

**TYNE AND WEAR FIRE AND RESCUE AUTHORITY  
PERFORMANCE AND REVIEW COMMITTEE  
MEETING: 18<sup>th</sup> June 2007**

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**SUBJECT:** Performance Report for the 2006/07 Authority targets, Quarter 1 – 4  
(April 06 – March 07)

**JOINT REPORT OF THE CHIEF FIRE OFFICER, CLERK TO THE AUTHORITY AND  
THE FINANCE OFFICER**

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**1 INTRODUCTION AND PURPOSE**

1.1 This report (Appendix A) provides the end of year performance for the Authority against its targets for 2006/07 as set out in the Strategic Plan 2006-11 and the BVPP 2006/07.

**2 THE PERFORMANCE MANAGEMENT REPORT**

2.1 As Members are aware Performance Management has become a key element behind the drive towards continuous improvement within the Authority. Through the implementation of targets the Authority has been able to monitor its performance and react more effectively.

2.2 In line with this, the attached report (Appendix A) sets out the performance of the Authority against the targets that have been adopted for 2006/07.

2.3 In particular, it contains the following items of performance information for each indicator:

- Actual figure for 2004/2005;
- Actual figure for 2005/2006;
- Year to date performance for 2006/2007;
- Target figure for 2006/2007 (taken from the BVPP);
- Variance between the actual and the target figures for 2006/2007.

2.4 The data referred to in the report is colour coded using the following traffic light system:

- 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 likely to be beaten the colour is green.
- Where no target has been set the colour will be white

Detailed comments have been provided in order to explain reasons for the Authority's performance and what action is being/to be taken to address any shortfall.

2.5 However, it is worth noting that as a result of the Authority's performance in 2006/07 we have seen 75% of our Best Value Performance Indicators (BVPIs) exceed the performance achieved in 2005/06.

### **3 RECOMMENDATIONS**

Members are requested to:

a) give consideration to the performance report and to provide further scrutiny and feedback.

b) direct the Chief Fire Officer to continue to closely monitor those performance measures which are not achieving targets, and to provide further detailed interim reports as required.

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### **BACKGROUND PAPERS**

The undermentioned Background Papers refer to the subject matter of the above report:

- Local Government Act 1999
- Strategic Plan 2006 – 2011
- BVPP 2006/07



## Appendix A



**PRC**

**Quarter 4 Performance  
April – March  
2006/07**



**For Community Safety: (detailed commentary for each indicator can be found on pages 10 to 13 of Appendix Ai)**

- The end of year figure for the **“Number of property and vehicle fires per 10,000 population” [BV 142ii]** is 41.09 (4499 fires). This is an improvement on the 2005/06 end of year figure of 43.7 (4694) and an improvement on the end of Quarter 4 forecasted figure of 42.12 (4600 fires). As a result of this performance we have exceeded our target of 42.60 (4573 fires) by 1.6%. This downward trend reflects the continued performance within this indicator. The reduction within this indicator can be attributed to the effective delivery of CS and ATF initiatives as highlighted within **Appendix Ai**.
- The end of year figure for the **“Number of accidental fires in dwellings per 10,000 dwellings” [BV 142iii]** is 33.73 (1594 fires). This is an increase of 2% on the 2005/06 end of year figure of 33.15 (1562 fires) and it is an increase of 0.8% on the end of year figure of 33.45 (1581 fires) forecasted in Quarter 3. As a result of this performance the Authority missed its 2006/07 target of 31.8 (1,498 fires) by 6.4%. Communication of Community Safety and holistic fire safety messages via Home Fire Risk Assessments will continue to be used to address this problem. Through the implementation of a structured CS campaign throughout 2007/08 we expect to achieve our target of 32.45 (1534 fires) for accidental fires in 2007/08. For further information please see page 11.
- The end of year figure for the **“Number of deliberate primary fires excluding deliberate primary fires in vehicles) per 10,000 population” [BV 206i]** is 7.98 (874 fires). This is an improvement of 7.4% on the 2005/06 end of year figure of 8.79 (944 fires) and it is a decrease on the end of year figure of 8.11 (888 fires) forecast in Quarter 3. As a result of our performance the Authority achieved its 2006/07 target of 8.4 (902 fires) by 1.6%. The continued efforts of the ATF and Schools Education Team should ensure the target is met. Additional information to support this performance can be found on page 11.
- The end of year figure for the **“Number of deliberate primary fires in vehicles per 10,000 population” [BV206ii]** is 10.95 (1199 fires). This is a reduction of 10.7% on the 2005/06 end of year figure of 12.50 (1342 fires) and it is a decrease of 6.4% on the end of year figure of 11.70 (1281 fires) forecast in Quarter 3. As a result the Authority are set to achieve the 2006/07 target of 11.8 (1267 fires) by 5.7%. The positive performance within this indicator can be put down to the restructuring of ATF, allowing them to work more closely with local partners to produce such initiatives as AVAIL and Cubit which have seen encouraging results and will be continued in 2006/07. Further commentary can be found on page 11.



- The end of year figure for the **“Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population” [BV 206iii]** is 83.10 (9101 fires). This is an increase on the 2005/06 end of year figure of 68.25 (7,327 fires) and on the end of year figure of 81.37 (8911 fires) forecast in Quarter 3. As a result of this performance the Authority has missed its target of 66.70 (7,160 fires). There are a number of “wheelie bin uplift” initiatives in place with Local Authorities in order to reduce the numbers of this type of incident. Please see page 12 for additional commentary.
- The end of year figure for the **“Number of deliberate secondary fires in vehicles per 10,000 population” [BV 206iv]** is 0.50 (55 fires). This is a decrease on the 2005/06 end of year figure of 0.56 (60 fires) but it is an increase on the end of year figure of 0.48 (53 fires) forecast in Quarter 3. As a result of our performance the Authority have missed its target of 0.40 (43 fires) set for 2006/07.
- The end of year figure for the **“Percentage of fires attended in dwellings where a smoke alarm had activated” [BV 209i]** is 60.7%. This is an improvement on the 2005/06 end of year figure of 54.8% and on the end of year figure of 59.85% forecast in Quarter 3. As a result of this performance the Authority have exceeded its target of 58.1%. Whilst we intend to increase the number of dwellings with effective smoke detectors, we also aim to reduce the number of dwelling fires attended. Additional commentary and data relating to all BV209 indicators is available on page 13 of this report.
- The end of year figure for the **“Percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate” [BV 209ii]** is 8.13% (153 fires). This figure should be as low as possible. It is an improvement on the 2005/06 end of year figure of 8.28% (157 fires) and it is a decrease on the end of year figure forecast in Quarter 3. It is expected that through the implementation of HFRA’s and the introduction of tamper proof alarms in 2006 we will see a reduction on this figure in the future. As a result of this performance the Authority have achieved its 2006/07 target of 8.2%.
- The end of year figure for the **“Percentage of fires attended in dwellings where no smoke alarm was fitted” [BV 209iii]** is 31.14% (586 fires). This figure should be as low as possible, it is a decrease on the 2005/06 end of year figure of 36.9% and on the end of year figure of 31.97% (594 fires) forecast in Quarter 3. Due to this performance the Authority have achieved its target of 33.7% for 2006/07. Through the continued delivery of HFRA’s we expect to see this figure continue to reduce throughout 2007/08.



