10.
- The Authority’s performance in relation to the Mets is below the best quartile by 47%.
- Both fires responsible for the fatalities reported during Q4 were as a result of items being ignited outside the kitchen, with one related to smoking materials.



## PPC Performance Report: (April - March 2009/10)

### NI49iii Number of non fatal casualties (excluding precautionary checks) due to primary fires per 100,000 population (LI28):

The following indicator outlines the performance of the Authority in relation to the number of non fatal casualties due to primary fires attended by the TWFRS. A non fatal casualty must be recorded as being the result of the fire (or smoke) and includes both accidental and deliberate fires (not RTC's). A precautionary check includes first aid given at the scene of an incident. **It should be noted that recent changes to CLG guidance may have an impact on the performance relating to injuries when compared with previous years.**



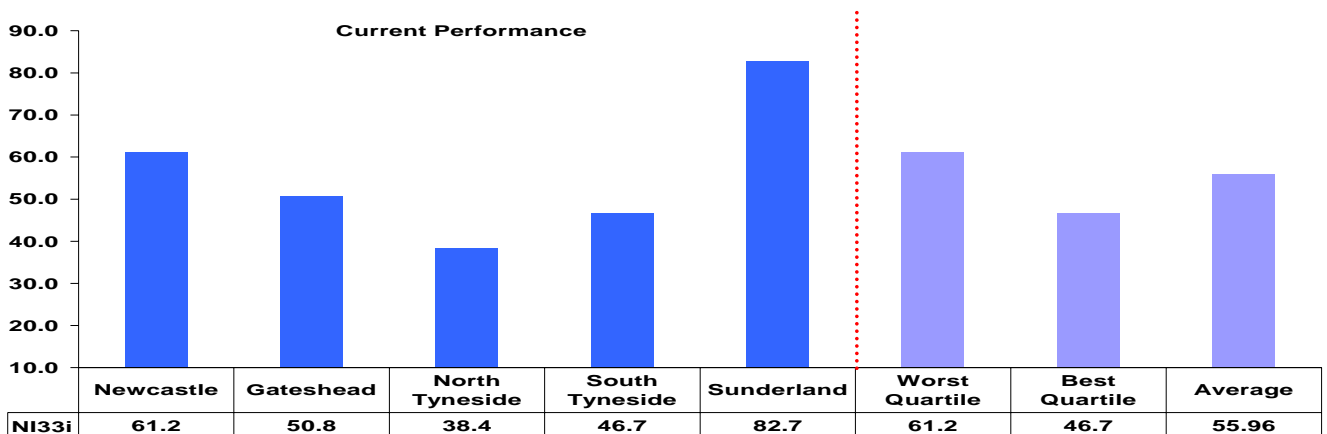
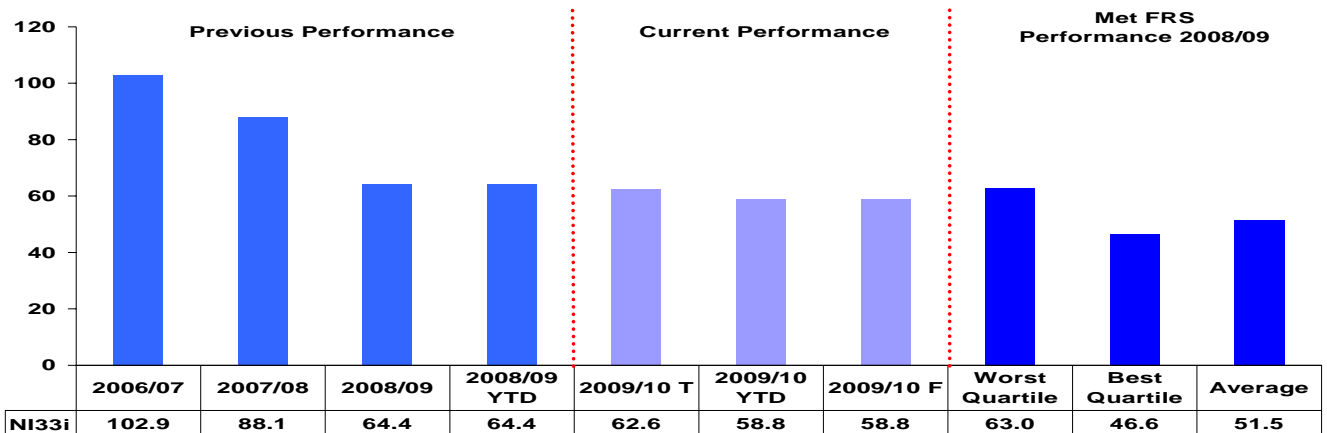
#### Key Performance Information:

- The Authority recorded 9.4 (102) non fatal casualties (excluding precautionary checks) due to primary fires per 100,000 population at the end of 2009/10, an increase of 38% compared to 2008/09 (74).
- During Q4 the Authority reported 38 such casualties, the greatest amount of any quarter. As a result the Authority has missed the 2009/10 target of 6.4 by 46%.
- South Tyneside recorded the highest number of non fatal casualties per 100,000 population, accounting for 21% of the Service total and exceeding the worst quartile by 19%. This performance is due to 11 injuries being reported at one incident within South Tyneside East station area.
- Sunderland and Newcastle districts reported the lowest number of such injuries based on per population figures. Sunderland district reported 16 injuries, the lowest of any area.
- The Authority's end of year performance reflects the average for the Met FRS's, however it has missed the best quartile by 22%.

## PPC Performance Report: (April - March 2009/10)

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

The following indicator outlines the performance of the Authority in relation to the number of all deliberate fires attended by the TWFRS. 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.



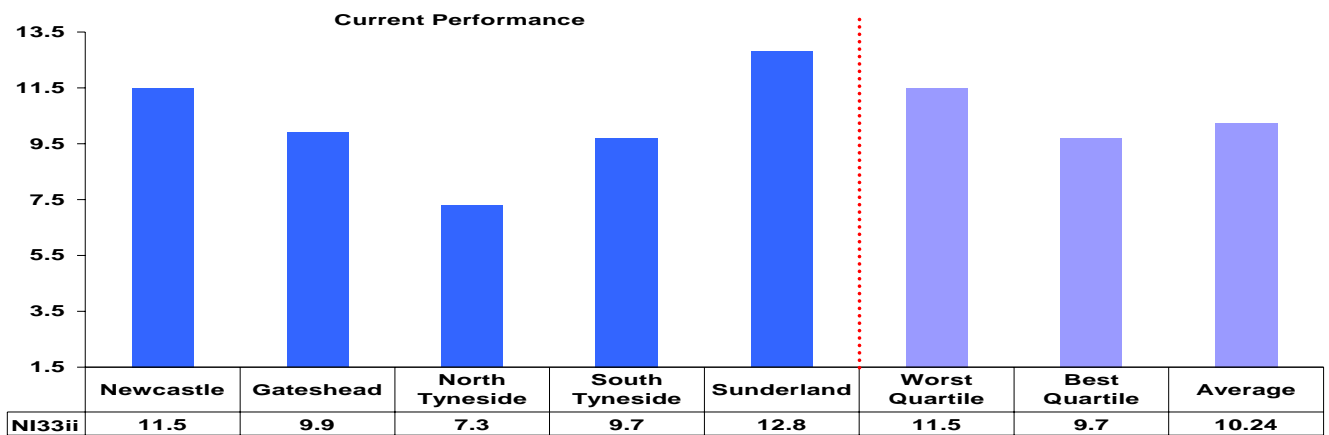
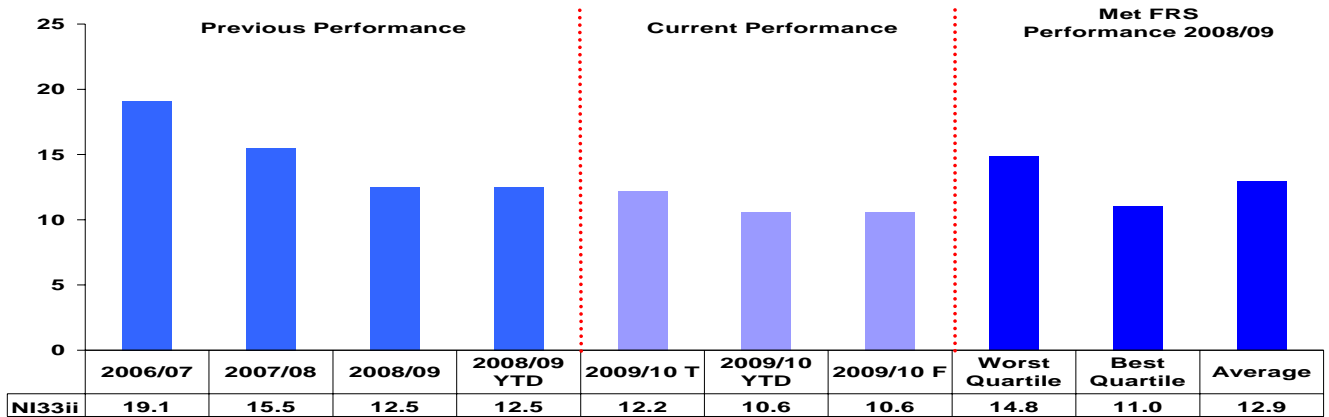
#### Key Performance Information:

- The Authority recorded 58.8 (6409) deliberate fires per 10,000 population by the end of 2009/10, a decrease of 8.5% compared to 2008/09.
- This performance was supported through the Authority attending 1075 such incidents during Q4, reflecting 17% of the Service total.
- As a result of this performance the Authority achieved the target of 62.6 by 6%.
- The Authority's end of year performance remains above the average for the Met FRS's but it is below the worst quartile by 7%.
- As throughout 2009/10 the Sunderland district has recorded the highest number of deliberate fires, accounting for 36% of the Service total.
- The Sunderland District reported the largest increase in the number of deliberate fires during Q4 2009/10 (494), accounting for 46% of all such incidents in Tyne and Wear and as a result remains within the worst quartile.

## PPC Performance Report: (April - March 2009/10)

### NI33ii Number of deliberate primary fires per 10,000 population (LI17):

The following indicator outlines the performance of the Authority in relation to the number of deliberate primary fires attended by the TWFRS. A deliberate fire is defined as an incident where the cause of the fire is suspected to be non accidental. In addition to the criteria stated above a primary fire would also include an incident when there were 5 or more appliances in attendance.

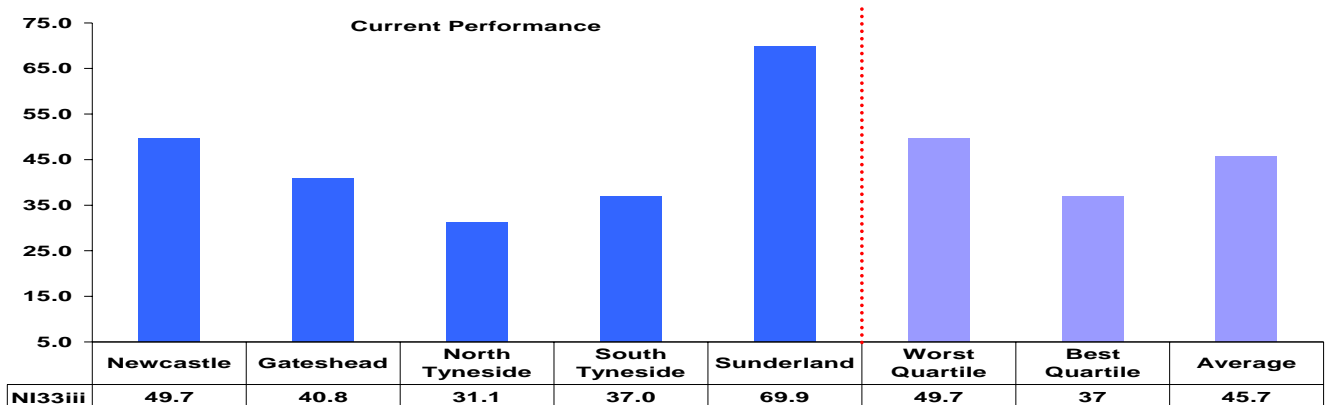
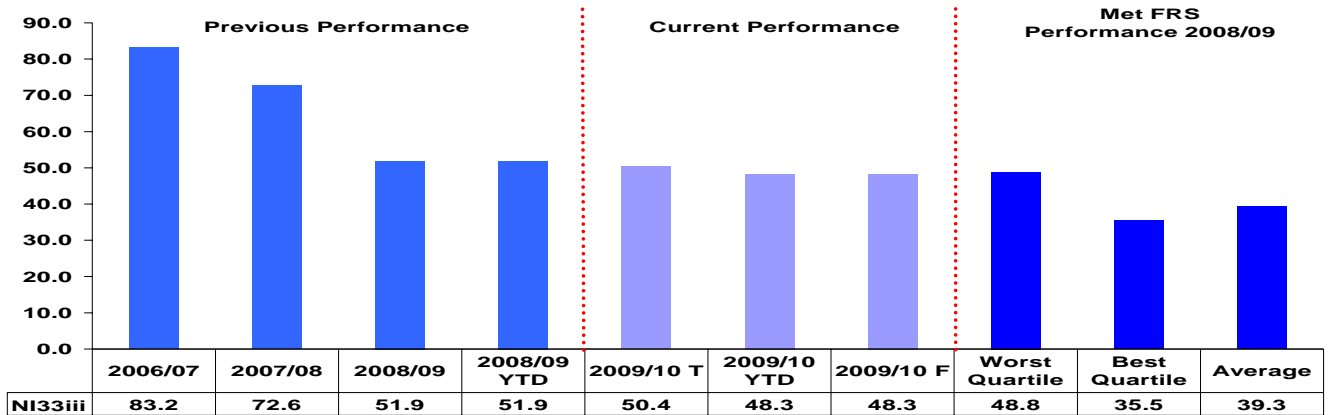


#### Key Performance Information:

- The Authority recorded 10.6 (1151) deliberate primary fires per 10,000 population by the end of 2009/10, reflecting a reduction of 16% on the performance reported at the end of 2008/09 (12.5).
- As a result of the 2009/10 performance, the Authority has achieved its target of 12.2 (1322) by 13%.
- The Authority's end of year performance continues to reflect a positive downward trend, compared to 2006/07 (19.1) the Authority has seen a reduction of 46%.
- Compared to the other Met FRS, the Authority's end of year performance is below the average figure of 12.9 and resulted in the Authority being within the best quartile.
- The performance is supported through the Authority reporting 203 such incidents during Q4 2009/10, accounting for only 18% of the Service total.
- Sunderland continue to report the highest number of such incidents with 12.8 (360), representing 31% of the Service total.

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

The following indicator outlines the performance of the Authority in relation to the number of deliberate secondary fires (anti social behaviour) attended by the TWFRS. A deliberate fire is defined as an incident where the cause of the fire is suspected non accidental. In addition to the criteria stated above deliberate fire includes those were four or fewer appliances attended the incident.



