

**TYNE AND WEAR FIRE & RESCUE SERVICE
REPORT TO THE PERFORMANCE AND REVIEW COMMITTEE**

Meeting: 20th October 2008

Title/Subject: Performance Report of the 2008/09 Corporate Targets, Quarter 1 April – June 2008/09.

Joint report of the Chief Fire Officer, Clerk to the Authority and the Finance Officer

1. Introduction

1.1 This report provides the Quarter 1 (April – June) performance of the Authority against the targets for 2008/09. Members of the Performance Review Committee are requested to consider and scrutinise the contents of this report and provide comments.

2. The Performance Management Report

2.1 The Performance Management Reports are produced on a quarterly basis in order to provide a general overview of the Authority's performance. The report is the result of applying performance management to the Best Value targets that were set for 2008/09.

2.2 The report is supported by three appendices that provide greater detail on the performance of the Authority. Appendix A highlights the performance of the Authority against all of its Performance Indicators. Appendix B provides a three year graphical comparison of performance for our BVPI's. Appendix C provides a snap shot of our BVPI performance against the relevant targets and the previous year's performance.

2.3 Appendix A contains the following items of performance information for each indicator:

- Actual figure for 2004/05
- Actual figure for 2005/06
- Actual figure for 2006/07
- Actual figure for 2007/08
- Year to Date for 2008/09
- Forecast end of year for 2008/09
- Target for 2008/09 (reported in the Annual Plan)
- Variance with the target
- Percentage variance with the target

2.4 The performance of each indicator 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 forecast to be achieved the colour is **green**.



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

PREVENTING PROTECTING RESPONDING

Where a target is Green this indicates that the Authority has been efficient in achieving its target, yellow indicates that the Authority is within the variance range of achieving its target. Where the target is red this indicates that the Authority has not been as effective in achieving its targets. Comments have been provided in order to explain reasons for this performance and what action is being/to be taken to address any shortfall.

In order to provide a comparison between the performance achieved in 2008/09 against that of 2007/08 the same traffic light system has been applied to the end of year figures featured throughout the report.

3. Recommendations

Members are requested to:

- a) note the contents of the performance report and provide feedback on its contents.

Background Papers

The under mentioned background papers refer to the subject matter of the above report

- Strategic Plan 2007-12
- BVPP 2007/08




PRC
Q1 Performance 2008/09
April - June


This report provides the Quarter 1 (April – June) 2008/09 performance of the Authority against the targets for 2008/09. Members of SMT are requested to consider and scrutinise the contents of this report and provide comments.


The report is the result of applying performance management against the Best Value targets that were set for 2008/09. This report contains three appendices. Appendix A highlights the performance of the Authority against all of its Performance Indicators. Appendix B provides a three year graphical comparison of performance for our BVPI's. Appendix C provides a snap shot of our BVPI performance against its target and previous years performance.


Appendix A contains the following items of performance information for each indicator:

- Actual figure for 2004/05
- Actual figure for 2005/06
- Actual figure for 2006/07
- Actual figure for 2007/08
- Year to date figure for 2008/09
- Forecast figure for 2008/09
- Target for 2008/09 (reported in the BVPP)
- Variance with the target
- Percentage variance with the target

The performance of each indicator 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 forecast to be achieved the colour is **green**.

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

Where a target is Green this indicates that the Authority has been efficient in achieving its target, yellow indicates that the Authority is within the variance range of achieving its target. Where the target is red this indicates that the Authority has not been as effective in achieving its targets. Comments have been provided in order to explain reasons for this performance and what action is being/to be taken to address any shortfall.

SMT are requested to give in-depth consideration to the performance report and to provide further scrutiny and feedback.

Prevention and Education:

Detailed commentary for each indicator can be found on pages 18 to 23 of Appendix A and pages 31 to 33 of Appendix B.

Deaths and Injuries

BV143i: Number of deaths from accidental fires in dwellings per 100,000 population				
2007/08		2008/9		
YTD	A	YTD	F	T
0	0.46	0.09	0.36	0.47

The end of year forecasted figure for the “**Number of deaths from accidental fires in dwellings per 100,000 population**” [BV143i] is 0.36, based on this figure the Authority it set to achieve its target of ‘less than 0.47’, i.e. less than 5 fatalities. The figure represents 4 fatalities from such incidents in 2008/09. This performance reflects the effective work carried out by the Prevention and Education department and the delivery of the communications strategy. Through the targeted delivery of HFRA’s and effective communications the Authority has continued to see positive performance within this indicator. This performance is also a result of the public adopting the ‘Get out, stay out’ message contributing to a decrease in the number of accidental property fires.

BV 143ii: Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)				
2007/08		2008/09		
YTD	A	YTD	F	T
1.37	4.05	0.92	3.11	3.86

The forecasted 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 3.11 (34 injuries). This would reflect a decrease of 23% on the 2007/08 figure of 4.05 (44 injuries) and as a result the Authority is set to exceeded its target of 3.86 (42 injuries) for 2008/09 by 19%. This indicator remains a key measure of the success of the Authority’s Community Safety messages and it demonstrates the value of the community education programme.

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

Fire Attendance

BV 142ii: Number of property and vehicle fires per 10,000 population				
2007/08		2008/09		
YTD	A	YTD	F	T
9.8	33.1	5.7	21.5	31.7

The forecasted end of year figure for the “**Number of property and vehicle fires per 10,000 population**” [BV 142ii] is 21.5 (2344 fires). As a result of this performance the Authority expects to exceeded its target of 31.7 (3443 fires) by 32%. The forecasted end of year figure also represents a decrease of 35% (1257 fires) compared to the same period in 2007/08. This downward trend reflects the continued performance within this and other related indicators. The reduction within this indicator can be attributed to the effective delivery of Prevention and Education initiatives as highlighted within Appendix A.

BV 144: Percentage of accidental fires in dwellings confined to the room of origin				
2007/08		2008/09		
YTD	A	YTD	F	T
93.97	94.2	90.12	93.5	94.8

The forecasted end of year figure for the “**Percentage of accidental fires in dwellings confined to the room of origin**” [BV 144], is 93.5%. This represents a decrease of less than one percent when compared against the end of year figure for 2007/08. As a result of this performance the Authority expects to be within the variance of its target of 94.8%. Although many factors relating to this indicator are out of our control it is still a good reflection on our operational services and successful delivery of HFRA’s.

Accidental Fires

BV 142iii: Number of accidental fires in dwellings per 10,000 dwellings				
2007/08		2008/09		
YTD	A	YTD	F	T
7.81	23.4	3.62	16.11	22.51

The forecasted end of year figure for the “**Number of accidental fires in dwellings per 10,000 dwellings**” [BV 142iii] is 16.11 (765 fires). This represents a decrease of 31% on the 2007/08 end of year figure of 23.4 (1110 fires) and as a result of this performance the Authority is set to exceed its 2008/09 target of 22.51 (1069 fires) by 28%. Communication of Prevention and Education and holistic fire safety messages via Home Fire Risk Assessments will continue to be used to address this issue. The achievement of the target can be partly accredited to the delivery of a structured Prevention and Education campaign throughout 2007/08.

BV 208: Percentage of people in accidental dwelling fires who escape unharmed without FRA assistance				
2007/08		2008/09		
YTD	A	YTD	F	T
94.97	95	94.1	95	96

The forecasted end of year figure for the “**Percentage of people in accidental dwelling fires who escape unharmed without FRA assistance**” [BV 208] is 95% (990 people). This represents a decrease of 572 people on the performance recorded at the end of 2007/08. However, due to the Authority attending fewer dwelling fires the total number of people who escaped unharmed has reduced. Based on this performance the Authority expects to be within the variance of its target of 96% for 2008/09. Through ongoing communication with our communities we hope to see even further improvements within the performance of this and other related indicators.

BV 209i: Percentage of fires attended in dwellings where a smoke alarm had activated				
2007/08		2008/09		
YTD	A	YTD	F	T
57.75	53.6	46.1	56.2	55.1

The forecasted end of year figure for the “**Percentage of fires attended in dwellings where a smoke alarm had activated**” [BV 209i] is 56.2% (529 fires). This represents an increase on the end of year figure reported in 2007/08 but is still below the figure reported in 2006/07. It is the aim of the Authority to report the highest figure possible. As a result of this performance the Authority is set to achieve its target of 55.1% by 1%. Whilst we intend to increase the number of dwellings with effective smoke detectors, we also aim to reduce the total number of dwelling fires attended.