- The end of year figure for the **“Number of deaths from accidental fires in dwellings per 100,000 population” [BV143i]** is 0.37, based on this figure the Authority has achieved its target of ‘less than 0.47’, i.e. less than 5 fatalities. The figure forecasted represents 4 fatalities from such incidents in 2006/07. This performance reflects the same number of fatalities recorded in 2005/06. Through new advice and an amnesty from Community Safety we hope to see a reduction in the number of deaths from chip pan fires in 2007/08. However, this may result in a slight increase in the number of accidental property fires. Further information relating to this indicator is available on page 14 of this report.
- The end of year figure for the **“Number of injuries arising from accidental fires in dwellings per 100,000 population” (excluding precautionary checks) [BV 143ii]** is 6.03 (66 injuries). This is a decrease of 15.4% on the 2005/06 figure of 7.26 (78 injuries) and as a result the Authority achieved its target for 2006/07 of 7.08 (76 injuries). It is also a decrease of 10.8% on the projected figure of 6.76 (74 injuries) at the end of Quarter 3. This indicator remains a key measure of the success of the Authority’s Community Safety message and it demonstrates the value of the community education, through the use of HFRA’s we are able to provide advice on issues such as escape routes and how to deal with chip pan fires. Please see page 14 of this report for further commentary.
- The end of year figure for the **“Percentage of people in accidental dwelling fires who escape unharmed without FRA assistance” [BV 208]** is 93.% (1925 people). This reflects the performance recorded at the end of Quarter 3. Based on the Authority’s performance we have exceeded our target of 92.9% for 2006/07.
- The projected end of year figure for the **“Number of malicious false alarm calls not attended per 1,000 population” [BV 146i]** is 0.22 (243 calls not attended). This is an increase of 2.5% on the 2005/06 end of year figure of 0.22 (237 calls). However, it is a decrease of 4.3% when compared with the forecasted figure of 0.23 (254 calls) at the end of Quarter 3. As a result of this performance the Authority is set to achieve its target of 0.2 (215) false alarms not attended by 13%. Due to the implementation of call challenge and an overall increase in the total number of false alarms we would expect to see an increase in the number of False alarms not attended.





- The projected end of year figure for the **“Number of malicious false alarm calls attended per 1,000 population” [BV 146ii]** is 0.61 (672 calls) which is an increase of 8% on the 2005/06 end of year figure of 0.58 (622 calls) and an increase of 8.9% on the end of year figure of 0.56 (617 fires) forecast in Quarter 3. Through the continued implementation of call challenge and the school education programmes we expect to see a decrease within this indicator. The delivery of school visits carried out by CS and Crews will be monitored via the Performance Management System throughout 2007/08. Further commentary to support this indicator can be found on page 15 of this report.
- The projected end of year figure for the **“Number of false alarms due to automatic fire detection in non domestic properties, per 1,000 properties” [BV 149i]** is 98.63 (3058 alarms). The dramatic reduction in the performance of this indicator can be attributed to the revised measurement criteria and developments within our Management Information System. It is important to note that the Authority are still attending a large number of false alarms but many of these are no longer recorded as being a non domestic property. The Authority will measure the performance of domestic false alarms via the introduction of new Local Indicator in 2007/08. Please see page 15 for additional commentary and data.
- The **“Number of those properties in BV 149i with more than 1 attendance by the Fire & Rescue Service” [BV 149ii]** was introduced in 2005/06 and as a result we did not have the data to forecast the 2006/07 performance. At the end of Quarter 2 we had attended 574 properties more than once. This figure had risen by 44% to 826 properties by the end of Quarter 3. Due to the new recording method outlined above the Authority recorded a total of 471 properties more than once due to a false alarm in a non domestic property by the end of 2006/07. Through the development of our Performance Management System all stations will be able to access data to tackle this issue more robustly from 1<sup>st</sup> April 2007. The CFO is seeking to introduce robust processes to address this issue as an increase here will have an impact on our resources. As a result of the new recording procedure the Authority achieved its target of 957 properties for 2006/07.
- The **“% of calls which are to a property with more than one attendance” [BV149iii]** was introduced in 2005/06 and as a result we do not have the data to forecast the 2006/07 performance. At the end of Quarter 2 75% of our false Alarms were to properties with more than one attendance. This increased to 81% by the end of Quarter 3. At the end of 2006/07 79% of non domestic false alarms were to a property that had already been attended. As a result of this performance the Authority is within 2.5% of its target of 79% for 2006/07.





## Legislative Fire Safety: (further information can be found on page 16)

- The end of year figure for the “**Number of fires in non-domestic premises per 1,000 non-domestic premises**” [BV 207] is 22.4 (694) fires. This is a decrease of 41% on the 2005/06 end of year figure of 38.1 (1181) fires and it indicates that we are set to see an overall decrease of 37.8% on our target of 36.0 (1116) fires set for 2006/07. In addition to this we have also seen a decrease in the number of non-domestic premise fires when compared with the same period last year. The reduction achieved within this indicator can be partly attributed to the revised recording procedures for non domestic properties as outlined on the previous page. The LFS are targeting those premises who have experienced a fire in order to ensure that there are no repeat incidents. Further commentary can be seen in Appendix Ai.

## Operations: (further information can be found on page 17)

- The end of year figure for the “**Percentage of accidental fires in dwellings confined to the room of origin**” [BV 144], is 95.67%. This represents a slight increase of 0.37% when compared against the end of year figure for 2005/06. As a result of this performance the Authority has exceeded its target of 95.5%. Although many factors relating to this indicator are out of Our control it is still a good reflection on operational delivery

## Human Resources: (further information can be found on page 19)

- The Authority’s target for “**The level of the Commission for Racial equality’s ‘Standard for Local Government’ to which the Best Value Authority conforms**” [BV 2a] was set to achieve Level 2 in 2006/07. In 2005/06 we achieved Level 1, further efforts were made in 2006/07 to achieve Level 2. The Authority are now able to provide evidence which clearly places It as a Level 2 and we are working towards Level 3 by April 2008.
- The end of year target for “**The duty to promote race equality**” [BV2b] has been set at 84% conformance. This is in line with the 2005/06 end of year figure and through the proactive work carried out in 2006/07 it has been able to exceed its target and achieve a rating of 95%.
- The end of year figure for the “**Percentage of women in the top 5% of Authority earners**” [BV 11a] is 15.6%. This is figure is more than double the Q3 forecasted figure of 7.43%. The increase in this indicator is due to the amendment of the baseline figure as a result of the introduction of Station Manager. However, we have seen a slight increase in the number of women within management roles.



- The projected end of year figure for the **“Percentage of the top 5% of Authority earners that are from black or ethnic minority communities” [BV 11b]** is 1.6%. This figure was obtained from the employee survey carried out in spring 2006 and as a result the Authority has exceeded its target of 0.8%. It is unlikely that this figure will alter during the next twelve months as research would indicate that other people within the system will not reach this level during that time period.
- The end of year figure for the **“Percentage of the top 5% of Authority earners with a disability” [BV 11c]** is 1.60%, representing one member of staff. This indicates that we are set to exceed our target of 1.5% and it reflects an increase of 7% compared to the end of year figure of 1.5% for 2005/06. This figure was obtained from the employee survey completed in spring 2006.
- The Authority has set an end of year target of 1.45% for the **“Percentage of employees with a disability” [BV 16a]**. Based on our figure of 1.2% the Authority missed this years target. However the figure of 1.2% is a slight increase on the 2005/06 figure of 1.18%. The 2006/07 figure represents 14 Members of staff.
- The end of year figure for the **“Percentage of whole-time uniformed employees from minority ethnic communities within the best value authority's workforce compared with the percentage of ethnic minority community population in the authority area (currently 3.2% in Tyne and Wear)” [BV 17]** is 0.66%, representing 6 staff.. This reflects a slight increase from 0.65% at the end of 2005/06. This very much reflects the current situation as it is not possible to manage further without either recruiting or a change in legislation. The Authority had set a target of 0.85% which reflected the percentage achieved in 2004/05.
- The end of year figure for the **“Percentage of women fire-fighters” [BV 210]** is 3.1%. This is an increase on the end of year figure of 2.3% in 2005/06 and it is an increase on the 2006/07 Quarter 3 forecast of 2.68%. As a result of this performance the Authority has exceeded its target of 2.5%. This reflects the Authority’s aim to increase the % of women fire-fighters and it is envisaged that this number will increase in the coming months.