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

**Key Performance Information:**

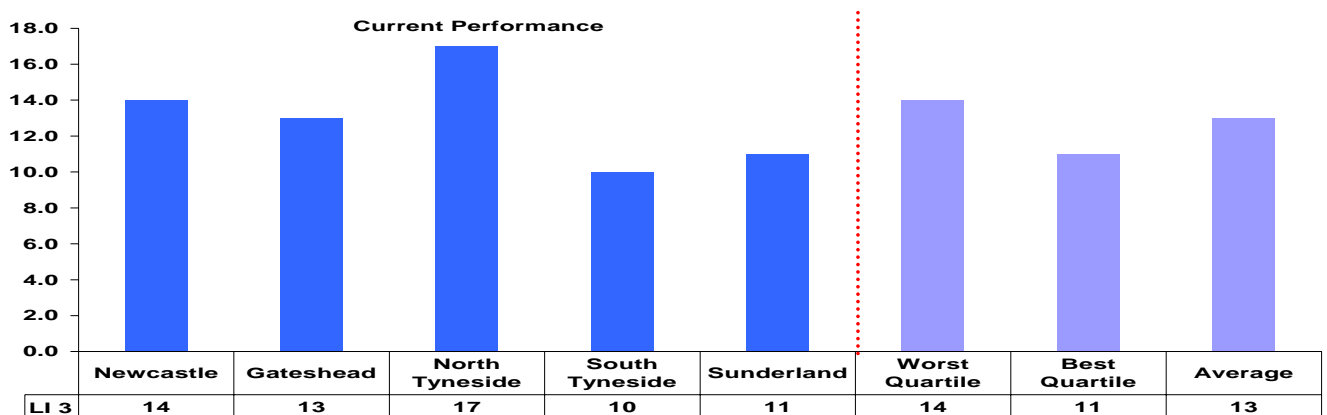
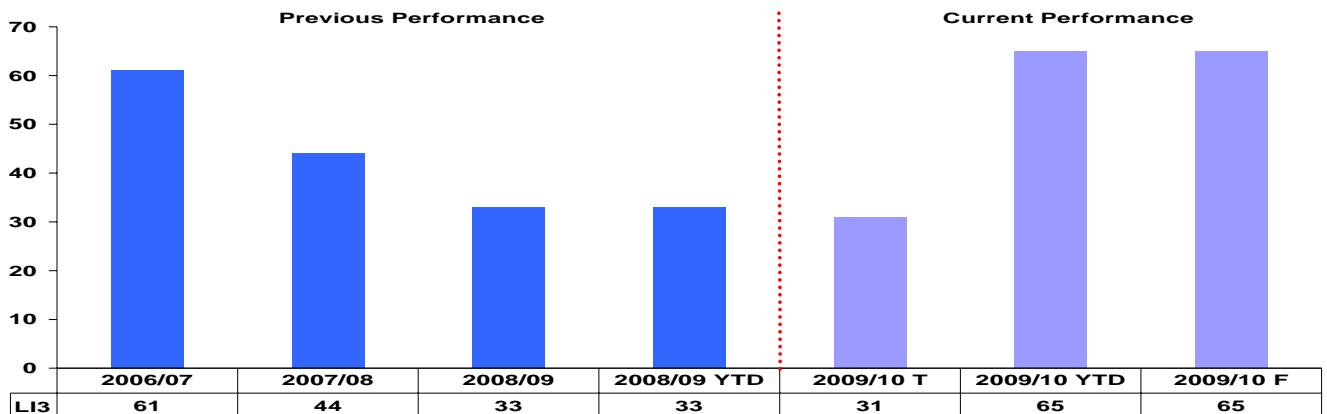
- The Authority recorded 48.3 (5258) deliberate secondary fires per 10,000 population by the end of 2009/10 and reflects a decrease of 7% on the performance reported in 2008/09.
- As a result of the 2009/10 performance, the Authority has achieved its target (50.4) by 4% (223).
- The positive performance relating to this indicator is supported by the Authority attending 17% (872) of such incidents during Q4.
- Compared to the Mets, the Authority's end of year performance is within the worst quartile for the first time in 2009/10.
- Sunderland reported the highest number (439) of such incidents during Q4 when compared against the other districts. However, the number of such incidents was the lowest for the district when compared against its other quarterly performance.
- Newcastle reported a 10% increase in the number of such incidents during Q4, the smallest increase of any district. South Tyneside reported a 22% increase, the second largest of any district.

## **Local Priorities**

Reflecting the LI's that have been set as organisational priorities for 2009/10

**LI3 Number of injuries from accidental fires in dwellings excluding pre – cautionary checks (Whole Number)**

This indicator highlights the performance of the Authority in relation to the number of injuries from 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 grate 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. A precautionary check includes first aid given at the scene of an incident. **It should be noted that recent changes to CLG guidance may have an impact on the performance relating to injuries when compared with previous years.**

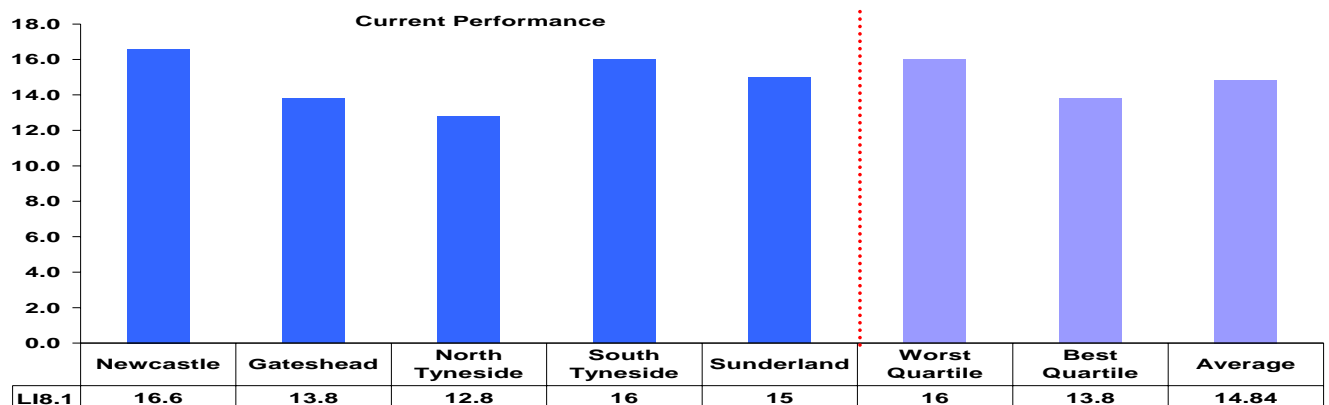
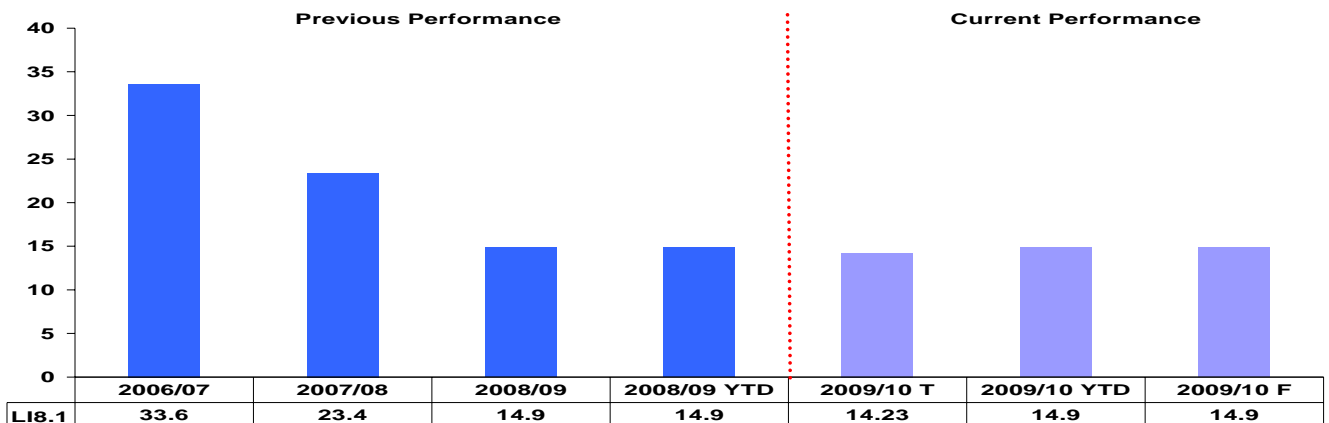


**Key Performance Information:**

- The Authority has recorded 65 injuries from accidental fires in dwellings, an increase of 97% (32 injuries) on the performance reported in 2008/09.
- As a result of this performance the Authority has missed its target of 31 such incidents.
- The district of North Tyneside accounts for the highest number of such injuries at the end of year, the first time in 2009/10. This is due to the district reporting 10 injuries during Q4 with one incident accounting for 7 injuries.
- Despite the district of Newcastle reporting the second highest number of such injuries it only reported 1 injury during Q4.

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

The following indicator highlights the performance of the Authority 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 grate 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.