BV209ii: Percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate				
2007/08		2008/09		
YTD	A	YTD	F	T
8.09	10.8	11.0	9.9	8.2

The forecasted 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 9.9% (94 fires). The Authority aims to continue to reduce this figure ensuring that it is as low as possible. The figure of 9.9% is a reduction on the 2007/08 end of year figure of 10.8% (149 fires). Through the continued implementation of HFRA’s and the introduction of tamper proof alarms in 2006 we expected to see a reduction on this figure throughout 2008/09. However, As a result of a challenging target the Authority is forecast to fail in achieving its 2008/09 target of 8.2%.

BV 209iii: Percentage of fires attended in dwellings where no smoke alarm was fitted				
2007/08		2008/09		
YTD	A	YTD	F	T
34.16	35.5	42.9	33.9	29.54

The forecasted end of year figure for the “**Percentage of fires attended in dwellings where no smoke alarm was fitted**” [BV 209iii] is 33.9% (319 fires). The Authority aims to reduce this figure to ensure that it is as low as possible. The figure of 33.9% is a reduction on the 2007/08 end of year figure of 35.5% (488 fires). As a result of a challenging target the Authority is

forecast to miss its target of 29.54% for 2008/09. Through the continued delivery of HFRA's and press advertisements the Authority hopes to see this figure reduce in the future.

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

Deliberate Fires

BV 206i: Number of deliberate primary fires excluding deliberate primary fires in vehicles per 10,000 population				
2007/08		2008/09		
YTD	A	YTD	F	T
1.82	6.6	1.4	4.3	6.3

The forecasted end of year figure for the “**Number of deliberate primary fires excluding deliberate primary fires in vehicles) per 10,000 population**” [BV 206i] is 4.3 (471 fires). This is an improvement of 35% on the 2007/08 end of year figure of 6.6 (721 fires). As a result of our performance the Authority is set to exceeded its target of 6.3 (685 fires) by 31% (214 fires). This performance can be partly attributed to the effective work of the Prevention and Education team and in particular the Schools Education Team.

BV 206ii: Number of deliberate primary fires in vehicles per 10,000 population				
2007/08		2008/09		
YTD	A	YTD	F	T
2.46	8.9	1.5	5.46	8.6

The forecasted end of year figure for the “**Number of deliberate primary fires in vehicles per 10,000 population**” [BV206ii] is 5.46 (594 fires). This is a reduction of 38% on the 2007/08 end of year figure of 8.9 (965 fires). As a result the Authority is set to exceeded its 2008/09 target of 8.6 (936 fires) by 37% (342 fires). The positive performance within this indicator can be put down to the restructuring of Prevention and Education department, allowing them to work more closely with local partners to develop initiatives that are more specific to the needs of their particular areas which have produced encouraging results that will be continued in 2008/09.

BV 206iii: Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population				
2007/08		2008/09		
YTD	A	YTD	F	T
18.9	72.6	13.8	44.5	71.1

The forecasted end of year figure for the “**Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population**” [BV 206iii] is 44.5 (4840 fires). This is a decrease of 39% (3055 fires) on the 2007/08 end of year figure of 72.6 (7895 fires). As a result of this performance the Authority is set to exceeded its target of 71.1 (7730 fires) by 37%. Through the ongoing delivery of the “wheelie bin uplift” and the removal of

rubbish initiatives with Local Authorities we aim to reduce the numbers of this type of incident even further.

Unwanted Alarms

BV 146i: Number of malicious false alarm calls not attended per 1,000 population				
2007/08		2008/09		
YTD	A	YTD	F	T
0.06	0.2	0.04	0.16	0.18

The forecasted end of year figure for the “**Number of malicious false alarm calls not attended per 1,000 population**” [BV 146i] is 0.16 (175 calls not attended). This is a decrease of 15% (32 fires) on the 2007/08 end of year figure of 0.2 (207 calls). As a result of this performance the Authority is set to exceed its target of 0.18 (198 calls) false alarms not attended by 12%. As a result of call challenge being implemented the Authority expects to see an increase in the number of False Alarms not attended. However, the Authority aims to reduce the overall number of False Alarm calls received.

BV 146ii: Number of malicious false alarm calls attended per 1,000 population				
2007/08		2008/09		
YTD	A	YTD	F	T
0.15	0.6	0.15	0.52	0.6

The forecasted end of year figure for the “**Number of malicious false alarm calls attended per 1,000 population**” [BV 146ii] is 0.52 (566 calls) representing a decrease of 17% (119 calls) on the 2007/08 end of year figure of 0.6 (685 calls). Through the continued implementation of call challenge and the school education programmes we expected to see a further decrease within this indicator by the end of 2008/09.

BV 149i: Number of false alarms due to automatic fire detection in non domestic properties, per 1,000 properties				
2007/08		2008/09		
YTD	A	YTD	F	T
20.8	89	tbc	tbc	86.5

The forecasted 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 to be reported at the next meeting of the SMT. The Authority has been measuring the performance of domestic false alarms via the introduction of a new Local Indicator (LI23) throughout 2007/08.

BV 149ii: Number of those properties in BV 149i with more than 1 attendance by the Fire & Rescue Service				
2007/08		2008/09		
YTD	A	YTD	F	T
114	439	tbc	tbc	430

The forecasted end of year figure for the “**Number of those properties in BV 149i with more than 1 attendance by the Fire & Rescue Service**” [BV 149ii] is to be reported at the next meeting of the SMT.

BV149iii: % of calls which are to a property with more than one attendance				
2007/08		2008/09		
YTD	A	YTD	F	T
58	79	tbc	tbc	75.1

The forecasted end of year figure for the “**% of calls which are to a property with more than one attendance**” [BV149iii] is to be reported at the next meeting of the SMT.

Protection and Technical:

Non Domestic Fires

Additional performance information relating to the indicator can be found on page 24 within Appendix A.

BV 207: Number of fires in non-domestic premises per 1,000 non-domestic premises				
2007/08		2008/09		
YTD	A	YTD	F	T
5.8	18	3.11	15.9	17.2

The forecasted end of year figure for the “**Number of fires in non-domestic premises per 1,000 non-domestic premises**” [BV 207] is 15.9 (498 fires). This is a decrease of 11% (62 fires) on the 2007/08 end of year figure of 18.0 (560 fires). As a result of this performance the Authority is set to exceeded its target of 17.2 (536 fires) by 8% (38 fires). This can be attributed to the reduction in the number of deliberate and accidental fires in non domestic properties. The reduction achieved on the previous year can also be partly attributed to the revised recording procedures for non domestic properties as outlined on the previous page. The Protection and Technical team continue to target those premises who have reported a fire in order to ensure that there are no repeat incidents.

Human Resources:

Equal Opportunities

Additional performance information relating to the following indicators can be found on pages 25 and 26 of Appendix A and pages 34 and 35 of Appendix B.

BV 2a: The level of the Commission for Racial equality’s ‘Standard for Local Government’ to which the Best Value Authority conforms				
2007/08		2008/09		
YTD	A	YTD	F	T
2	3	3	4	4

The Authority set a target for “**The level of the Commission for Racial equality’s ‘Standard for Local Government’ to which the Best Value Authority conforms**” [BV 2a] to achieve Level 4 by the end of 2008/09. The Authority are pleased to report that Level 3 was achieved at the beginning of 2008, efforts will be made to build on this throughout 2008/09.

BV 2b: The duty to promote race equality				
2007/08		2008/09		
YTD	A	YTD	F	T
95	100	100	100	100

The forecasted end of year target of 100% conformance for “**The duty to promote race equality**” [BV2b] is set to be achieved. This represents the performance reported at the end of 2007/08.

BV 11a: Percentage of women in the top 5% of Authority earners				
2007/08		2008/09		
YTD	A	YTD	F	T
14.86	13.9	14.1	13.6	14

The end of year figure for the “**Percentage of women in the top 5% of Authority earners**” [BV 11a] is 13.6%. The reduction on the 2007/08 figure of 13.9% is due to the fact that the Service has introduced the role of Station Manager which means that the base figure has altered. However, the Authority is set to miss its 2008/09 target of 14%.

BV 11b: Percentage of the top 5% of Authority earners that are from black or ethnic minority communities				
2007/08		2008/09		
YTD	A	YTD	F	T
1.36	2.5	2.56	2.49	2.51

The forecasted end of year figure for the “**Percentage of the top 5% of Authority earners that are from black or ethnic minority communities**” [BV 11b] is 2.49%. This figure was obtained from the employee survey carried out in spring 2006 and as a result the Authority is set to be within the variance of its target. Initiatives are in place to tackle the issue and the Authority will continue to work towards achieving further improvement within this indicator throughout 2008/09.