- The end of year figure for the **“Number of working days/shifts lost to sickness absence per employee - wholetime uniformed staff (indicator shown relates to the number of fire-fighter shifts on fire engines lost to sickness absence)” [BV12a]** is 7.57. This is a decrease of 2 days from the 2005/06 end of year figure and within the target of 9.2 days set for 2006/07. This reduction can be attributed to the robust application of the revised Absence Management policy, whereby speedier intervention is put in place at local level with the support of effective management.
- The end of year figure for the **“Number of working days/shifts lost to sickness absence per employee - All Staff” [BV12b]** is 8.72. This is a reduction of 0.8 days on the end of year total for 2005/06. As a result of this the Authority have exceeded its target of 9.3 days/shifts lost. In order to continue this downward trend we will be further implementing the Absence Management Policy with particular focus on non rider and corporate staff to work towards a total of 6.5 days.
- The end of year figure for the **“Percentage of those staff eligible for the Fire-fighters Pension Scheme retiring on the grounds of ill health as a percentage of the workforce” [BV 15a]** is 0.65%. This is an increase on the forecasted figures projected throughout the year and it represents a total of 6 retirements on grounds of ill health.
- The end of year projected figure for the **“Percentage of those staff eligible for the Local Government Pension Scheme retiring on the grounds of ill health as a percentage of the workforce” [BV15b]** is 1.06%. This represents a reduction of 55.6% when compared with the end of year figure of 2.4% in 2005/06. The end of year figure for 2006/07 represents 3 Individuals who retired on medical grounds.

**Finance:** (further information can be found on page 20)

- The end of year projected figure for the **“Percentage of invoices for commercial goods and services that were paid within 30 days of such invoices being received by the authority” [BV 8]** is 92.24%. This is below the Government set target of 100% and a slight reduction on the 2005/06 figure of 93.96%. The Finance Department are continuing to investigate the reasons for late payment and will liaise with the relevant Departments to rectify the issues. A full breakdown of 2006/07 late invoices will be sent to all departments.



## **DATA QUALITY**

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

As a result of our validation process the data supplied within this report is provisional. The actual end of year performance data will be published in our BVPP on the 1<sup>st</sup> July 2007.

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



## Appendix A i

2006/07 End of Year - COMMUNITY SAFETY								
REF	DESCRIPTION	2004/05 ACTUAL	2005/06 ACTUAL	YEAR TO DATE	2006/07 End of Year*	2006/07 TARGET	VARIANCE WITH TARGET	COMMENTS
<b>SECTION 1 - FIRES</b>								
LI 142i	Total number of fire calls attended per 10,000 population (excluding false alarms)	120.61	115.46	130.92	130.92	113.39	-17.53	Total for various types of fire, see Sections 1A, 1B for elements targeted. This indicator is no longer reported nationally, it has been retained as a local indicator for comparison purposes.
LI 1	Total number of fires (LI 142i expressed as a total number)	12,948	12,395	14,338	14,338	12,175	-2,163	Total for various types of fire, see Sections 1A, 1B for elements targeted.
BV 142ii	Number of primary fires per 10,000 population	45.53	43.70	41.09	41.09	42.60	1.51	Total for various types of fire, see LI 2, LI 3, LI5, CFS 1 for elements targeted
KPI 1bi	Number of property fires excluding road vehicles (component 1 of BV 142ii expressed as whole number)	3,183	3,083	3,042	3,042	2,973	-69	Total for various types of fire, see LI 2, LI5, CFS 1 for elements targeted
KPI 1bii	Number of fires involving road vehicles (component 2 of BV 142ii expressed as a whole number)	1,705	1,611	1,457	1,457	1,600	143	Total for various types of fire, see LI 3 for element targeted
BV 142iii	Number of accidental fires in dwellings per 10,000 dwellings	33.32	33.15	33.73	33.73	31.80	-1.93	Total for various types of fire, see LI5, CFS 1 for elements targeted
KPI 4a	Number of accidental fires in dwellings (BV 142iii expressed as a total number)	1,570	1,562	1,594	1,594	1,498	-96	Total for various types of fire, see LI5, CFS 1 for elements targeted
<b>SECTION 1A - DELIBERATE FIRES</b>								
LI 2	Number of property fires started deliberately (BV 206i expressed as a whole number)	1,023	944	874	874	902	28	
BV 206ii	Number of deliberate primary fires in vehicles per 10,000 population	13.62	12.50	10.95	10.95	11.8	0.9	Q4 shows a significant reduction in the number of deliberate vehicles fires within both the North and South Division. This is in line with the steady decline of these incidents over the current year. The continued work of the ATF's and the success of the of the Avail and Cupid schemes continue to drive down these figures to enable our targets to be reached. Within the North Division there has been a sharp decline of 22% in vehicle fires this quarter bringing our actual vehicles fires total 16% below the target for North Division. This success can be attributed to the ATF's ensuring an increased police/street warden presence in hot spot areas in addition to a new format for intelligence sharing with Northumbria Police and the continuing success of the Avail scheme.
LI 3	Number of vehicle fires started deliberately (BV 206ii expressed as a whole number)	1,462	1342	1199	1199	1,267	68	
BV 206iii	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population	70.94	68.25	83.10	83.10	66.70	-16	This target have been missed by a significant margin for this year. It is planned that the measures and actions piloted within the North Division and in particular Station Charlie area will be adopted across service delivery. Great success has recently been achieved by an effective system of intelligence gathering and data sharing between Northumbria Police and ourselves that provides the Police with relevant information that they can act upon. Although the North Division missed its target for the year, quarter 4 has seen a significant reduction of anti-social behaviour fires by 49.5% on Q3. The long hot summer and the dry bonfire weekend could be attributed for the high figures in Q's 2 and 3. However, planned initiatives such as targeting schools in hot spot areas prior to school holidays, wheel bin advice and stickers, rubbish removal programmes and active patrols by the ATF's have all contributed to this downward trend.
KPI 1c	Number of secondary fires started deliberately (BV 206iii expressed as a whole number)	7,615	7,327	9,101	9,101	7,160	-1,941	
BV 206iv	Number of deliberate secondary fires in vehicles per 10,000 population	0.83	0.56	0.50	0.50	0.40	-0.1	no commenatry submitted
LI 206iv	Number of secondary fires in vehicles started deliberately (BV 206iv expressed as a whole number)	89	60	55	55	43	-12	

SECTION 1B - ACCIDENTAL FIRES								
<b>BV 209i</b>	The percentage of fires attended in dwellings where a smoke alarm had activated	49.48	54.8	<b>60.733</b>	<b>60.733</b>	<b>58.1</b>	<b>-2.6</b>	no commenatry submitted
<b>LI 209</b>	The number of fires attended in dwellings where a smoke alarm had activated (BV 209i expressed as a whole number)	958	1039	<b>1143</b>	<b>1143</b>	<b>nda</b>		
<b>BV 209ii</b>	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	8.88	8.28	<b>8.13</b>	<b>8.13</b>	<b>8.2</b>	<b>0.07</b>	no commenatry submitted
<b>LI 209</b>	The number of fires attended in dwellings where a smoke alarm was fitted but did not activate (BV 209ii expressed as a whole number)	172	157	<b>153</b>	<b>153</b>	<b>nda</b>		
<b>BV 209iii</b>	The percentage of fires attended in dwellings where no smoke alarm was fitted	41.63	36.92	<b>31.14</b>	<b>31.14</b>	<b>33.7</b>	<b>2.6</b>	no commenatry submitted
<b>LI 209</b>	The number of fires attended in dwellings where no smoke alarm was fitted (BV 209iii expressed as a whole number)	806	700	<b>586</b>	<b>586</b>	<b>nda</b>		
<b>LI 5</b>	Number of accidental kitchen fires	1,255	1,211	<b>1,296</b>	<b>1,296</b>	<b>1,152</b>	<b>-144</b>	Although we have missed our target for this year we are confident that the next fiscal year will see a sharp reduction in the number of kitchen fires that we currently attend. In line with North Division a more targeted approach will be taken by acting upon. Although the North Division missed its target for the year, quarter 4 has seen a significant reduction of anti-social behaviour fires by 49.5% on Q3. The long hot summer and the dry bonfire weekend could be attributed for the high figures in Q's 2 and 3. However, planned initiatives such as targeting schools in hot spot areas prior to school holidays, wheel bin advice and stickers, rubbish removal programmes and active patrols by the ATF's have all contributed to this downward trend.
<b>CFS 1</b>	Number of accidental, non-kitchen fires	315	351	<b>298</b>	<b>298</b>	<b>296</b>	<b>-2</b>	Within the South Division we have achieved our Divisional target for this year by recording a 23% reduction on the set. Initiatives such as targeted talks to residents in sheltered housing, instruction to Sunderland carers association have all contributed to achieving our target. Other contributory factors include the success of the on going HFRA being carried out by FS personnel and the educational talks by the CS department. Although the number of accidental dwelling fires reduced by eight this quarter we have still missed our annual target for this indicator within the North Division. Research has identified that smoking materials, candles and faulty electrical equipment were the main causes of these fires. Plans are being developed to raise the awareness of these causes of fire to the general public, in addition to operational crews further emphasising these issues when they are carrying out HFRA's. As a result of both Divisions performance the Authority has missed its target but it is within the 2.5% variance.