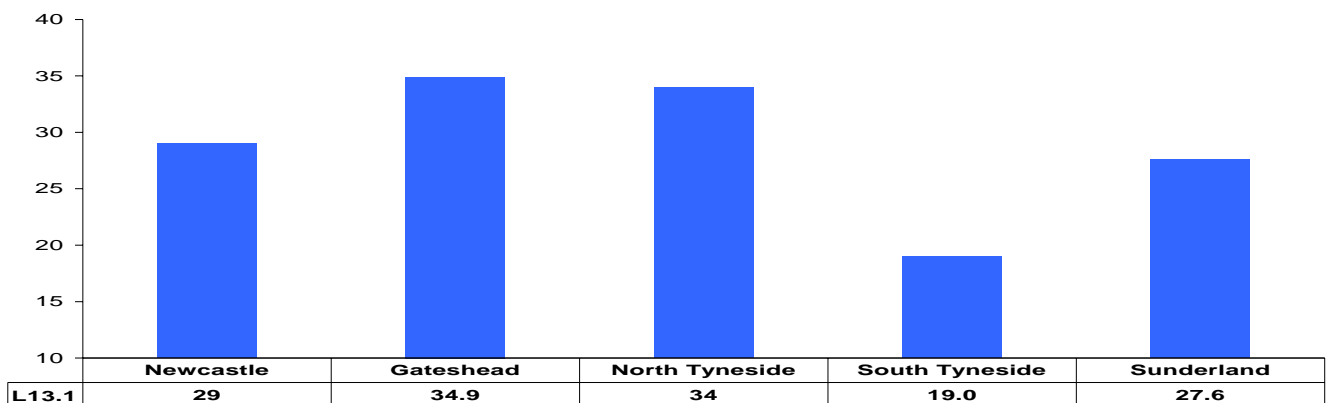
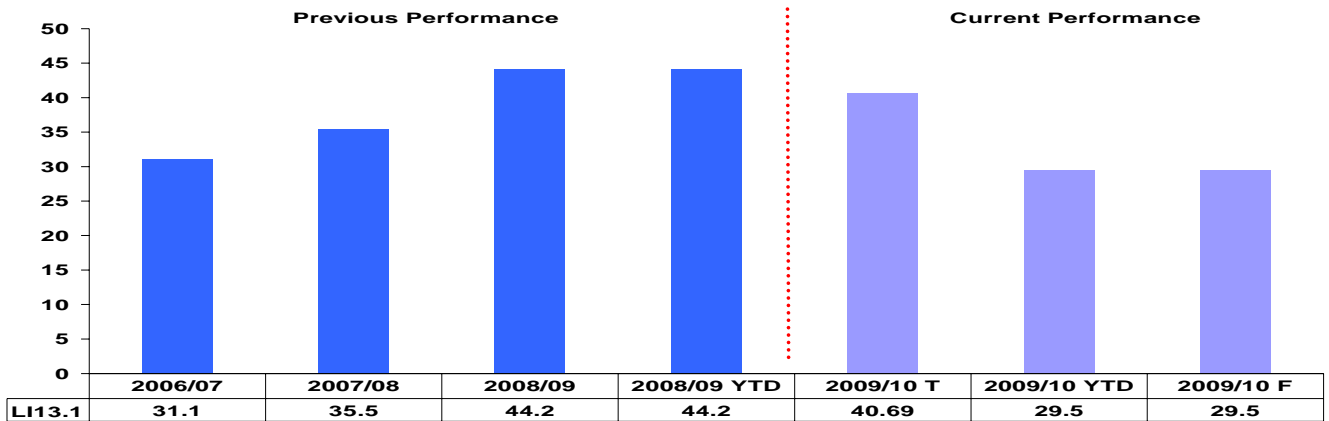


**Key Performance Information:**

- The Authority attended 14.9 (707) accidental dwelling fires per 10,000 dwellings by the end of 2009/10, an increase of 1% (4 incidents) compared with the same period in 2008/09.
- However, the Authority has missed its target of 14.23 by 5% (31 incidents). The increase in performance is reflected within the performance related to accidental non kitchen fires.
- However, the majority of such incidents occurred within the kitchen (59%), with Newcastle (61%), accounting for the highest % of such incidents occurring in the kitchen at district level.
- The number of accidental kitchen fires has reduced over previous years to the lowest level ever reported, from 82% of accidental dwellings fires originating in the kitchen in 2006/07.
- All four of the accidental dwelling fire deaths were as a result of fires originating outside the kitchen.

**LI13.1 % of fires attended in dwellings where no smoke alarm was fitted**

The following indicator highlights the performance of the Authority in relation to the number of accidental dwelling fires attended by the FRS where no smoke alarm was fitted. This LI only includes where there was no smoke alarm present. There are additional local indicators (see Appendix A) that focus on smoke alarm ownership, regardless of them activating or not.



**Key Performance Information:**

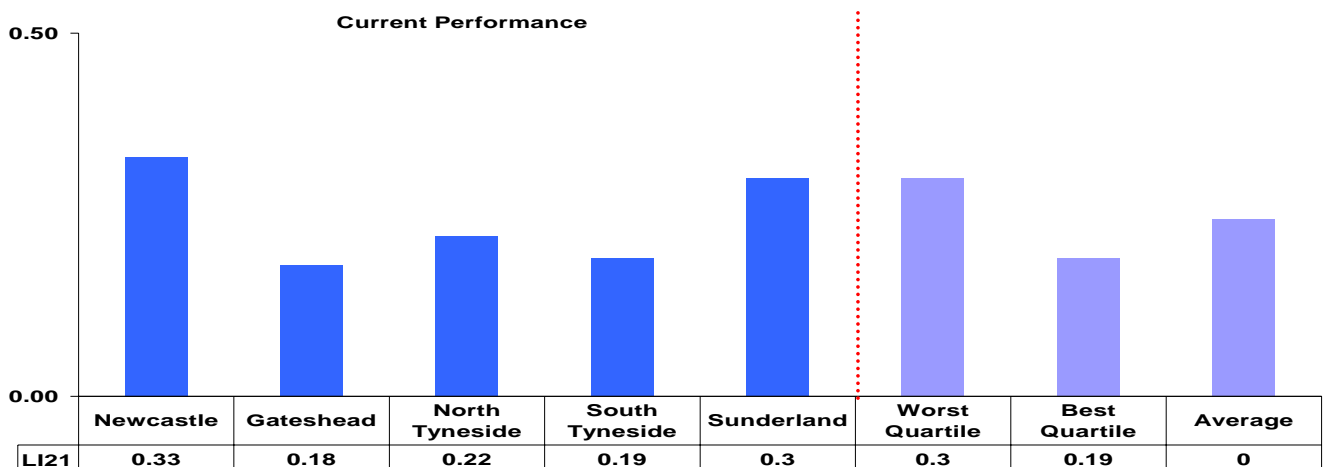
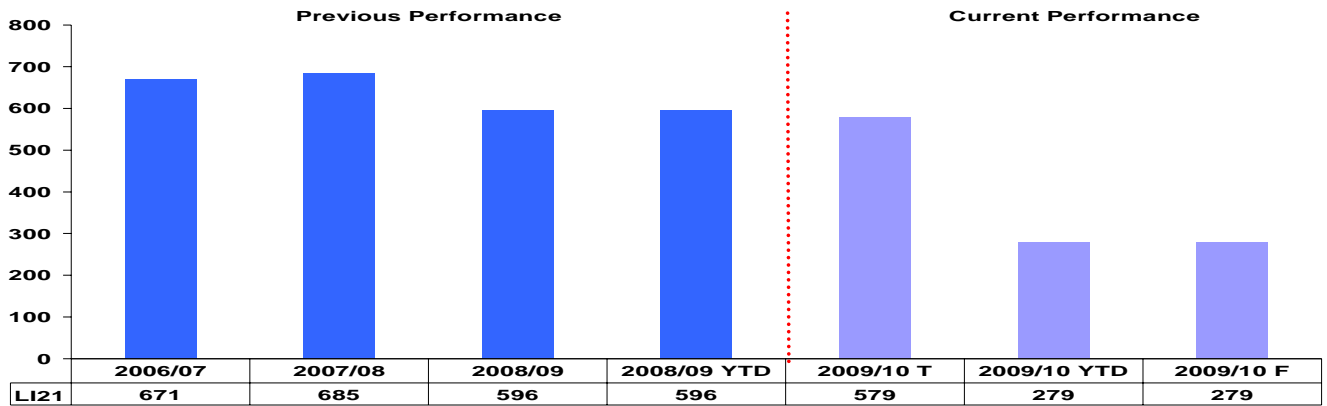
- The Authority has attended 29.5% of dwelling fires where no smoke alarm was fitted, reflecting the same performance reported at the end of Q3 2009/10.
- As a result of this performance the Authority has achieved its target of 40.69% and report the lowest % of such incidents since the measure was introduced.
- This also reflects a reduction of 15% when compared against the performance achieved at the end of 2008/09.
- The district of South Tyneside continues to report the lowest % of such incidents with 19% of such incidents.
- The district of North Tyneside was the only area to report an increase in such incidents during Q4 when compared against Q3, increasing from 33% to 34%.