BV 11c: Percentage of the top 5% of Authority earners with a disability				
2007/08		2008/09		
YTD	A	YTD	F	T
1.36	1.3	1.3	1.24	1.32

The forecasted end of year figure for the “**Percentage of the top 5% of Authority earners with a disability**” [BV 11c] is 1.24%, representing one member of staff. This indicates that the Authority will fail to achieve its 2008/09 target of 1.32% and improve on its performance reported at the end of 2007/08. This figure was obtained from the employee survey completed in spring 2006.

PRC Quarterly Performance Report: Q1 (April – June) 2008/09

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

BV 16ai: Percentage of whole time and retained duty system employees with a disability				
2007/08		2008/09		
YTD	A	YTD	F	T
0.63	0.64	0.65	0.66	nts

The Authority has set not set an end of year target for the “**Percentage of wholetime and retained duty system employees with a disability**” [BV 16ai]. Based on our end of year figure of 0.64% in 2007/08 the Authority is pleased to report a slight increase. The forecasted end of year performance also reflects a slight increase on the number reported at the end of 2006/07. The Authority currently has 6 members of its wholetime and retained duty employees registered as disabled.

BV 16aii: Percentage of control and corporate employees with a disability				
2007/08		2008/09		
YTD	A	YTD	F	T
2.7	2.6	2.56	2.47	nts

The Authority has not set an end of year target for the “**Percentage of control and corporate employees with a disability**” [BV 16aii]. Based on our forecasted end of year figure of 2.47% the Authority has reduced the % reported in 2007/08. The Authority currently has 8 control and corporate employees registered as disabled.

BV 16b: Percentage of the economically active population in the Authority area who have a disability				
2007/08		2008/09		
YTD	A	YTD	F	T
n/a	tbc	n/a	n/a	n/a

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

BV 17a: Percentage of uniformed staff from ethnic minority communities (currently 3.2% in Tyne and Wear)				
2007/08		2008/09		
YTD	A	YTD	F	T
0.71	0.72	0.73	0.71	0.97

The forecasted end of year figure for the “**Percentage of uniformed staff from ethnic minority communities (currently 3.2% in Tyne and Wear)**” [BV 17a] is 0.71%, representing 7 operational staff. The Authority is set to miss its target of 0.97% by 27%. However, this still reflects an increase of 8% on the figure reported at the end of 2006/07.

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

2007/08		2008/09		
YTD	A	YTD	F	T
n/a	tbc	n/a	n/a	n/a

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

BV 210: Percentage of women fire-fighters

2007/08		2008/09		
YTD	A	YTD	F	T
3.9	4.3	4.45	4.4	4.7

The forecasted end of year figure for the “**Percentage of women fire-fighters**” [BV 210] is 4.4% (representing 41 grey book staff). This represents a slight improvement on the performance reported in 2007/08. As a result of this performance the Authority is set to miss its target of 4.7%. This reflects the Authority’s aim to increase the percentage of women fire-fighters and it is envisaged that this number will increase in the coming months.

Absence and Retirement

Additional performance information relating to the following indicators can be found on page 26 of Appendix A and pages 34 and 35 of Appendix B.

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

2007/08		2008/09		
YTD	A	YTD	F	T
1.87	7.3	1.8	7.2	7.01

The forecasted end of year figure for the “**Number of working days/shifts lost to sickness absence by wholetime uniformed staff (indicator shown relates to the number of fire-fighter shifts on fire engines lost to sickness absence)**” [BV12a] is 7.2. This represents a slight decrease compared to the figure of 7.57 reported at the end of 2006/07 and the figure of 7.3 reported in 2007/08. As a result of this performance the Authority is set to be within the variance of its 2008/09 target of 7.01. The reduction within this performance indicator can be attributed to the robust application of the revised Absence Management policy, whereby speedier intervention is put in place at local level with the support of effective management.

BV 12b: Number of working days/shifts lost to sickness absence by all Staff				
2007/08		2008/09		
YTD	A	YTD	F	T
2.05	8.03	2.23	8.9	7.91

The forecasted end of year figure for the “**Number of working days/shifts lost to sickness absence by all Staff**” [BV12b] is 8.9. This represents a forecasted increase of more than ½ a day/shift compared to 2007/08. As a result of this performance the Authority is forecast to exceed its target of 7.91 days/shifts. In order to improve on this performance we will be further implementing the Absence Management Policy with particular focus on non rider and corporate staff to work towards a total of 6.5 days.

BV 15a: Percentage of wholetime fire fighters ill-health retirements as a % of the total workforce				
2007/08		2008/09		
YTD	A	YTD	F	T
0.1	0.32	0	0.21	0.31

The forecasted end of year figure for the “**Percentage of wholetime fire fighters ill-health retirements as a % of the total workforce**” [BV 15a] is 0.21%. This represents a decrease of 34% compared to the end of year figure reported in 2007/08 and as a result of this performance the Authority is set to exceed its target of 0.31%.

BV 15b: Percentage of control and non-uniformed ill-health retirements as a % of the total workforce				
2007/08		2008/09		
YTD	A	YTD	F	T
0	0	0.32	0.32	0.5

The forecasted end of year figure for the “**Percentage of control and non-uniformed ill-health retirements as a % of the total workforce**” [BV15b] is 0.32%. This represents an increase when compared with the end of year figure of 0% in 2007/08. As a result of this performance the Authority is expected to exceed its target of 0.5% in 2008/09.

Finance:

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

BV 8: Percentage of invoices for commercial goods and services that were paid within 30 days of such invoices being received by the authority				
2007/08		2008/09		
YTD	A	YTD	F	T
95.45	96.83	96.1	96.7	100

The forecasted end of year performance for the “**Percentage of invoices for commercial goods and services that were paid within 30 days of such invoices being received by the authority**” [BV 8] is 96.7%. This is below the Government set target of 100% and it is a slight reduction on the end of year figure reported in 2007/08 .The Finance Department are continuing to investigate the reasons for late payment and will liaise with the relevant Departments to rectify the issues throughout 2008/09.

Data Quality

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

As a result of our validation process the data supplied within this report is provisional. The actual end of year performance data will be published in our Performance Plan in 2009.

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.

Annual Performance Report: Example

% difference between 08/09 Forecast and 08/09 Target

Difference between 08/09 Forecast and 08/09 Target




	A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
BV143ii Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)	14.81	7.26	5.57		2.12	6.52	5.46	-1.06	-19
L13									
L14									
L15									

Comments:

Key:
 YTD = Year to Date
 A = Actual Performance
 F = Forecasted Performance
 T = Target

Traffic light system reflects 08/09 performance against 07/08 performance

Traffic light system reflects 08/09 performance against 08/09 Target

Traffic Light System:
 Exceeded target
 Within 2.5% of target
 Missed target by more than 2.5%

Performance Report Q1 2008/09: Prevention and Education

Head of Community Safety: ACO Simpson

Group Manager: Chris Lowther

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
Deaths and Injuries										
BV143i	Number of deaths from accidental fires in dwellings per 100,000 population	0.47	0.37	0.37	0.46	0.09	0.36	0.47	0.11	n/a
LI1	Number of deaths from accidental fires in dwellings	5	4	4	5	1	4	0-5	1	n/a
LI2	Number of deaths from ALL fires	7	8	5	8	1	4	0-6	2	n/a

TWFRS remains on course to achieve target for this indicator for 08/09. The one fatality experienced was an elderly lady who was rescued alive from Priory Court Sheltered Accommodation in Wardley, but later died in hospital as a result of severe burns suffered during the incident. This incident occurred mid afternoon, and the subsequent fire investigation identified the cause as 'carelessly discarded smoking materials'. Issues which were identified during the investigation are being addressed with the P and T department leading on work with the premises management.

BV143ii	Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)	14.81	7.26	5.57	4.05	0.92	3.11	3.86	0.75	19
LI3	Number of injuries arising from accidental fires in dwellings excluding precautionary checks (BV143ii as a whole number)	159	78	61	44	10	34	42	8	19
LI4	Number of injuries from accidental fires in dwellings	259	204	258	257	39	150	245	95	39
LI5	Number of injuries from ALL fires	339	281	327	340	58	206	317	111	35

Four of the ten injuries recorded in LI3 occurred in Newcastle District, but this does not necessarily point to a new significant risk area as three of these four injuries occurred in the same incident which involved two adults and a toddler. The fire was started by the child playing unsupervised with a disposable lighter. The remaining injury in Newcastle District was to an adult male with a history of causing damage to his property, who had previously received an HFRA from TWFRS. Attempts to engage in follow up work after the HFRA were declined by the occupier. The two injuries in South Tyneside were as a result of two separate incidents where fires were caused by carelessly discarded cigarettes. The four injuries in Gateshead district highlight the anomaly of having a large part of Stn T's area in Ghd LA area, as no one has a mandated responsibility for this area. ACO Simpson is working with his P and E management team on a model to rectify this. Neither NT or Sld recorded any accidental fire injuries in this quarter.