SECTION 2 - DEATHS AND INJURIES								
<b>BV 143i</b>	Number of deaths from accidental fires in dwellings per 100,000 population	0.47	0.37	<b>0.37</b>	<b>0.37</b>	<b>0-0.47</b>	<b>0.10</b>	Within the South Division the number of fire deaths this quarter has been maintained largely due to the on-going HFRA's being carried out by both operational and CS staff. Additionally, joint working with our partners such as Age concern and Surestart in identified high risk areas also contribute to maintaining this figure. Regretably one fire death occurred in the North Division this quarter. This occurred in a sheltered housing facility which had been previously visited on two occasions where service personnel had given fire safety talks to the residents. Unfortunately there are no records to indicate whether the victim had attended these talks. As a result a new protocol is being developed to monitor and register the clients that attend these sessions. Elsewhere across the division on going initiatives and HFRA carried out by operational crews continue to further reduce the risk of fire to the general public.
<b>KPI 4b</b>	Number of deaths from accidental fires in dwellings (BV 143i expressed as a total number)	5	4	<b>4</b>	<b>4</b>	<b>0-5</b>	<b>1.00</b>	
<b>KPI 2</b>	Number of deaths from ALL fires	7	8	<b>5</b>	<b>5</b>	<b>0-6</b>	<b>1.00</b>	Only deaths from accidental fires in dwellings are targeted
<b>BV 143ii</b>	Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)	14.81	7.26	<b>6.03</b>	<b>6.03</b>	<b>7.08</b>	<b>1.05</b>	Within the South Division we have achieved our target for this indicator by recording a 40% reduction on the set target. Again this has been achieved by the continuing work of the operational crews, CS and Educational teams promoting the fire safety message to the general public. Additionally the increased awareness of Watch officers recording the appropriate injury code when completing the FDR1 has further reduced the number of recorded injuries. This quarter sees a further reduction in the number of reported injuries across the North Division. This reduction is in line with the trend that has developed over the last year and can be attributed to the continuing fire safety advice, initiatives and guidance that is being given out by operational crews and CS staff, in addition to the improvement in the reporting procedures when operational officers are completing the FDR1 forms. Overall the Authority has seen positive performance and it has exceeded its target by 16%.
<b>CFS 3</b>	Number of injuries arising from accidental fires in dwellings, excluding precautionary checks (BV 143ii expressed as a total figure)	159	78	<b>66</b>	<b>66</b>	<b>76</b>	<b>10</b>	
<b>KPI 4c</b>	Number of injuries from accidental fires in dwellings	259	204	<b>257</b>	<b>257</b>	<b>189</b>	<b>-68</b>	no commenatry submitted
<b>KPI 3</b>	Number of injuries from fires	339	281	<b>326</b>	<b>326</b>	<b>251</b>	<b>-75</b>	no commenatry submitted
<b>BV 208</b>	The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance	nda	91	<b>93</b>	<b>93</b>	<b>92.9</b>	<b>-0.1</b>	no commenatry submitted
<b>LI 208</b>	The number of people in accidental dwelling fires who escape unharmed without FRA assistance (BV 208 expressed as a whole number)	nda	1,314	<b>1,925</b>	<b>1,925</b>	<b>nda</b>		

SECTION 3 - UNWANTED CALLS								
<b>BV 146i</b>	Number of calls to malicious false alarms <b>NOT ATTENDED</b> per 1,000 population	0.24	0.22	<b>0.22</b>	<b>0.22</b>	<b>0.2</b>	<b>-0.02</b>	no commenatry submitted
<b>LI 146i</b>	Number of calls to malicious false alarms <b>NOT ATTENDED</b> (BV 146i expressed as a whole number)	261	237	<b>243</b>	<b>243</b>	<b>215</b>	<b>-28</b>	
<b>BV 146ii</b>	Number of calls to malicious false alarms <b>ATTENDED</b> per 1,000 population	0.74	0.58	<b>0.61</b>	<b>0.61</b>	<b>0.57</b>	<b>-0.04</b>	no commenatry submitted
<b>LI 4</b>	Number of malicious false alarm calls (BV 146ii expressed as a whole number)	795	622	<b>672</b>	<b>672</b>	<b>612</b>	<b>-60</b>	
<b>BV 149i</b>	Number of false alarms due to automatic fire detection, per 1,000 non-domestic properties	182.4	197.83	<b>98.63</b>	<b>98.63</b>	<b>178.0</b>	<b>79.37</b>	Although the South Division has missed this years target by 3.5%, Q4 shows a significant reduction on Q3. Work continues to identify and target the worst offenders in each station area which will be jointly visited by both the CS and LFS departments to give any necessary advice and guidance. Although the North Division has missed this target for the year, Q4 has seen a significant reduction of FAA's by 22.3% on Q3. Divisionally we are currently targeting the top 10 worst offenders with a letter explaining the impact upon the service in terms of cost and resources that their false alarms have for each unwanted signal. The letter is followed up by a joint CS/LFS visit offering advice and assistance to each of these occupiers. This initiative has already proved to be a success in Station Charlies area and it will be rolled out across the division with immediate effect. Additionally the on-going discussions with YHN to establish a protocol will also reduce future FAA. The combined performance of both Divisions has resulted in the Authority missing its target of 5680 by 15%.
<b>LI 6</b>	Number of false alarm calls due to automatic fire alarms (effectively BV 149i expressed as a whole number)	5,680	6,160	<b>3,058</b>	<b>3,058</b>	<b>5,543</b>	<b>2,485</b>	
<b>BV 149ii</b>	Number of those properties in BV 149i with more than 1 attendance by the Fire & Rescue Service	nda	982	<b>471</b>	<b>471</b>	<b>957</b>	<b>486</b>	no commenatry submitted
<b>BV149iii</b>	% of calls which are to a property with more than one attendance	nda	81	<b>78.6</b>	<b>79</b>	<b>78.7</b>	<b>-0.30</b>	no commenatry submitted
<b>LI 7</b>	Number of false alarm calls due to "Good Intent"	1,906	1,974	<b>2,494</b>	<b>2,494</b>	<b>nda</b>		

\*End of year figures are based a mixture of validated and unvalidated data over the last 12 months performance

Summary of Q4 BVPI Performance		
20 BVPIs		<b>Exceeding Target</b>
3 BVPIs		<b>within -2.5% of Target</b>
13 BVPIs		<b>Less than -2.5% of Target</b>

**Note:** Due to the Authority's view on Call Challenge the colour variance has been revised for BV146i and LI146i. The Q4 2006/07 report indicates that we have exceeded booth targets as an increase in the number of such calls is seen as positive performance.