## PPC Performance Report: (April - March 2009/10)

### LI21 Number of malicious false alarm calls attended

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



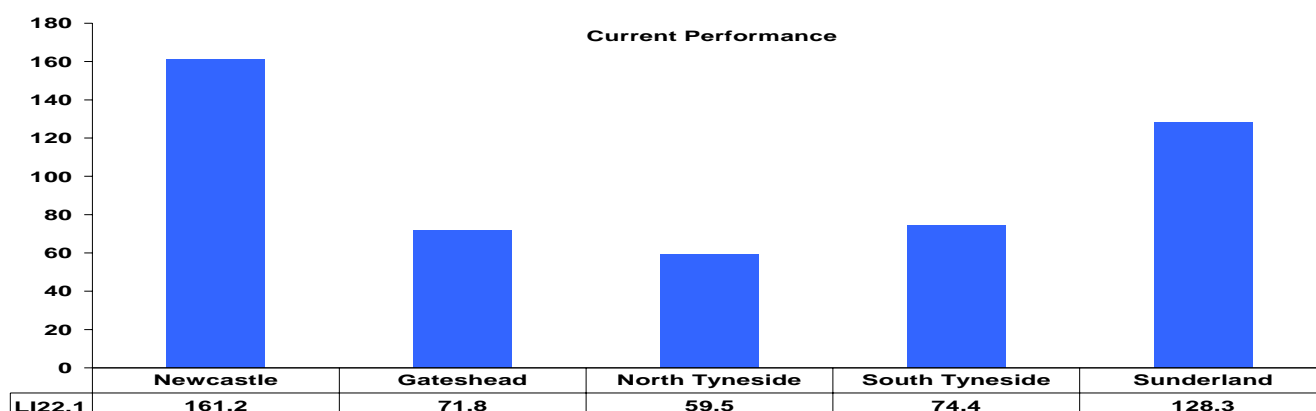
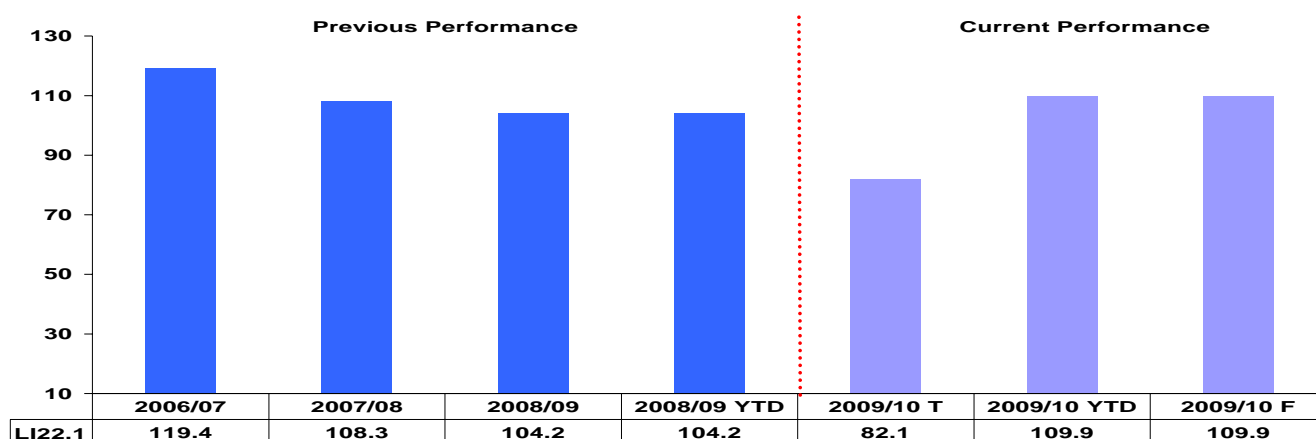
\* This graph is based on district per 1,000 population figures to reflect the proportion of incidents attended.

#### Key Performance Information:

- The Authority attended 279 malicious false alarm calls by the end of 2009/10, a decrease of 53% (317 calls) when compared against performance in 2008/09.
- As a result of this performance the Authority has achieved its target of 579 calls by 52% (300 calls).
- The districts of North Tyneside and Sunderland have reported the largest % increase in such calls per population when compared with Q3 2009/10. The district of Newcastle continued to attend the highest number of such calls with an increase of 28% (20 calls) compared against the end of Q3 2009/10.
- During Q4 the Authority attend 63 false alarms calls the least number of such calls when compared against previous quarterly performance, this reflects the ongoing training and implementation of the call challenge procedure operated by Control.

## **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 and factory.

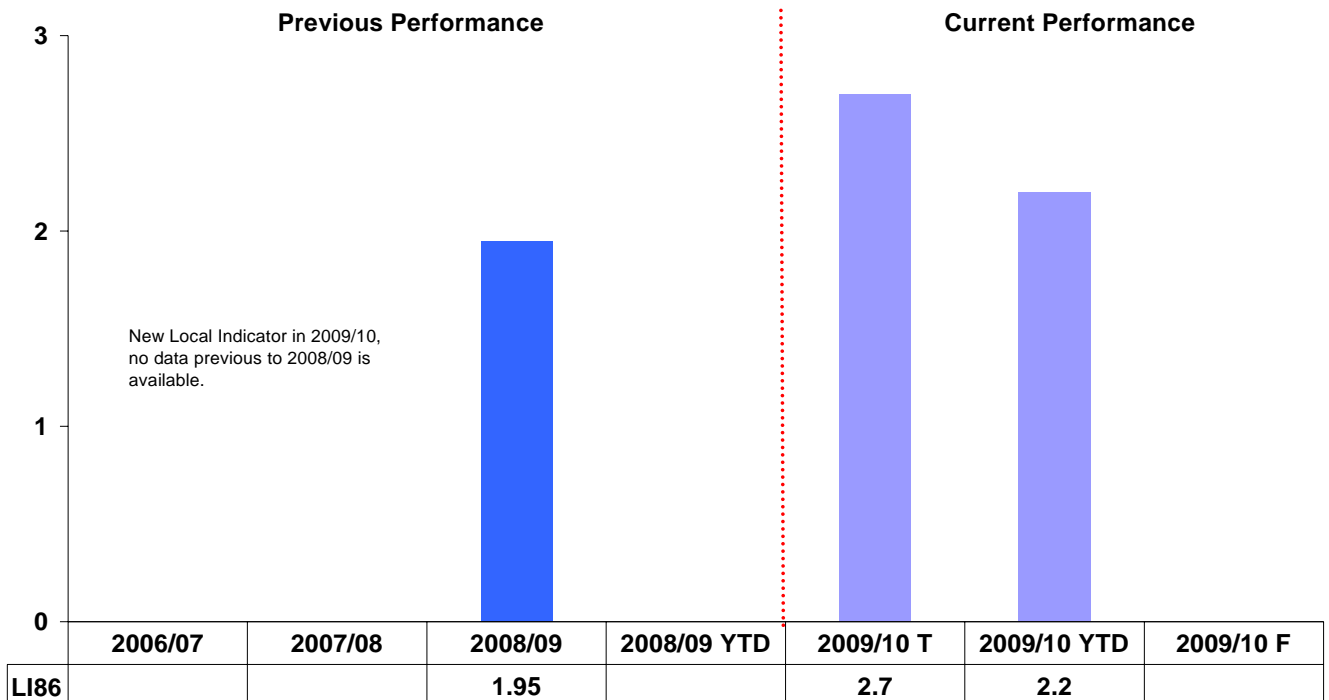


### **Key Performance Information:**

- The Authority attended 109.9 (3448 alarms) false alarm calls due to automatic fire alarms from non domestic premises per 1,000 non domestic premises, an increase of 29% (781 alarms) when compared against the same period in 2008/09.
- The district of Newcastle has reported the greatest number of such incidents by the end of 2009/10, with 161.2 (1526 alarms) per 1,000 non domestic premises, an increase of 33% on 2008/09. This performance is supported through two of the top three (RVI and General Hospital) repeat offenders for such incidents being located within the Newcastle district.
- In total 71.3% (413 calls) of such calls attended by the Authority were to the same premises on more than one occasion.
- It should be noted that the definition for non domestic premises has been revised by CLG in 2009/10 and as a consequence there are more premise types included compared to previous years.