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
Fire Attendance										
LI24	Total number of fire calls attended	12948	12395	14337	12381	2385	7756	11886	4130	34.7
BV142ii	Number of primary fires per 10,000 population	45.5	43.7	41.1	33.1	5.7	21.5	31.7	10.2	32
LI25	Number of property fires excluding road vehicles (part 1 of BV142ii)	3183	3083	3044	2343	396	1568	2240	672	30
LI26	Number of fires involving road vehicle (part 2 of BV142ii)	1705	1611	1457	1258	224	776	1203	427	35
BV144	Percentage of accidental fires in dwellings confined to the room of origin	95	95.3	95.7	94.2	90.12	93.5	94.8	1.3	1
LI40	Number of special incidents attended per 10,000 population	22.7	24.1	22.52	24.43	5.84	19.9	23.4	3.5	15

The Service continues to perform well against this group of targets. Although we are predicted to miss BV144 (within the 2.5% tolerance), performance is still resulting in 93.5 % of fires in dwellings being confined to room of origin. The Service has a number of outputs which can arguably contribute to performance towards this target, however there is no focussed policy aiming at assuring this target is met.

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
Accidental Fires										
BV142iii	Number of accidental fires in dwellings per 10,000 dwellings	33.3	33.2	33.7	23.4	3.62	16.11	22.51	6.4	28
LI8	Number of accidental fires in dwellings (BV142iii as a whole number)	1570	1562	1593	1110	172	765	1069	304	28
LI9	Number of accidental kitchen fires (part 1 of LI8)	1255	1211	1295	801	120	582	771	189	25
LI10	Number of accidental non kitchen fires (part 2 of LI8)	315	351	298	309	52	183	293	110	38
BV208	The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance	nda	91	93	95	94.1	95	96	1	
LI6	Number of people in accidental dwelling fires who escape unharmed without FRA assistance	nda	1314	1952	1562	225	990	nts		
BV209i	The percentage of fires attended in dwellings where a smoke alarm had activated	49.5	54.8	60.8	53.6	46.1	56.2	55.1	-1.1	-2.0
LI11	Number of fires attended in dwellings where a smoke alarm had activated (BV209i as a whole number)	958	1039	1141	737	101	529	nts	n/a	n/a
BV209ii	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	8.9	8.3	8.2	10.8	11	9.9	8.2	-1.7	-21
LI12	Number of Fires attended in dwellings where a smoke alarm was fitted but did not activate (BV209ii as a whole number)	172	157	153	149	24	94	nts	n/a	n/a
BV209iii	The percentage of fires attended in dwellings where no smoke alarm was fitted	41.6	36.9	31.1	35.5	42.9	33.9	29.54	-4.36	-15
LI13	Number of fires attended in dwellings where no smoke alarm was fitted (BV209iii as a whole number)	806	700	583	488	94	319	nts	n/a	n/a

The amendments to the incident reporting procedure as had a significant impact on the number of accidental fires TWFRS records. The removal of the distraction of FAGI near miss incidents from the universal fire incidents has allowed district teams to interrogate more a more accurate and

representative data set, identifying where our real problems are and developing effective strategies to tackle them. Ncle district provides an illustrative example of this as three previously high fire incident premises (High Moor Court, Bamburgh House and Teasdale House) have been targeted by district P and E, P and T and operational crews, and have recorded zero fire incidents in Q1. Of remaining incidents in Ncle, the district have identified 66% of the remaining incidents occurred in flats (conversions and purpose built). Resources have been diverted to attempt to achieve reductions in numbers of incidents in this premises group. Similarly, fires caused by carelessly discarded smoking materials are currently an identified problem in South Tyneside, while North Tyneside currently has an issue with unattended cooking related incidents. Resources have been redirected in response to separate report and strategy.

	A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
Deliberate Fires									
BV206i	Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population								
	9.5	8.8	8	6.6	1.4	4.3	6.3	2	31.7
LI14	Number of property fires started deliberately (BV206i as a whole number)								
	1023	944	875	721	152	471	685	214	31.2
BV206ii	Number of deliberate primary fires in vehicles per 10,000 population								
	13.6	12.5	11	8.9	1.5	5.46	8.6	3.14	37
LI15	Number of vehicle fires started deliberately (BV206ii as a whole number)								
	1462	1342	1200	965	167	594	936	342	37
BV206iii	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000								
	70.9	68.3	83.2	72.6	13.8	44.5	71.1	26.6	37
LI16	Number of secondary fires not involving property or road vehicles started deliberately (BV206iii as a whole number)								
	7615	7327	9113	7895	1499	4840	7730	2890	37.4
LI18	Number of refuse fires started deliberately								
	5834	5254	5738	5397	981	3347	5229	1882	36

Performance in this target grouping is good, especially when factors such as the high number of void properties in the Service area are taken into account. The bulk of these incidents involve use of HRJ, and as such indicate where the bulk of TWFRS firefighting activity takes place. The performance may also be the first buds of the potential benefits of the Service Delivery establishment review, as a significant amount of target removal occurs as a result of partnership meetings in the coterminous local authority structure. This can be evidenced across all five districts.

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
Unwanted Alarms										
BV146i	Number of calls to malicious false alarms NOT ATTENDED per 1,000 population	0.2	0.2	0.2	0.2	0.04	0.16	0.18	0.02	11
LI20	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)	261	237	243	207	40	175	198	23	12
BV146ii	Number of calls to malicious false alarms ATTENDED per 1,000 population	0.7	0.6	0.6	0.6	0.15	0.52	0.6	0.08	13
LI21	Number of malicious false alarm calls ATTENDED	795	622	671	685	158	566	665	99	15
BV149i	Number of false alarms due to automatic fire detection, per 1,000 nondomestic properties	94.6	113.4	98.6	89	tbc	tbc	86.5		
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises (BV149i as a whole number)	2945	3531	3058	2774	tbc	tbc	2697		
LI23	Number of false alarms due to automatic fire detection from domestic premises	nda	nda	3112	2698	tbc	tbc	2611		
BV149ii	Number of those properties in BV149i with more than 1 attendance by the FRS	new 05/06	562	471	439	tbc	tbc	430	n/a	n/a
BV149iii	% of calls which are to a property with more than one attendance	nda	79	79	79	tbc	tbc	75.1	n/a	n/a
LI27	Number of false alarm calls due to "Good Intent"	1906	1974	2497	2497	871	2395	nts	n/a	n/a

The trend for both false alarm apparatus and unwanted fire signals is downward, demonstrating that TWFRS has succeeded in getting to grasp with these issues. All districts now target the worst offenders, who receive an intense focus of support and recommendations from P and T teams. Housing providers such as Your Homes Newcastle have collaborated with TWFRS to call challenge at source, and revise their fire engineering solutions to reduce the frequency of erroneous alarm activations.

	A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
Home Fire Risk Assessments									
LI7	nda	nda	16713	17087	4573	18292	16000	2292	14

The trend for both false alarm apparatus and unwanted fire signals is downward, demonstrating that TWFRS has succeeded in getting to grasp with these issues. All districts now target the worst offenders, who receive an intense focus of support and recommendations from P and T teams. Housing providers such as Your Homes Newcastle have collaborated with TWFRS to call challenge at source, and revise their fire engineering solutions to reduce the frequency of erroneous alarm activations.

Related Data (last updated 01/08):	
Population for Tyne and Wear:	1087581
No. of Domestic properties:	474928
No. of Non-Domestic properties:	31170

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

Performance Report Q1 2008/09: Protection and Technical

Head of Community Safety: ACO Simpson
Group Manager: Rob Blenkinsop

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
Non domestic fires										
BV207	The number of fires in non-domestic premises per 1,000 non-domestic premises.	40.1	38.1	22.3	18	3.11	15.9	17.2	1.3	8
LI19	Number of non domestic property fires started deliberately (part 1 of BV207)	262	207	208	157	49	148	148	0	0
LI50	Number of accidental fires in a non domestic property (part 2 of BV207)	525	504	483	403	48	350	388	38	10

The low number of non domestic property fires in quarter 1 provides an excellent base to build on for the remainder of the year with all targets forecast to be met. P&T staff will continue to focus on the inspection of premises presenting the highest risk as well as other inspections in selected property types. P&T staff will use these inspections to provide education and information services to business that emphasise the importance of fire risk assessment and staff training as tools that reduce the chances of fires starting.