2006/07 End of Year - LEGISLATIVE FIRE SAFETY								
REF	DESCRIPTION	2004/05 ACTUAL	2005/06 ACTUAL	THIS YEAR TO DATE	2006/07 END OF YEAR*	2006/07 TARGET	VARIANCE WITH TARGET	COMMENTS
BV 207	The number of fires in non-domestic premises per 1,000 non-domestic premises.	40.1	38.1	22.4	22.4	36.0	13.6	This reflects the successful targeting of higher risk premises and the results of post incident inspections informing our inspection programme
LFS 1	Number of fire related deaths in public buildings and industrial premises	0	1	0	0	0	0	This target has been successfully achieved
LFS 2	Number of fire related injuries in public buildings and industrial premises	15	20	17	17	15	-2	This target has been achieved and further research will be carried out to inform next years target reduction
LFS 3	Number of complaints regarding perceived poor customer service (Quality)	0	0	0	0	0	0	This target has been successfully achieved

\*End of year figures are based a mixture of validated and unvalidated data over the last 12 months performance

	<b>Exceeding Target</b>
	<b>within -2.5% of Target</b>
	<b>Less than -2.5% of Target</b>

2006/07 End of Year - OPERATIONS								
REF	DESCRIPTION	2004/05 ACTUAL	2005/06 ACTUAL	THIS YEAR TO DATE	2006/07 END OF YEAR*	2006/07 TARGET	VARIANCE WITH TARGET	COMMENTS
BV 144	Percentage of accidental fires in dwellings confined to the room of origin	95.0	95.30	95.67	95.67	95.5	0.17	The high performance against this target does reflect efficiency and effectiveness in terms of Operational Response however other factors such as building construction, condition of internal doors etc will have an effect.
LI 9	Number of special incidents (road traffic accidents, rescues, floods, etc) attended per 10,000 population	22.7	24.10	22.51	22.51	22.7	-0.19	The service recognises the need to play a greater role in proactive strategies to address RTC's however this will be a structured element of our Community Safety Policy. TWFRS will take delivery of a high volume pump later this year this may increase the number of responses to flooding incidents.
Control 1A	Percentage of emergency callers engaged in within 7 seconds	98.2	97.50	97.6	97.60	98.4	-0.80	For 11 months of the year we exceed 99% however, spate operating over the bonfire night period always takes the quarterly and annual return down.
Control 1D	Percentage of fire appliances despatched within 60 seconds	61.8	54.30	56	56.00	66.4	-10.40	The new Strat Plan indicates we only measure FDR1's but this is not the case, we measure all incidents. We can certainly implement measures to ensure we met and exceed the target ie, turnout with the minimal amount of information and pass the rest via radio/modas but I don't think this is the way to go really - we want to ensure our crews have all the information they need when we turn them out.

\*End of year figures are based a mixture of validated and unvalidated data over the last 12 months performance

	Exceeding Target
	within -2.5% of Target
	Less than -2.5% of Target

2006/07 End of Year - FINANCE								
REF	DESCRIPTION	2004/05 ACTUAL	2005/06 ACTUAL	THIS YEAR TO DATE	2006/07 END OF YEAR*	2005/06 TARGET	VARIANCE WITH TARGET	COMMENTS
BV 8	Percentage of invoices for commercial goods and services that were paid within 30 days of such invoices being received by the authority	79.2	93.96	92.24	92.24	100.0	-7.8	A full breakdown of 2006/07 late invoices will be sent to all Depts concerned with a reminder to process all invoices and goods received notes as soon as possible.
BV150	Expenditure per head of population on the provision of fire and rescue services	45.87	51.88			53.18		

\*End of year figure is based on the last 12 months performance

	Exceeding Target
	within -2.5% of Target
	Less than -2.5% of Target

2006/07 End of Year - HUMAN RESOURCES									
REF	DESCRIPTION	2004/05 ACTUAL	2005/06 ACTUAL	YEAR TO DATE	2006/07 END OF YEAR*	2006/07 TARGET	VARIANCE WITH TARGET	VARIANCE WITH 2005/06	COMMENTS
<b>EQUAL OPPORTUNITIES</b>									
BV 2a	The level (if any) of the Equality standard for local government to which the authority conforms	1	1	2	2	2			We now have evidence which clearly places the Authority at Level 2. We are working towards achieving Level 3 by April 2008.
BV 2b	The duty to promote race equality	74%	84%	95%	95%	84%	-11%	-11%	
BV 11a	The percentage of the top 5% of Authority earners that are women	5.19	5.30	14.50	15.6	5.3	-10.30	10.30	This is due to the fact that the Service has introduced the role of Station Manager which means that the base figure has altered, although there has also been an increase in the numbers
BV 11b	The percentage of the top 5% of Authority earners that are from black or ethnic minority communities	0.74	0.75	1.60	1.6	0.80	-0.80	0.85	This is based upon the employee survey completed in the spring of 2006.
BV 11c	The percentage of the top 5% of Authority earners with a disability	N/A	1.50	1.60	1.60	1.50	-0.10	0.10	This represents one member of staff
BV 16a	The percentage of employees with a disability	N/A	1.18	1.17	1.2	1.45	0.28	-0.01	This represents 14 members of staff divided as 0.75% wholetime and 2.8% corporate
BV 17	Percentage of staff from minority ethnic communities within the best value authority's workforce compared with the percentage of ethnic minority community population in authority area (currently 3.2% in Tyne and Wear).	0.85	0.65	0.66	0.66	0.85	0.19	-0.01	This represents a total of 6 staff. However, if all census definitions could be included the figure would be 8 = 0.88%
BV 210	The percentage of women firefighters	1.3	2.30	3.10	3.1	2.5	-0.60	-0.80	This represents a total of 28 grey book staff
BV 12a	Number of working days/shifts lost to sickness absence per employee - wholetime uniformed staff (indicator shown relates to the number of firefighter shifts on fire engines lost to sickness absence)	9.69	9.52	7.57	7.57	9.2	1.63	-1.95	This is the best performance in terms of sickness absence reduction for some time with rider sickness levels down to 6.35
BV 12b	Number of working days/shifts lost to sickness absence per employee - All Staff	10.26	9.53	8.72	8.72	9.3	0.58	-0.81	An improvement on last year and exceeding the target set however we must continue to work towards 6.5 days/shifts lost due to sickness absence for all by further strengthening the policies and procedures
BV 15a	Percentage of those staff eligible for the Firefighters Pension Scheme retiring on the grounds of ill health as a percentage of the workforce	0.63	0.63	0.65	0.65	0.61	-0.04	0.02	This represents 6 retirements on grounds of ill health and is slightly above target
BV 15b	Percentage of those staff eligible for the Local Government Pension Scheme retiring on the grounds of ill health as a percentage of the workforce	2.65	2.39	1.06	1.06	2.09	1.03	-1.33	This represents 3 medical retirements and is well under the target

\*End of year figures are based a mixture of validated and unvalidated data over the last 12 months performance

	<b>Exceeding Target</b>
	<b>within -2.5% of Target</b>
	<b>Less than -2.5% of Target</b>