**LI 86 % of workforce from an ethnic minority 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.



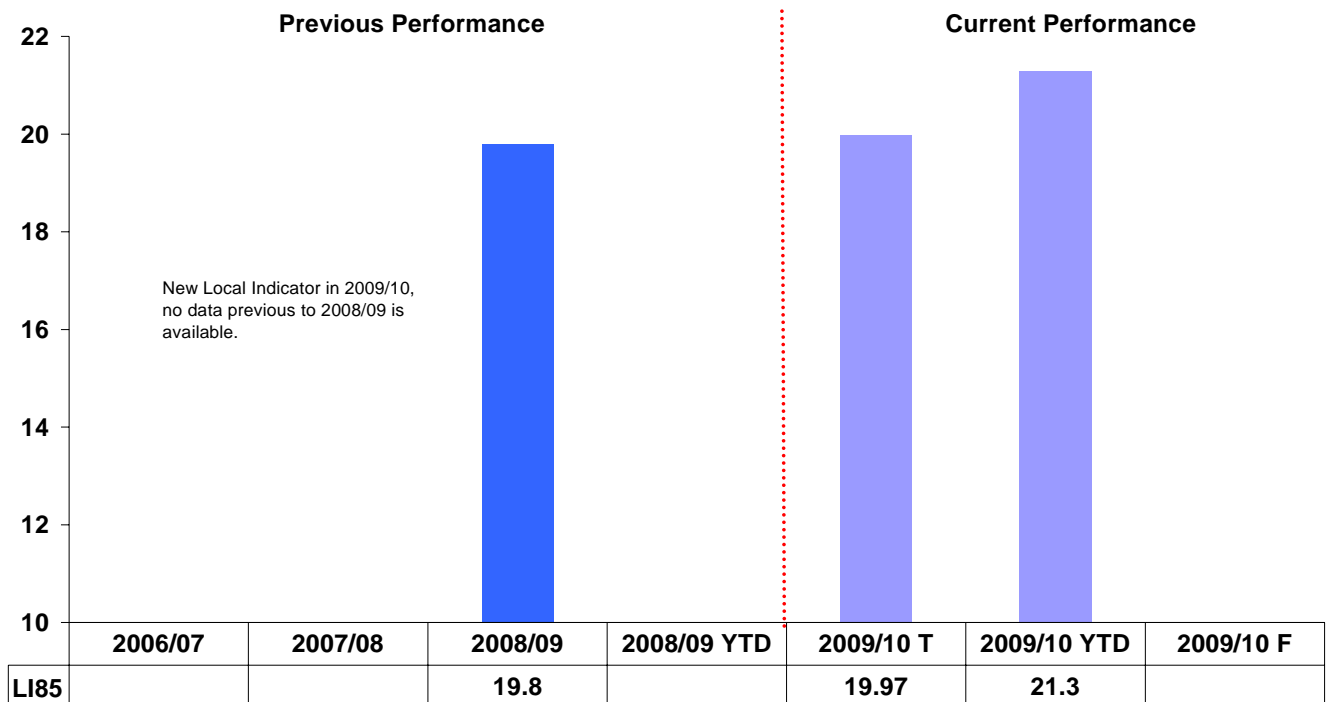
**Key Performance Information:**

- This is new local indicator introduced by the Authority in 2009/10; as a result there is no comparison with quarterly performance from previous years.
- In 2009/10 the percentage of the Authority’s workforce from an ethnic minority community was 2.2%, an increase of 0.25% compared with 2008/09. This represents an increase of 0.23% on the performance reported at the end of Q3 2009/10.
- However, based on this performance, the Authority missed its target of 2.7% by 0.5%
- This performance represents 27 employees out of a workforce of 1223.5 posts.

## PPC Performance Report: (April - March 2009/10)

### LI85 % 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.



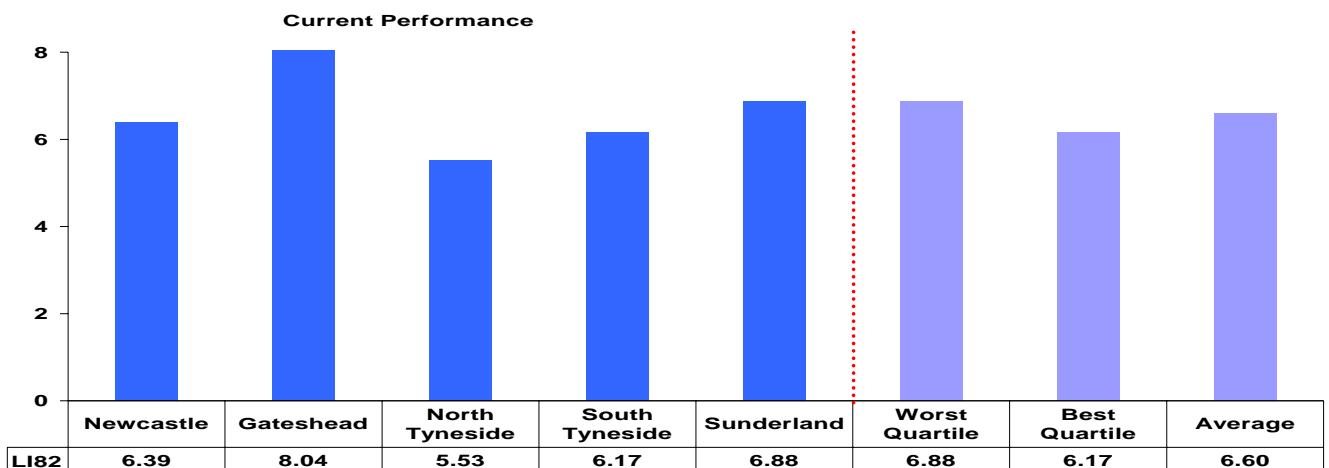
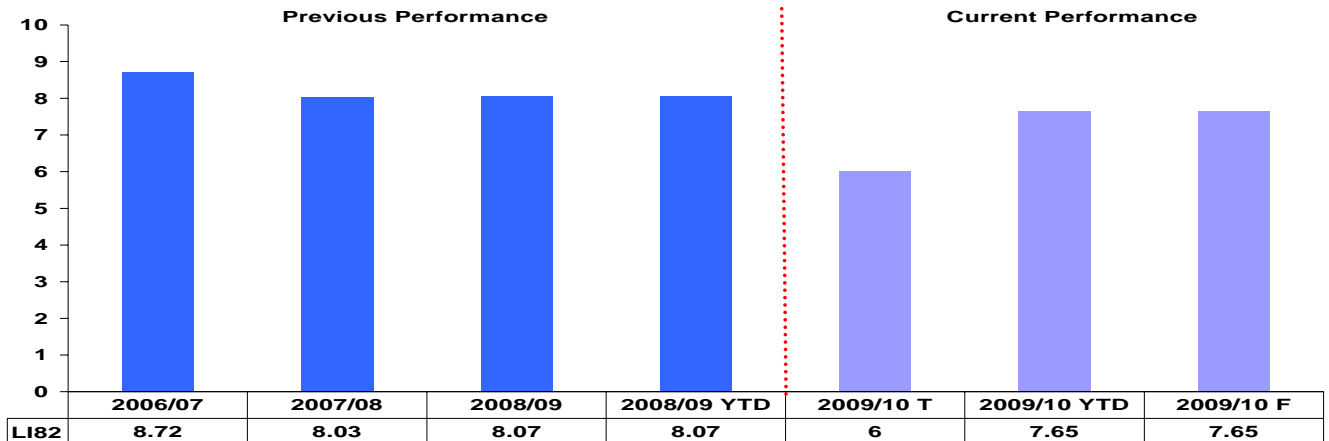
#### Key Performance Information:

- This is new local indicator introduced by the Authority in 2009/10; as a result there is no comparison with quarterly performance from previous years.
- At the end of 2009/10 the percentage of the Authority's workforce who are women was 21.3%.
- Based on this performance, the Authority achieved its target of 19.97% by 1.33%.
- The 2009/10 figure of 21.3% is an improvement of 1.5% against the end of year performance for 2008/09 of 19.8%.
- This performance reflects 260 employees out of a total workforce of 1223.5 posts.