LI51	Number of fire related deaths in a non domestic property	0	1	0	0	0	0	0	0	0
LI53	Number of fire related injuries in public buildings and industrial premises	15	20	15	25	2	12	14	2	14

The low number of fire related injuries in quarter 1 is pleasing. Staff from P&T will use the routine inspection programme in non domestic premises to continue to provide advice and education about the dangers of fire and the potential for injury or death.

Related Data (last updated 01/08):

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

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

Performance Report Q1 2008/09: Human Resources

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

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
Equal Opportunities										
BV2a	The level (if any) of the Equality Standard for Local Government to which the Authority conforms	1	1	2	3	3	4	4		
BV2b	The duty to promote race equality	74	84	95	100	100	100	100	0.0	0.0
BV11a	% of top 5% of Authority earners that are women	5.19	5.3	15.6	13.9	14.1	13.6	14	-0.4	-2.9
BV11b	% of the top 5% of Authority earners from ethnic minority communities	0.74	0.75	1.6	2.5	2.56	2.49	2.51	0.0	-0.8
BV11c	% of top 5% of earners that have a disability	nda	1.5	1.6	1.3	1.3	1.24	1.32	-0.1	-6.1
BV16ai	% of wholetime and retained duty system employees with a disability	previously reported as 1 indicator		0.75	0.64	0.65	0.66	nts	n/a	n/a
BV16aii	% of control and corporate employees with a disability			2.8	2.6	2.56	2.47	nts	n/a	n/a
BV16b	% of the economically active population in the Authority area who have a disability	nda	18	19.5	tbc	tbc	n/a	nts	n/a	n/a
BV17a	% of uniformed staff from ethnic minority communities	0.85	0.65	0.66	0.72	0.73	0.71	0.97	-0.3	-26.8
BV17b	% of economically active (18 - 54) population from ethnic minority communities in the FRS area.	3.61	3.61	3.2	tbc	tbc	n/a	nts	n/a	n/a
BV210	% of women firefighters	1.3	2.3	3.1	4.3	4.45	4.4	4.7	0.3	6.4

BV2A Following a comprehensive external audit held in February 2008, the Authority was judged to be at Level 3 of the Equality Standard for Local Government. An action plan is being prepared to move the Authority to Level 4 by 1st April 2009 and subsequently to Level 5. **BV2b** The Authority now has evidence to hit 100%. **BV11a** There has also been an overall increase in the number of women in the top 5% of earners it is envisaged that this will increase once again at the next quarterly report and therefore it is fully expected to exceed the target set. **BV11b** This has increased this year due to recruitment and it is envisaged to remain fairly static for the next two reporting periods. **BV11c** This represents one member of staff and is unlikely to alter this financial year. **BV16ai** This represents 6 members of the operational workforce who have declared a disability. The Authority is to re-run the survey during 2008/09. **BV16aii** This represents 8 members of corporate staff and control who have declared a disability. The Authority is due to re-run the survey during 2008/09. **BV16b** This is not specific to the Authority and is externally sourced. **BV17a** This represents a total of 7 members of the operational workforce and it is expected to increase following recruitment to operational posts in the next reporting quarter. Members are reminded that if all census definitions could be included the figure would currently be 10 = 1.02%. **BV17b** This is reported once per year, i.e. 31st March 2008, and is not specific to the Authority being externally sourced. **BV210** This represents a total of 41 grey book staff and it is envisaged that the numbers will continue to increase over the next reporting period. It is understood that this Service now has the greatest percentage of female firefighters when compared to our family group.

		A	A	A	A	YTD	F	T	Variance	%
		04/05	05/06	06/07	07/08	08/09	08/09	08/09	with T	Variance
Absence/Retirement										
BV12a	Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	9.69	9.52	7.72	7.3	1.8	7.2	7.01	-0.19	-3
BV12b	Proportion of working days/shifts lost to sickness absence by all staff	10.26	9.53	8.72	8.03	2.23	8.9	7.91	-0.99	-13
BV15a	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.63	0.63	0.65	0.32	0	0.21	0.31	0.1	32
BV15b	Control and non-uniformed ill-health retirements as a % of the total workforce	2.65	2.39	1.06	0	0.32	0.32	0.5	0.18	36

BV12a Sickness absence continues to show a sustainable downward trend however close monitoring and early intervention will continue to be robustly supported to reduce absence further. **BV12b** There has been a number of unforeseen long term absences that have had an adverse effect on the progress that was being made, however it is envisaged that this will be addressed in the next two quarters. **BV15a** This represents 0 retirements on grounds of ill health. **BV15b** There has been one retirement on grounds of ill health under the Local Government Pension Scheme this year.

		A	A	A	A	A	F	T	Variance	%
		04/05	05/06	06/07	07/08	08/09	08/09	08/09	with T	Variance
Complaints										
LI52	Number of complaints regarding perceived poor customer service	0	0	0	7	1	4	0	4	n/a

Complaint made in respect of accidental damage caused to property belonging to a neighbouring flat of one involved in FS activities. Received on 8th August 2008 with initial investigation being carried out and reported to the complainant by 13th August 2008, with a satisfactory outcome being agreed. The conclusion of the full investigation was completed on 17th September 2008.

**Performance Report Q1 2008/09:
Finance**

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

	A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T				
BV8	The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms				79.2	93.96	92.24	96.83	96.1	96.7	100	-3.3	
BV150	Expenditure per head of population on the provision of fire and rescue services				45.87	51.88	50.65	53.12	reported annually		nts		

Performance Report Q1 2008/09: Control

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

	A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
LI41	98.2	97.5	97.6	98.1	98.7	98.4	98.3	-0.1	-0.1
LI42	61.8	54.3	56	57.9	59.5	61.5	58.9	-2.6	-4.4

LI41: This is always consistently good. **LI42:** It is pleasing to note that we achieved the highest percentage this year in June. We have recently introduced an individual Incident Assessment procedure for quality purposes. Basically the operators are required, by listening to their own calls, to measure their own performance against a set of standards. This is also measured by the supervisory staff and differences are discussed. Hopefully this seems to be having the desired effect.

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**Performance Report Q1
2008/09:
Procurement**

Section Manager: Tony Strong

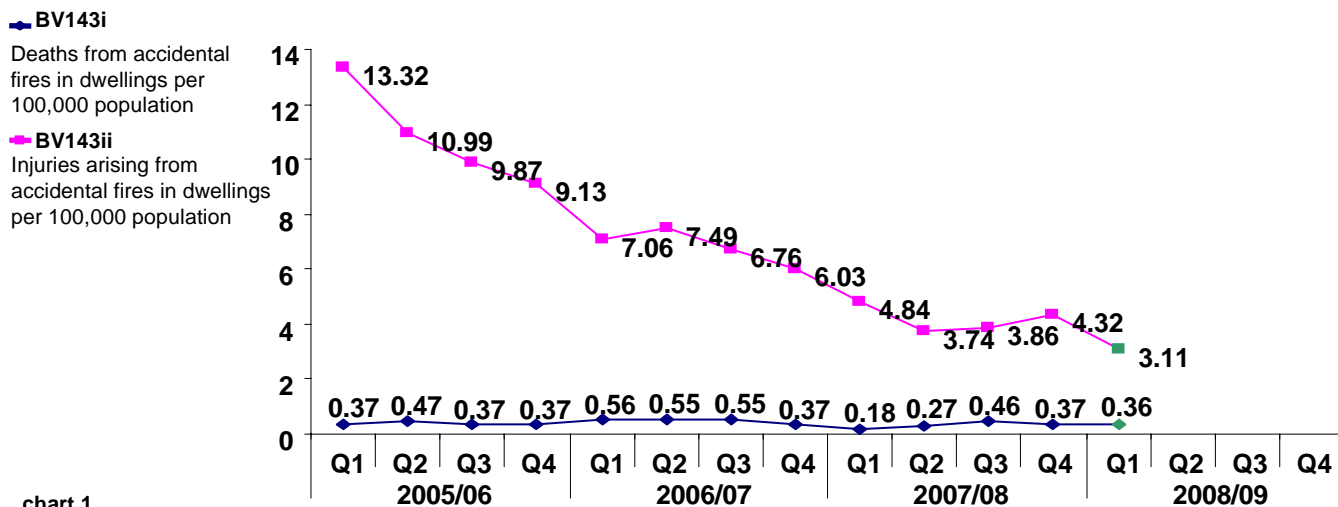
		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	F 08/09	T 08/09	Variance with T	% Variance with T
LI60	Total number of orders placed	nda	7533	8849	8279	2228	8912	8072	-840	-10
LI61	Average value of all orders placed	nda	1138	1682	1888	1974	1726	1935	209	11
LI62	Average number of suppliers used	nda	252	294	316	333	312	308	-4	-1.3
LI63	Average spend placed with supplier	nda	2842	4175	4756	4402	4469	4875	406	8.3