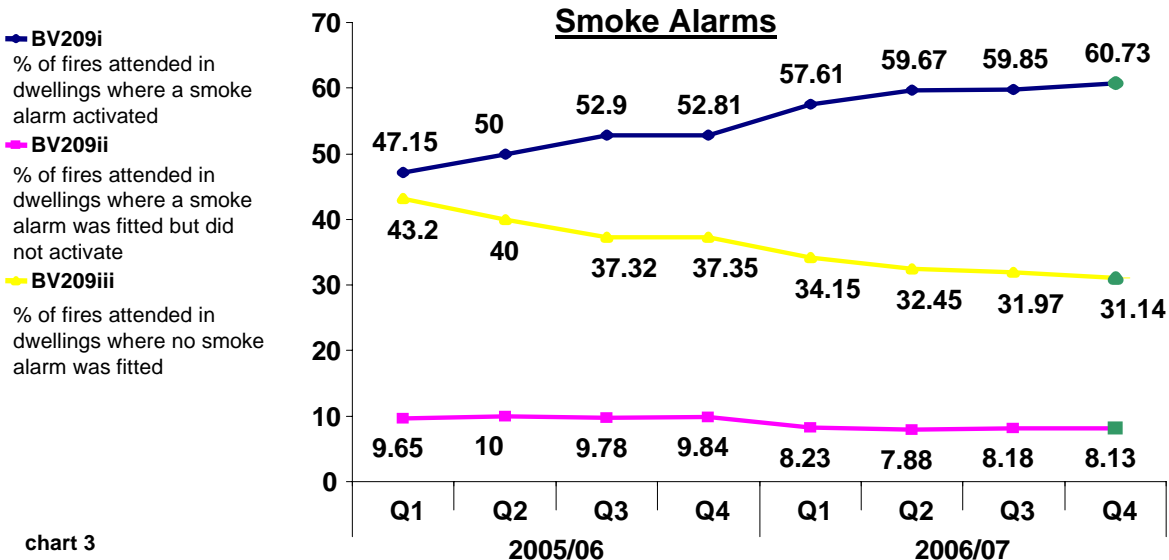
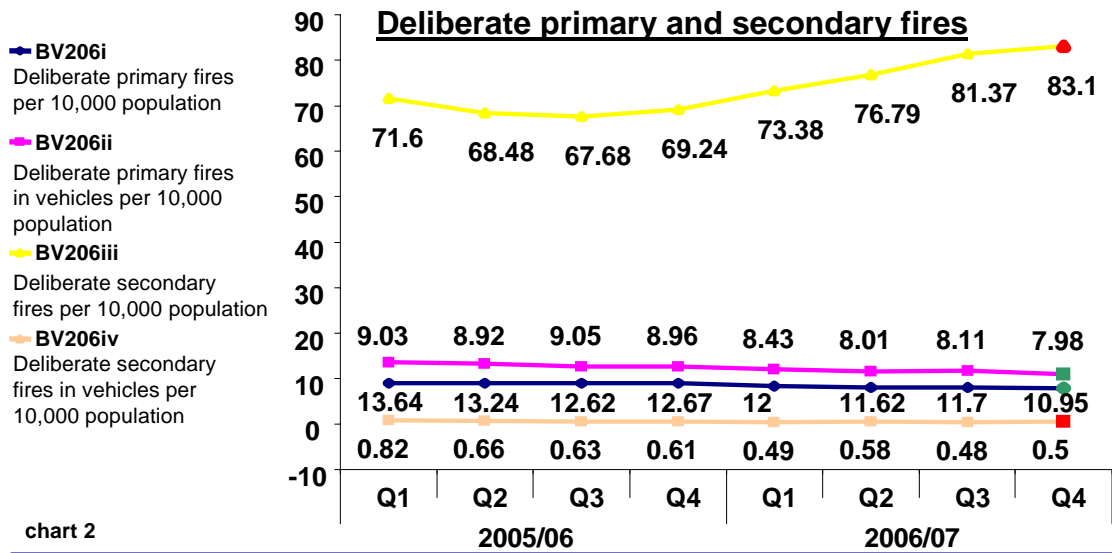
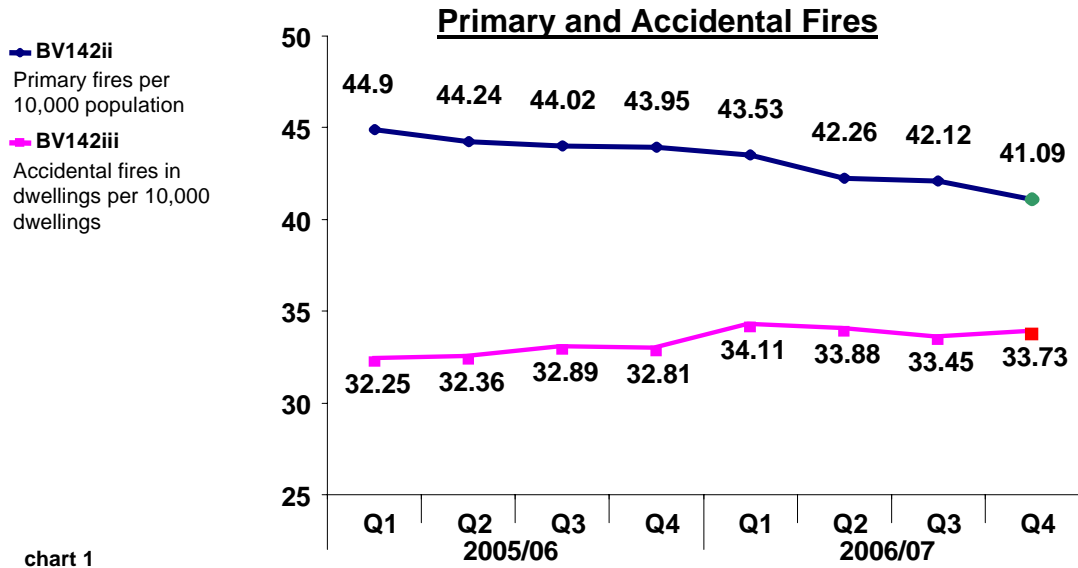
2006/07 End of Year - PROCUREMENT							
Ref	Description	Actual 2005/06	Year to date	2006/07 End of Year	2006/07 Target	Variance with Target	Comments
P1	Total number of orders placed	7533	8849	8849	8584	-265	Government procurement cards late introduction is the reason for little reduction in orders placed. Expect to see a significant decrease in amount of orders into the new year and onwards. This performance indicator goes hand in hand with the other 3 therefore a lack of progress in this indicator will have an adverse effect on the rest. I am drawing together a plan of departments to visit that place a large volume of orders to look at new methods that will positively effect our performance.
P2	Average value of all orders placed	1137.95	1682	1682	1803	121	
P3	Average number of suppliers used	252	294	294	288	-6	
P4	Average spend placed with a supplier	2842.24	4175	4175	4474	299	