## PPC Performance Report: (April - March 2009/10)

### LI82 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 by the Authority for under a year.



#### Key Performance Information:

- The proportion of working days / shifts lost to sickness absence by all staff is 7.65 by the end of 2009/10. This reflects an increase of 1.74 days compared with Q3 2009/10, the smallest increase of 2009/10.
- The increase of 1.74 days / shifts during Q4 is significantly less than the 2.6 days / shifts reported during the same quarter in 2008/09.
- This performance reflects a reduction of 5% against the Authority's 2008/09 performance of 8.07 days / shifts lost to sickness absence by all staff.
- As a result of this performance the Authority has missed its 2009/10 target of 6.0 working days / shifts lost to sickness absence by all staff.
- The Gateshead district reported the highest number of days / shifts lost to sickness, with an increase 2.94 days / shifts during Q4 2009/10.

# **Appendix A**

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

Q4 (April - March) 2009/10

		A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	EoY 2009/10	% Variance with T (09/10)	T 09/10
<b>Deaths and Injuries</b>									
L11	Number of deaths from accidental fires in dwellings	4	4	5	6	50	3	40	0-5
L11.1	Number of deaths from accidental fires in dwellings per 100,000 population (BV143i)	0.37	0.37	0.46	0.55	49	0.28	38	0.45
L12	Number of deaths from ALL fires	8	5	8	7	43	4	33	0-6
L151	Number of fire related deaths in a non domestic property	1	0	0	0	100	1	100	0
L13	Number of injuries arising from accidental fires in dwellings excluding precautionary checks (BV143ii as a whole number)	78	61	44	33	97.0	65	109.70	31
L13.1	Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks) (BV143ii)	7.26	5.57	4.05	3.03	98.0	6.00	110.50	2.85
L14	Number of injuries from accidental fires in dwellings	204	258	257	182	9.9	164	5.70	174
L15	Number of injuries from ALL fires	281	327	340	241	4.1	231	0.43	230
L128	Number of non fatal casualties (excluding precautionary checks)	127	101	76	74	37.8	102	45.70	70
L153	Number of fire related injuries in public buildings and industrial premises	20	15	25	16	43.8	9	40.00	15
<b>Fire Attendance</b>									
L124	Total number of fire calls attended	12395	14337	12381	8876	5.8	8362	3.3	8649
L125	Number of property fires excluding road vehicles (part 1 of BV142ii)	3083	3044	2343	1558	1.6	1533	0.4	1527
L126	Number of fires involving road vehicle (part 2 of BV142ii)	1611	1457	1258	1017	14.2	873	11.4	985
L129	Number of primary fires per 100,000 population (BV142ii)#	437	411	331	236.7	6.7	220.9	4.3	230.9
L132	Percentage of accidental fires in dwellings confined to the room of origin	95.3	95.7	94.2	92.29	4.1	88.15	6.1	94.2
L135	Number of fires in non-domestic premises per 1,000 non-domestic premises *	27.8	27	21.9	14.9	12.2	13.08	12.0	11.68

\* Non domestic premises figure updated in 2009/10

# Per population figure revised from 10,000 to 100,000 in 2009/10 NI

Q4 (April - March) 2009/10

		A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	EoY 2009/10	% Variance with T (09/10)	T 09/10
<b>Accidental Fires</b>									
LI8	Number of accidental fires in dwellings (BV142iii as a whole number)	1562	1593	1110	704	0.4	707	4.6	676
LI8.1	Number of accidental fires in dwellings per 10,000 dwellings (BV142iii)	33.2	33.7	23.4	14.8	0.7	14.9	4.7	14.23
LI9	Number of accidental kitchen fires (part 1 of LI8)	1211	1295	801	476	11.8	420	8.1	457
LI10	Number of accidental non kitchen fires (part 2 of LI8)	351	298	309	228	25.9	287	31.1	219
LI6.1	The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance (BV208)	91	93	95	90.2	18.2	72.0	23	95
LI11.1	The percentage of fires attended in dwellings where a smoke alarm had activated (BV209i)	54.8	60.8	53.6	43.5	7.3	50.8	3.0	47.8
LI12.1	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	8.3	8.2	10.8	12.3	7.4	19.7	9.1	10.6
LI13.1	The percentage of fires attended in dwellings where no smoke alarm was fitted (BV209iii)	36.9	31.1	35.5	44.2	14.7	29.5	11.2	40.69
LI50	Number of accidental fires in a non domestic property (part 2 of BV207)	504	483	403	221	3.2	228	7.5	212

EoY figure is based on unvalidated data. EoY validated figures will be reported in the SCSP.



Q4 (April - March) 2009/10

		A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	EoY 2009/10	% Variance with T (09/10)	T 09/10
<b>Deliberate Fires</b>									
LI33	Number of deliberate primary fires and secondary fires	9613	11188	9581	7007	8.5	6409	5.8	6803
LI14	Number of property fires started deliberately (BV206i as a whole number)	944	875	721	571	9.3	518	6.5	554
LI14.1	Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population (BV206i)	8.8	8	6.6	5.25	8.6	4.8	5.7	5.09
LI15	Number of vehicle fires started deliberately (BV206ii as a whole number)	1342	1200	965	791	20.0	633	17.6	768
LI15.1	Number of deliberate primary fires in vehicles per 10,000 population (BV206ii)	12.5	11	8.9	7.3	20.5	5.8	18.3	7.1
LI16	Number of secondary fires not involving property or road vehicles started deliberately (BV206iii as a whole number)	7327	9113	7895	5645	6.9	5258	0.4	5481
LI16.1	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population (BV206iii)	68.3	83.2	72.6	51.9	6.9	48.3	4.2	50.4
LI17	Number of deliberate primary fires (including vehicles)	2286	2075	1686	1362	15.5	1151	12.9	1322
LI18	Number of refuse fires started deliberately	5254	5738	5397	4115	10.9	3668	8.2	3996
LI19	Number of non domestic property fires started deliberately	207	208	157	161	33.5	107	31.4	156

EoY figure is based on unvalidated data. EoY validated figures will be reported in the SCSP.

Q4 (April - March) 2009/10

		A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	EoY 2009/10	% Variance with T (09/10)	T 09/10
<b>Unwanted Alarms</b>									
#LI20	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)	237	243	207	150	44.7	83	43.2	146
LI20.1	Number of calls to malicious false alarms NOT ATTENDED per 1,000 population (BV146i)	0.2	0.2	0.2	0.14	42.9	0.08	0.4	0.13
#LI21	Number of malicious false alarm calls ATTENDED	622	671	685	596	53.2	279	51.8	579
LI21.1	Number of calls to malicious false alarms ATTENDED per 1,000 population (BV146ii)	0.6	0.6	0.6	0.55	52.7	0.26	50.9	0.53
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises (BV149i as a whole number)	3531	3058	2774	2667	29.3	3448	34.7	2560
LI22.1	Number of false alarms due to automatic fire detection, per 1,000 nondomestic properties (BV149i)	137.9	119.4	108.3	104.2	5.5	134.7	33.9	100
LI23	Number of false alarms due to automatic fire detection from domestic premises	nda	3112	2698	2502	2.5	2439	1.2	2410
LI30	Number of those properties in BV149i with more than 1 attendance by the FRS (BV149ii)	562	471	439	404	2.2	413	5.9	390
LI31	% of calls which are to a property with more than one attendance (BV149iii)	79	79	79	69.2	2.1	71.3	5.4	65.9
<b>Home Safety Checks</b>									
LI7	Number of HSCs delivered to properties where the occupiers are identified as being at the greatest risk of becoming a dwelling fire casualty	nda	16713	17087	16657	n/a	see LI34	n/a	Revised LI introduced in 09/10
LI34	Number of HSCs successfully delivered by Operational Crews to a high priority dwelling	new Li in 2009/10					17749	2.0	17400
<b>Control</b>									
LI 41	Percentage of emergency callers engaged within 7 seconds	97.5	97.6	98.1	98.3	0.6	98.9	0.5	98.4
LI 42	Percentage of fire appliances despatched within 60 seconds	54.3	56	57.9	60.0	8.5	51.5	9.8	61.3
LI43	Number of malicious false alarm calls received	New LI in 2009/10			464	22	362	64.7	1025
LI44	Number of malicious false alarm calls challenged and not attended	New LI in 2009/10			151	45	83	88.5	720

# Control malicious false alarm call data has been revised as of Q3 2009/10 to reflect malicious calls received from within Tyne and Wear area.