L160 and L161 - High spend and high amount orders placed in April 2008 has increased the amount of orders placed over the quarter. This has however ensured we have achieved L161 as some of the orders were high value. L162 is slightly high and therefore this has had a negative effect on L163

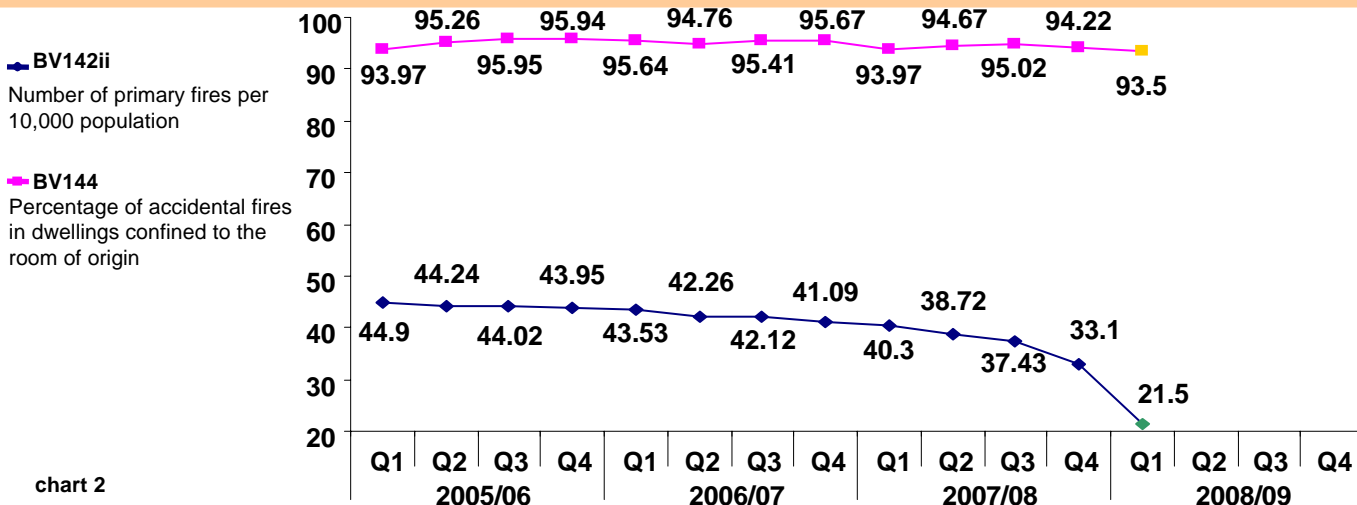
Appendix B

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

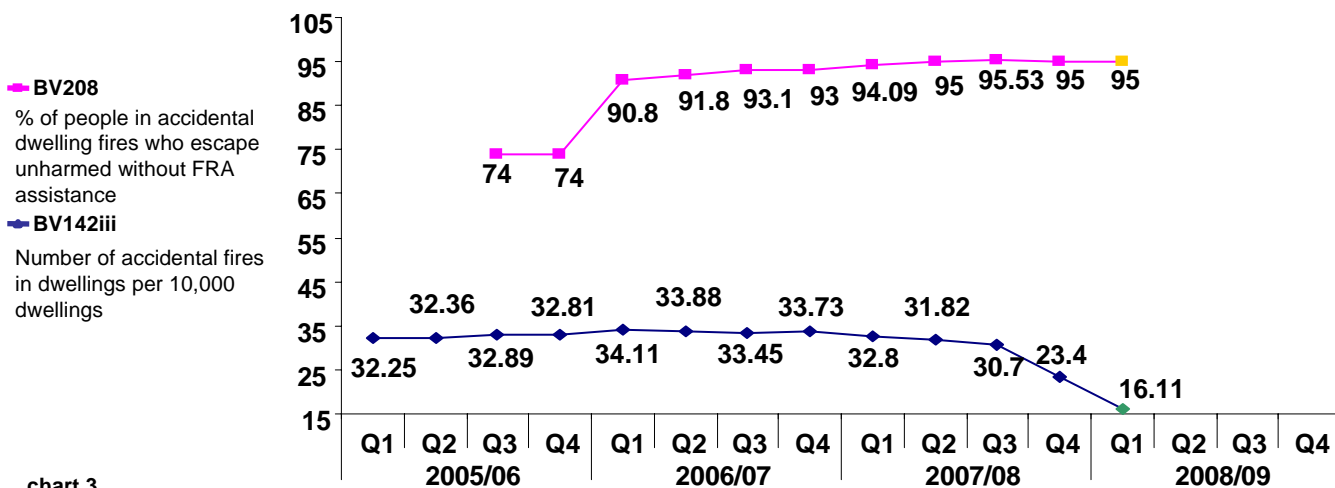
Deaths and Injuries



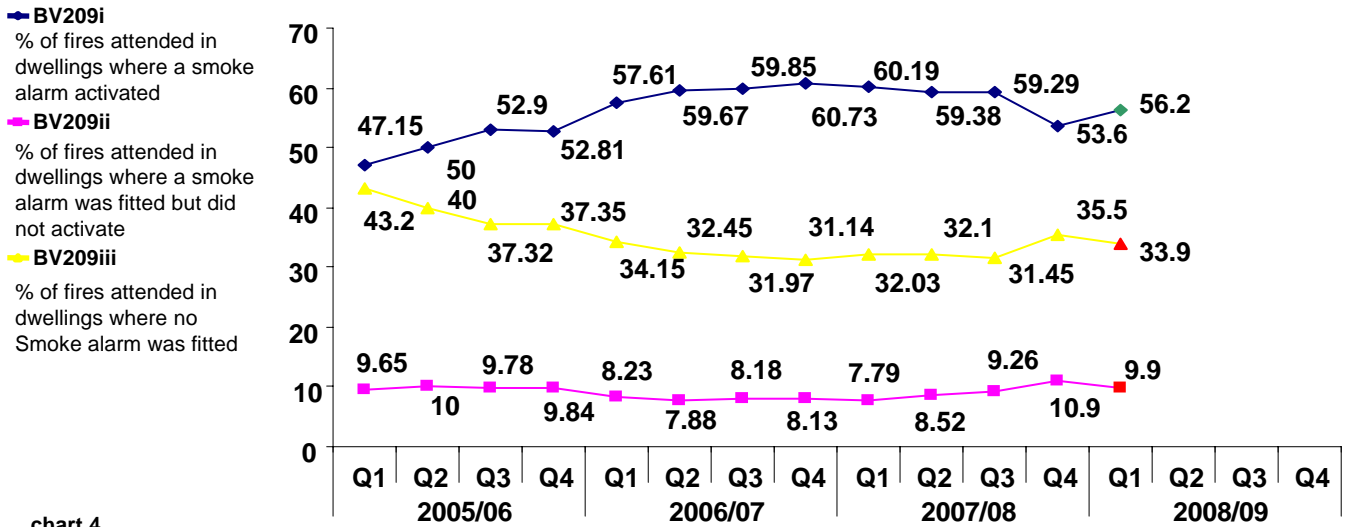
Fire Attendances



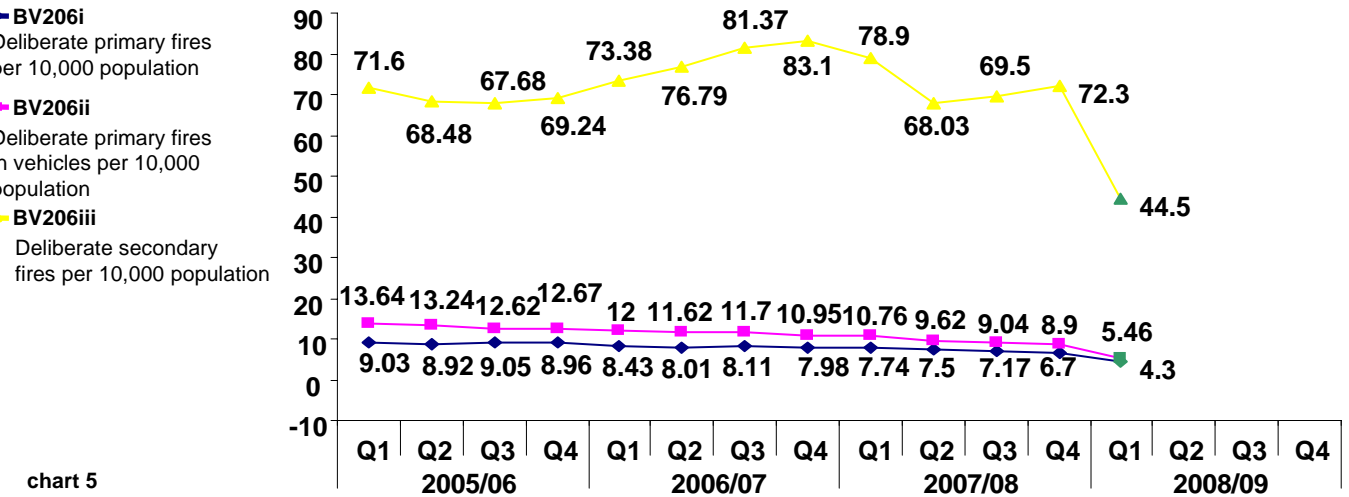
Accidental Fires



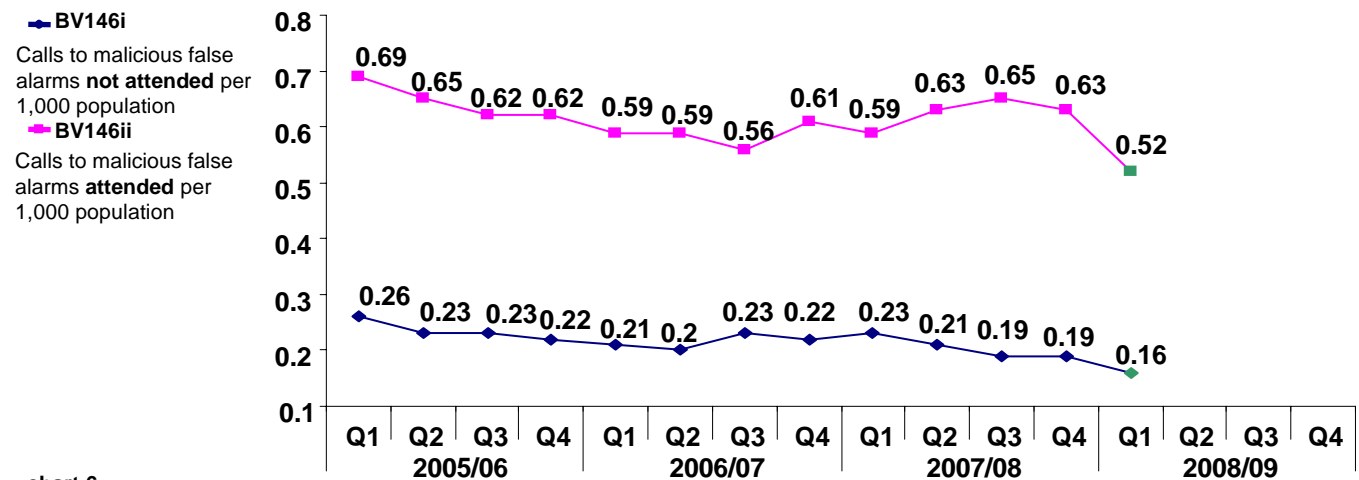
PRC Quarterly Performance Report: Q1 (April – June) 2008/09



Deliberate Fires



Unwanted Alarms



BV149i
 False alarms due to automatic fire detection
 Per 1,000 non domestic premises

Please see main body of reports for further information.