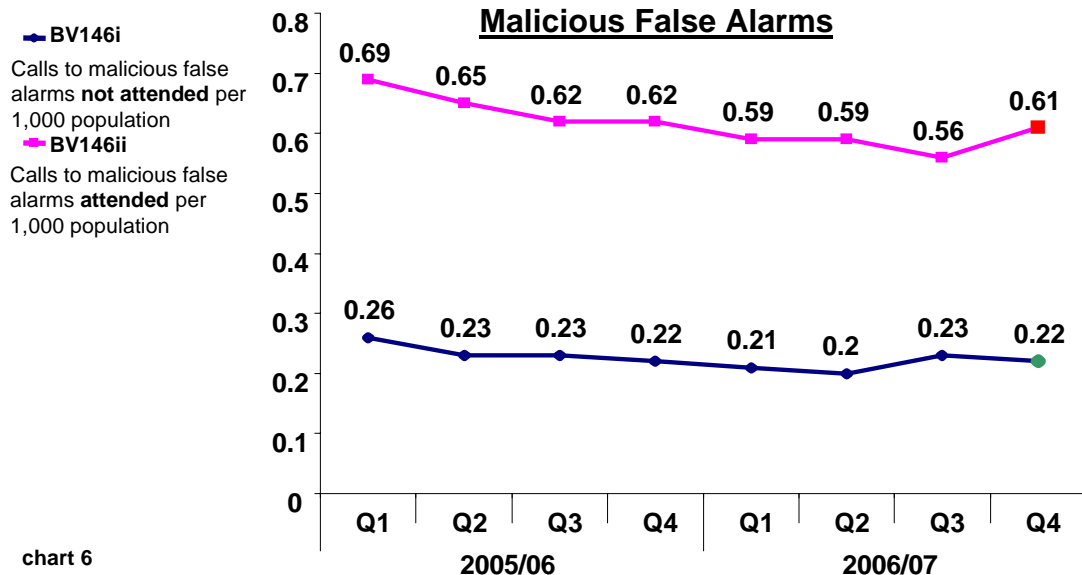
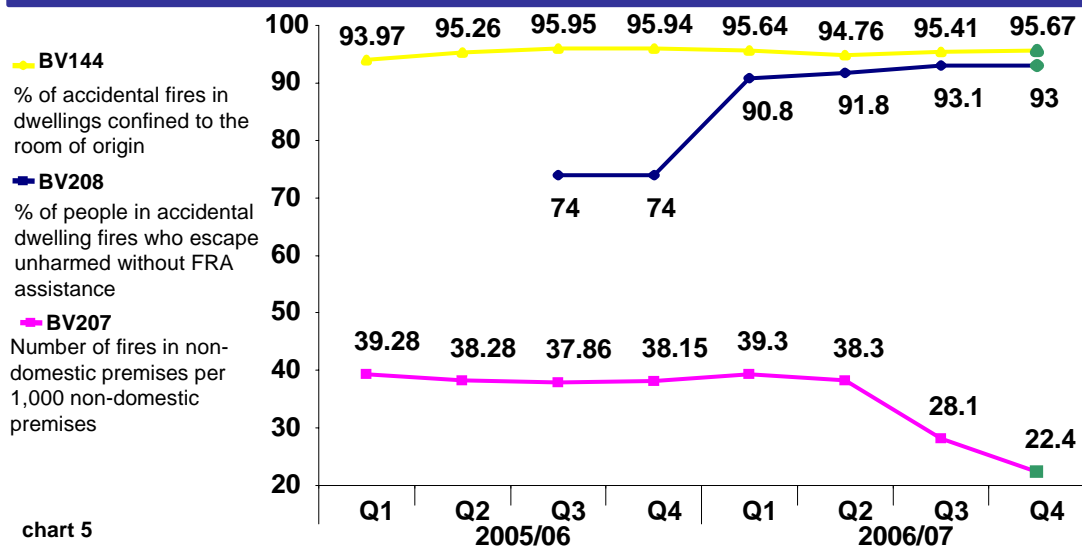
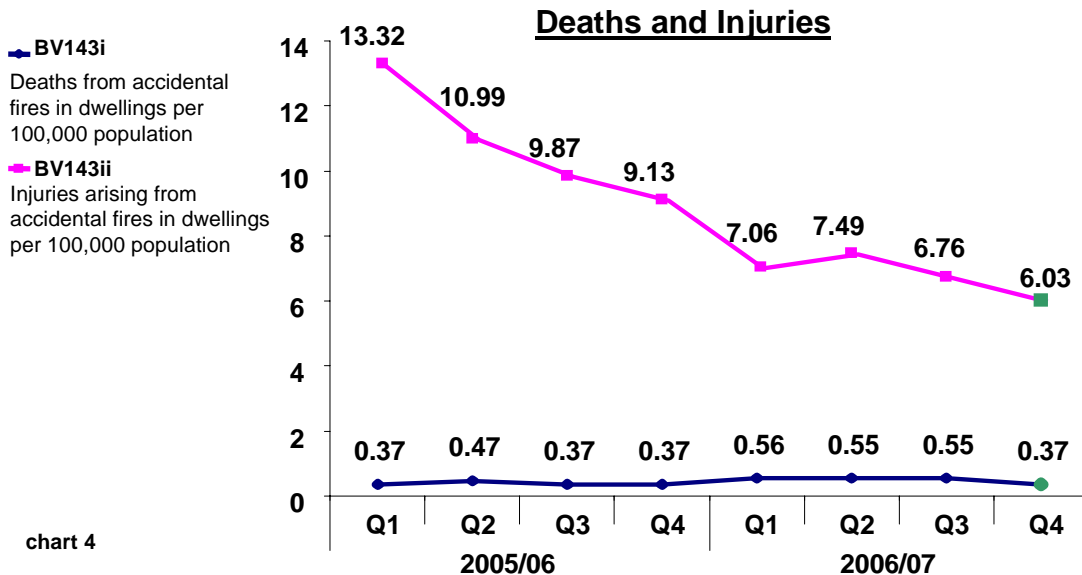
	Exceeding Target
	within -2.5% of Target
	Less than -2.5% of Target





## Appendix A ii





— BV149i

False alarms due to automatic fire detection per 1,000 non domestic premises

## False Alarms

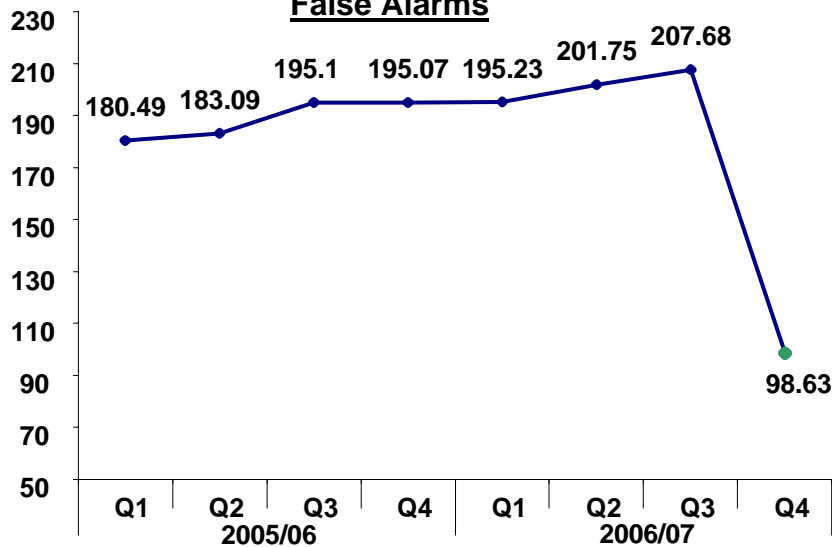


chart 7

— BV11a

% of the top 5% of Authority Earners that are women

— BV11b

% of the top 5% of Authority earners that are from black or ethnic minority communities

— BV11c

% of the top 5% of Authority earners with a disability

## % of Authority earners

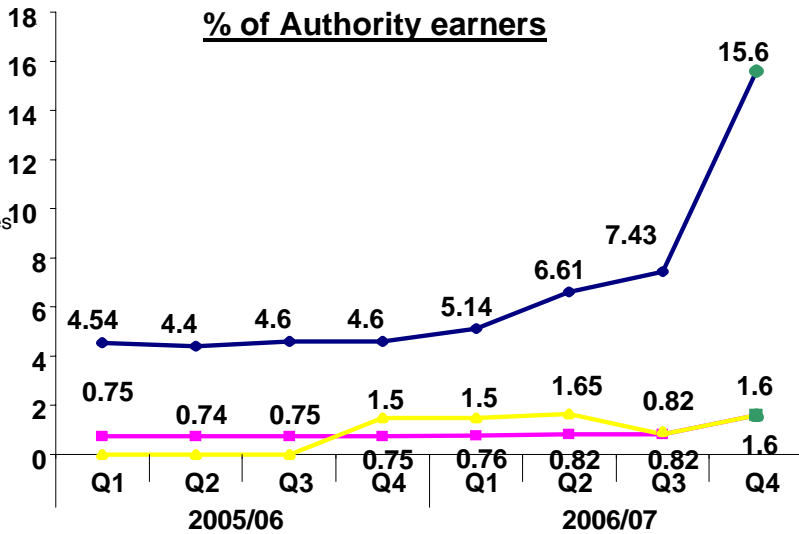


chart 8

— BV210

% of women fire-fighters

— BV17

% of staff from minority Ethnic communities within the best value authority's workforce compared with the % of ethnic minority community population in the Authority area.