Q4 (April - March) 2009/10

		A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	EoY 2009/10	% Variance with T (09/10)	T 09/10
<b>Diversity and Equality</b>									
LI70	The level (if any) of the Equality Standard for Local Government to which the Authority conforms	1	2	3	4	n/a	Working Towards Excellence	n/a	Excellence
LI72	% of top 5% of Authority earners that are women	5.3	15.6	13.9	13.9	0.9	14.8	0.1	14.75
LI73	% of the top 5% of Authority earners from ethnic minority communities	0.75	1.6	2.5	5	0.1	4.9	0.7	5.63
LI74	% of top 5% of earners that have a disability	1.5	1.6	1.3	2.5	1.3	1.2	n/a	NTS
LI75	% of wholetime and retained duty system employees with a disability	NDA	0.75	0.64	1.42	1.0	2.4	n/a	NTS
LI76	% of control and corporate employees with a disability		2.8	2.6	6.2	0.9	7.1	n/a	NTS
LI87	% of workforce with a disability	New LI in 2009/10			2.6	1.1	3.7	n/a	NTS
LI78	% of uniformed staff from ethnic minority communities	0.65	0.66	0.72	1.66	0.0	1.7	0.2	1.92
LI86	% of workforce from an ethnic minority community	New LI in 2009/10			1.95	0.3	2.2	0.5	2.7
LI88	% of new entrants from minority ethnic groups employed across the whole organisation	New LI in 2009/10			6.7	8.0	14.7	7.4	7.3
LI80	% of women firefighters	2.3	3.1	4.3	4.82	0.0	4.84	0.5	5.33
LI89	% of new women entrants joining the operational sector of the Service	New LI in 2009/10			17.3	17.3	0	17.5	17.5
LI85	% of workforce who are women	New LI in 2009/10			19.8	1.5	21.3	1.3	19.97
<b>Absence and Retirement</b>									
LI81	Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	9.52	7.72	7.3	7.3	0.0	7.33	1.3	6.0
LI 90	Proportion of working days/shifts lost to sickness absence by riders	New LI in 2009/10			6.82	0.2	7.04	0.8	6.2
LI 91	Proportion of working days/shifts lost to sickness absence by non-riders	New LI in 2009/10			8.37	1.0	7.41	0.1	7.3
LI 92	Proportion of working days/shifts lost to sickness absence by control staff	New LI in 2009/10			10.97	0.0	10.97	2.0	9.0
LI82	Proportion of working days/shifts lost to sickness absence by all staff	9.53	8.72	8.03	8.07	0.4	7.65	1.7	6.0
LI 93	Proportion of working days/shifts lost to sickness absence by corporate staff	New LI in 2009/10			10.78	2.1	8.73	0.2	8.9
LI83	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.63	0.65	0.32	0	0.0	0	0.0	0
LI84	Control and corporate ill-health retirements as a % of the total workforce	2.39	1.06	0	0.6	0.3	0.9	0.9	0

EoY figure is based on unvalidated data. EoY validated figures will be reported in the SCSP.

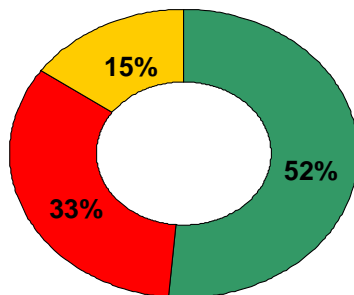
		A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	EoY 2009/10	% Variance with T (09/10)	T 09/10
<b>Finance and Procurement</b>									
LI64	The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	93.96	92.24	96.83	96.96	0.9	97.93	2.1	100
<b>Sustainability</b>									
EM 1	Maximum carbon emissions (Kg of CO <sup>2</sup> ) from all dwelling fires (excluding derelict property)	New LI 2009/10					373677	n/a	nts
EM 2	Maximum carbon emissions (Kg of CO <sup>2</sup> ) from all car fires (excluding derelict vehicles)	New LI 2009/10					223985	n/a	nts
EM 3	Maximum carbon emissions (Kg of CO <sup>2</sup> ) from all non domestic fires (excluding derelict property)	New LI 2009/10					931216	n/a	nts
EM 4	Maximum carbon emissions (Kg of CO <sup>2</sup> ) from all rubbish fires	New LI 2009/10					772920	n/a	nts
Population Figure:		1,089,300							
Non Domestic:		25,605							
Domestic:		474,000							

## **Appendix B**

**A snap shot of the Authority's LI performance against  
the 2009/10 targets and 2008/09 performance**

## End of year performance 2009/10 against target

The chart below highlights the percentage of Local Indicators (LIs) that are set to exceed, miss and be within the variance (2.5% less than target) of the 2009/10 service target. (Where data is available)



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

### Within Variance:

LI 23 Number of false alarms due to automatic fire detection from domestic premises

LI 78 % of uniformed staff from ethnic minority communities

LI 80 % of women firefighters

LI 72 % of top 5% of Authority earners that are women

LI5 Number of injuries from ALL fires

LI 25 Number of property fires excluding road vehicles

LI 64 The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms

LI 73 % of the top 5% of Authority earners from ethnic minority communities

LI 86 % of workforce from an ethnic minority community

LI 91 Proportion of working days/shifts lost to sickness absence by all staff

### Missed Target:

LI 51 Number of fire related deaths in a non domestic property

LI 3 Number of injuries arising from accidental fires in dwellings excluding precautionary checks

LI 6.1 % of people in accidental dwelling fires who escape unharmed without FRA assistance

LI 32 Percentage of accidental fires in dwellings confined to the room of origin

LI 12.1 % of fires attended in dwellings where a smoke alarm was fitted but did not activate

LI 22 Number of false alarm calls due to automatic fire alarms from non –domestic premises

LI 42 % of fire appliances despatched within 60 seconds

LI 89 % of new women entrants joining the operational sector of the Service

LI 90 Proportion of working days/shifts lost to sickness absence by riders

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

LI 84 Control and corporate ill health retirements as a % of total workforce

LI 3.1 Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)

LI 10 Number of accidental kitchen fires

LI 28 Number of non fatal casualties (excluding precautionary checks)

LI 50 Number of accidental fires in a non -domestic property

LI 8 Number of accidental dwelling fires in dwellings

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

LI 30 Number of those properties in BV149i with more than 1 attendance by the FRS

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

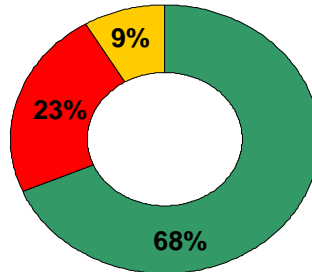
LI 31 % of calls which are to a property with more than one attendance

LI 81 Proportion of working days/ shifts lost to sickness absence by whole time uniformed staff

LI 92 Proportion of working days/shifts lost to sickness absence by control staff

## Comparison of 2009/10 performance against the end of year figure for 2008/09

The chart below highlights the percentage of LI's that are set to exceed, miss and be within the variance (2.5% less than target) of the performance achieved in 2008/09. (Where data is available)



The LI's that are within the variance or failed to improve on 2008/09 performance are:

### Within Variance:

LI 73 % of the top 5% of Authority earners from ethnic minority communities

LI 8 Number of accidental fires in dwellings

LI 81 Proportion of working days/shifts lost to sickness absence by whole time uniformed staff

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

LI 31 % of calls which are to a property with more than one attendance

LI 30 Number of those properties in BV 149i with more than 1 attendance by the FRS

### Not improved on 2008/09 performance:

LI 51 Number of fire related deaths in a non domestic property

LI 32 Percentage of accidental fires in dwellings confined to the room of origin

LI 28 Number of non fatal casualties (excluding precautionary checks)

LI 3 Number of injuries arising from accidental fires in dwellings (excluding precautionary checks)

LI 74 % of top 5% of earners that have a disability

LI 10 Number of accidental non kitchen fires

LI 50 Number of accidental fires in a non -domestic property

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

LI 42 % of fire appliances despatched within 60 seconds

LI 89 % of new women entrants joining the operational sector of the Service

LI 3.1 Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)

LI 12.1 % of fires attended in dwellings where a smoke alarm had activated

LI 84 Control and corporate ill health retirements as a % of the total workforce

LI 90 Proportion of working days/shifts lost to sickness absence by riders

LI 22 Number of false alarm calls due to automatic fire alarms from non -domestic premises

LI6.1 % of people in accidental dwelling fires who escape unharmed without FRA assistance