chart 7

Non domestic fires

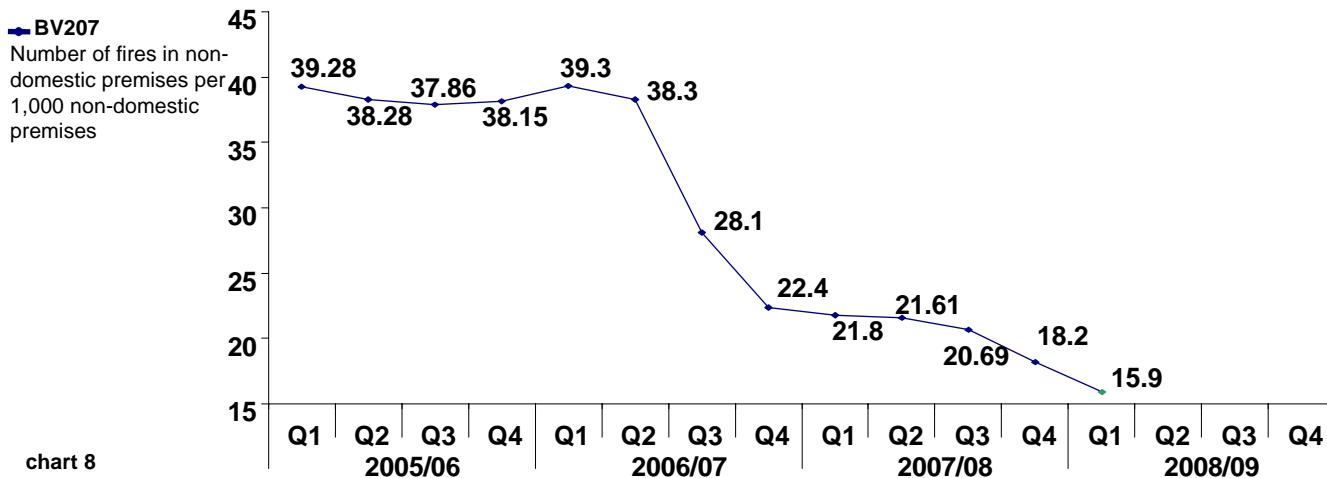


chart 8

Equal Opportunities

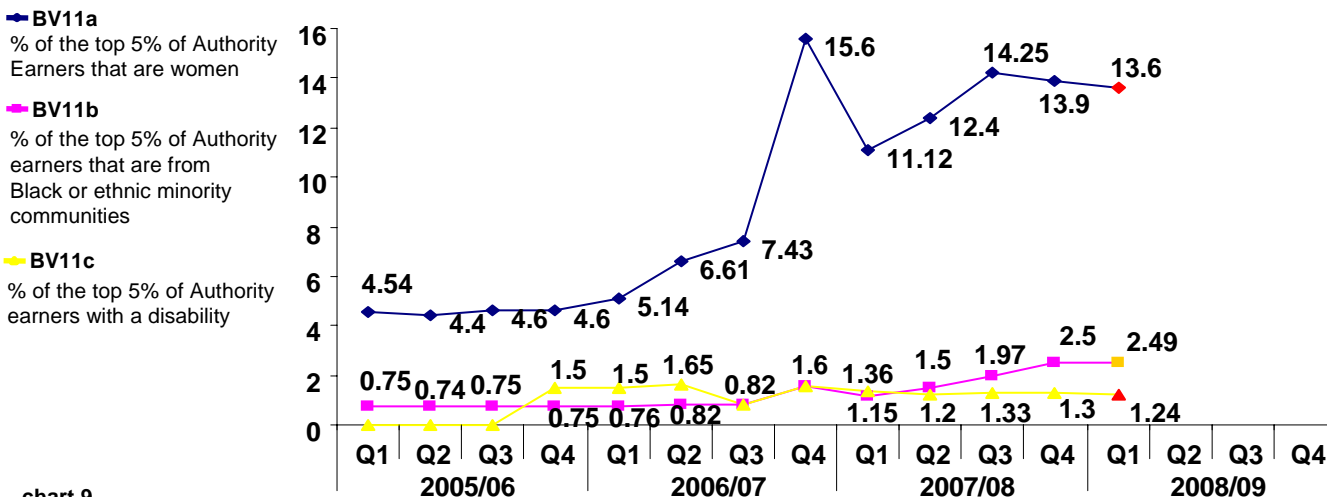
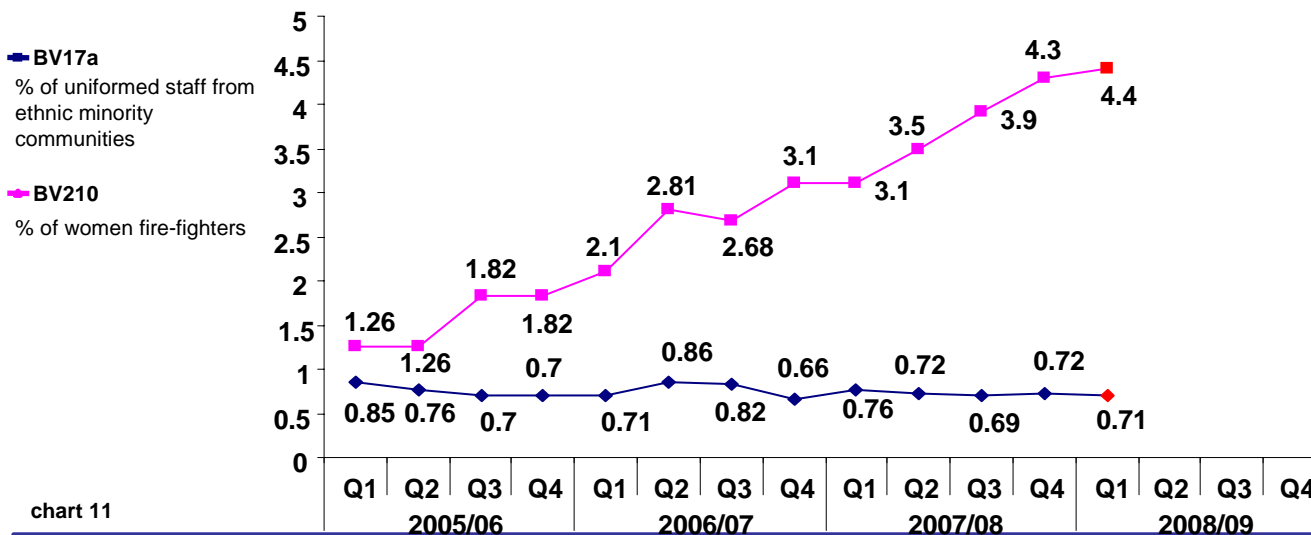
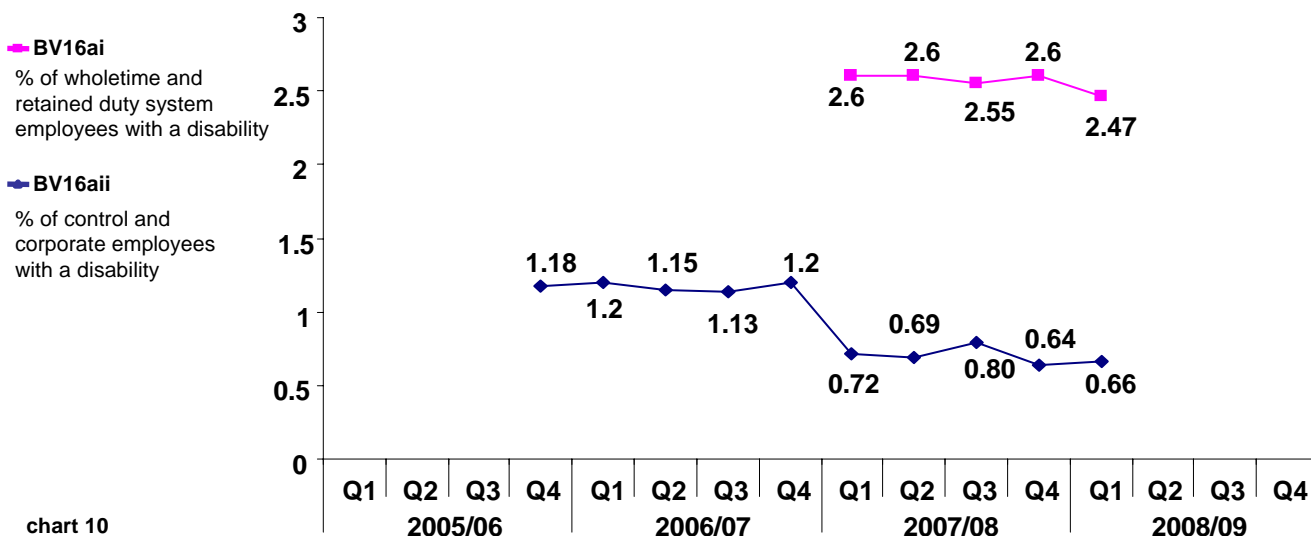