— BV16a

% of employees with a disability

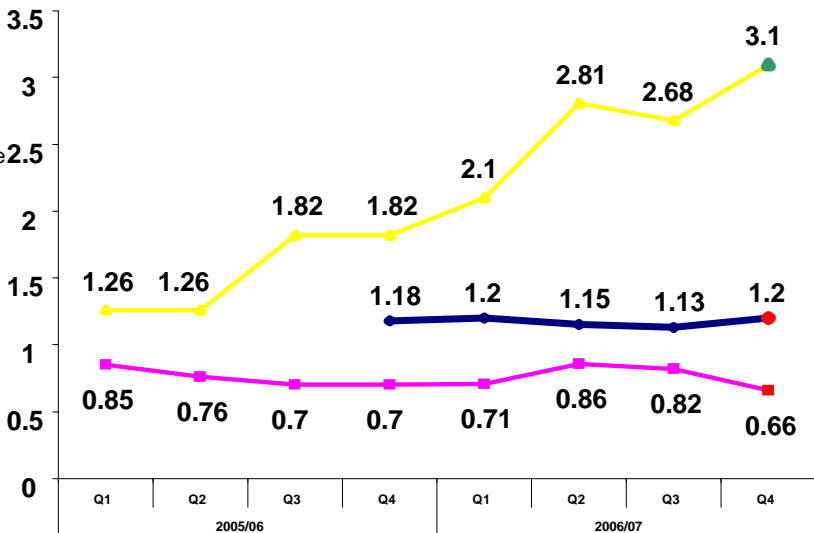
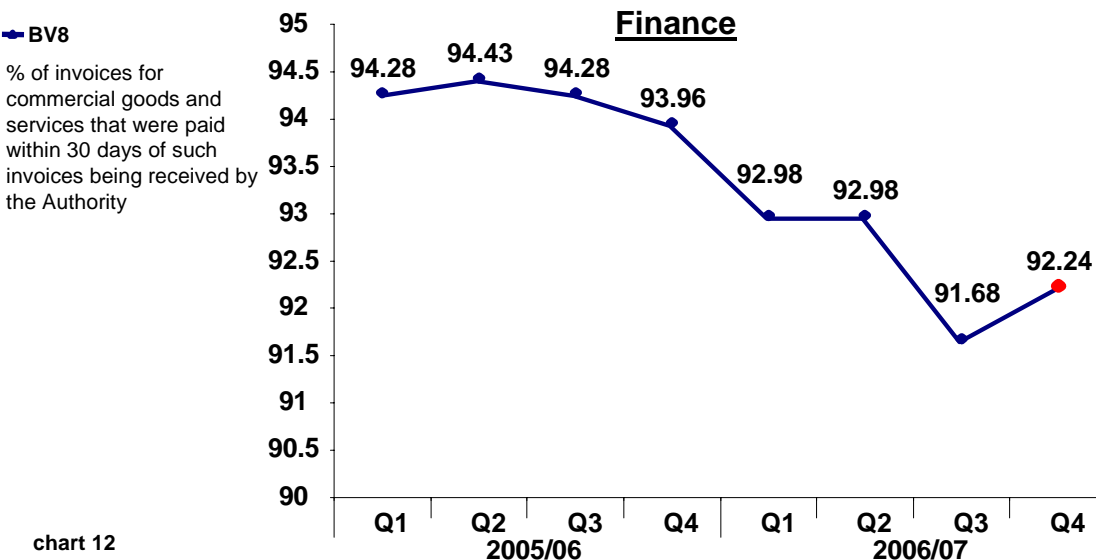
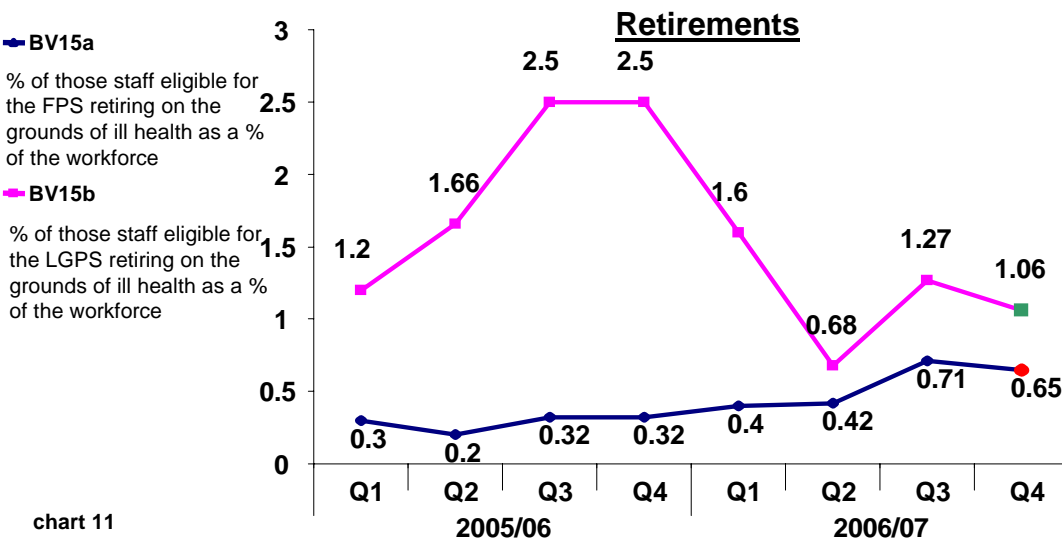
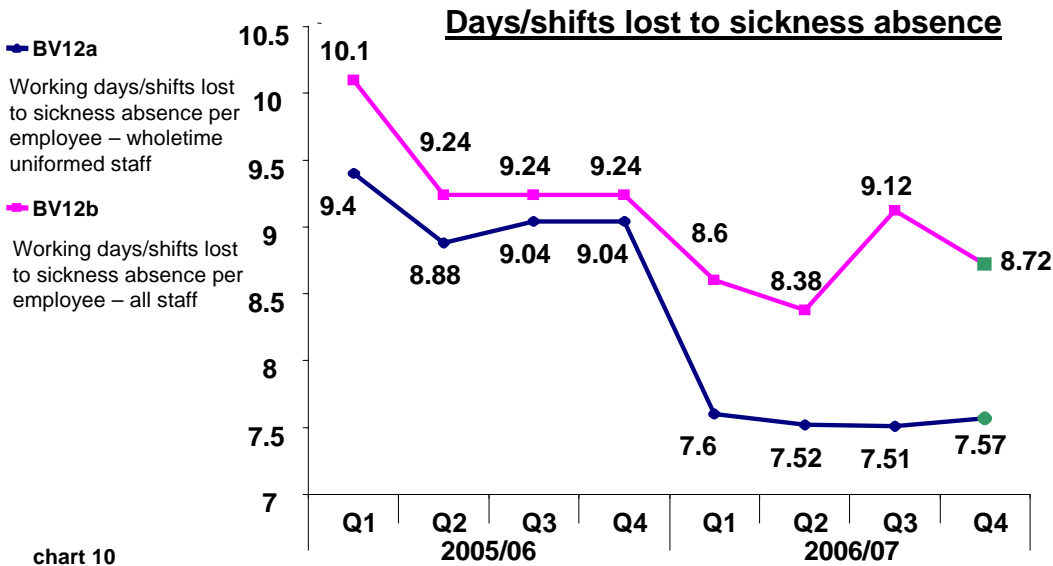


chart 9





## Performance Summary

### **Predicted end of year performance 2006/07:**

- No. of BVPIs set to achieve target 23 (72%)
- No. of BVPIs set to be within variance 1 (3%)
- No. of BVPIs set to miss target 8 (25%)

### **Comparison with end of year figure for 2005/06:**

- No. of BVPIs set to beat last years performance 24 (75%)
- No of BVPIs set to repeat last years performance 2 (6%)
- No. of BVPIs set to perform worse than last year 6 (19%)

Note: BVPI 150 is still to be reported