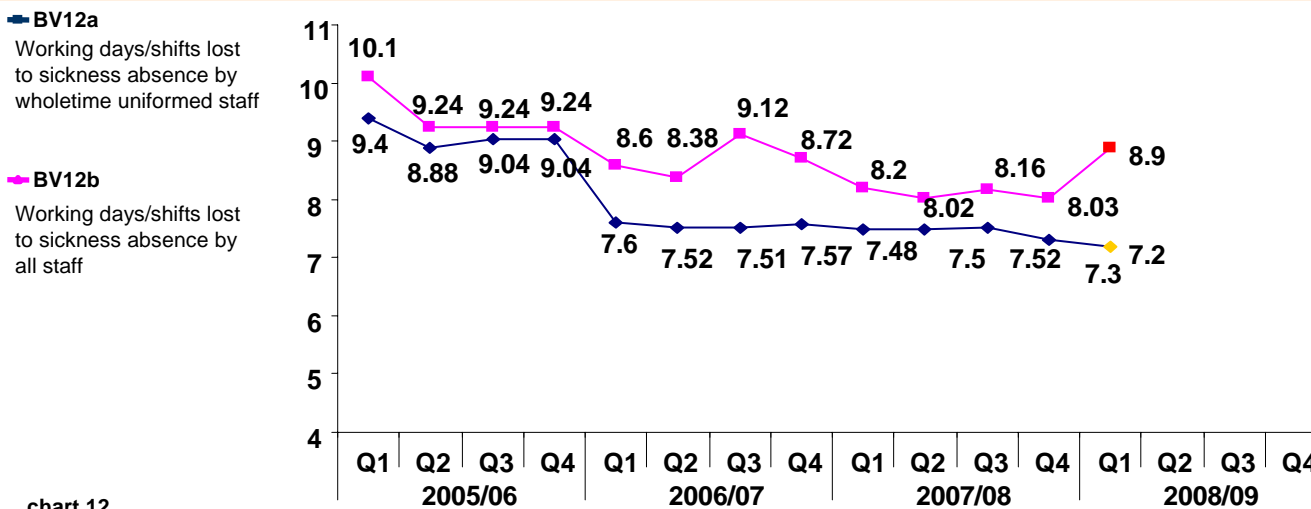


chart 9



Equal Opportunities



PRC Quarterly Performance Report: Q1 (April – June) 2008/09

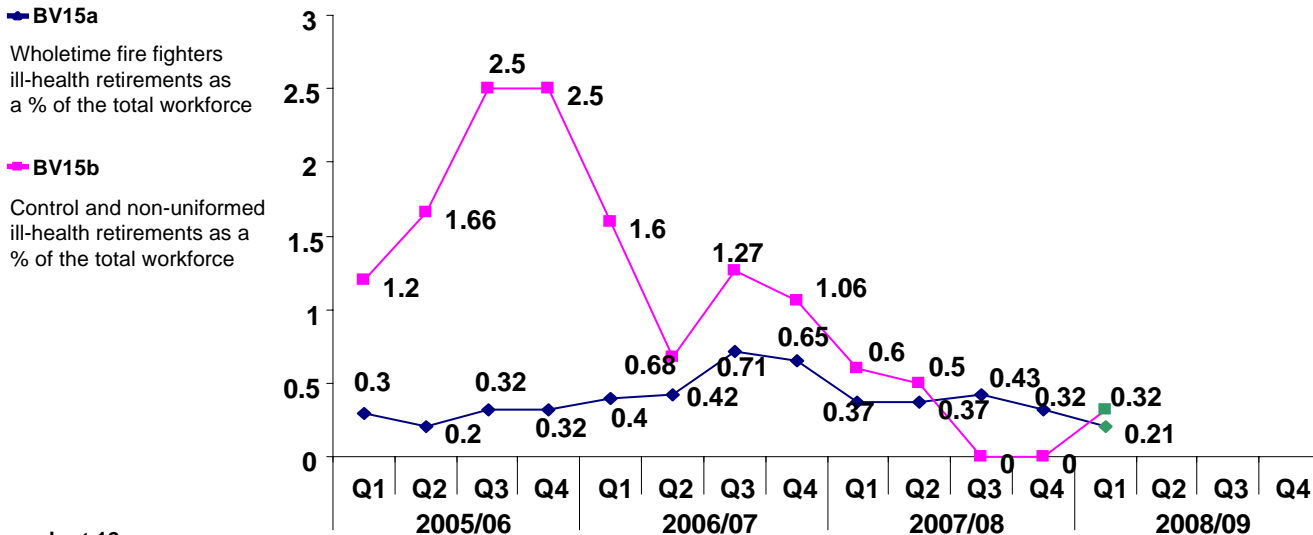


chart 12

Finance

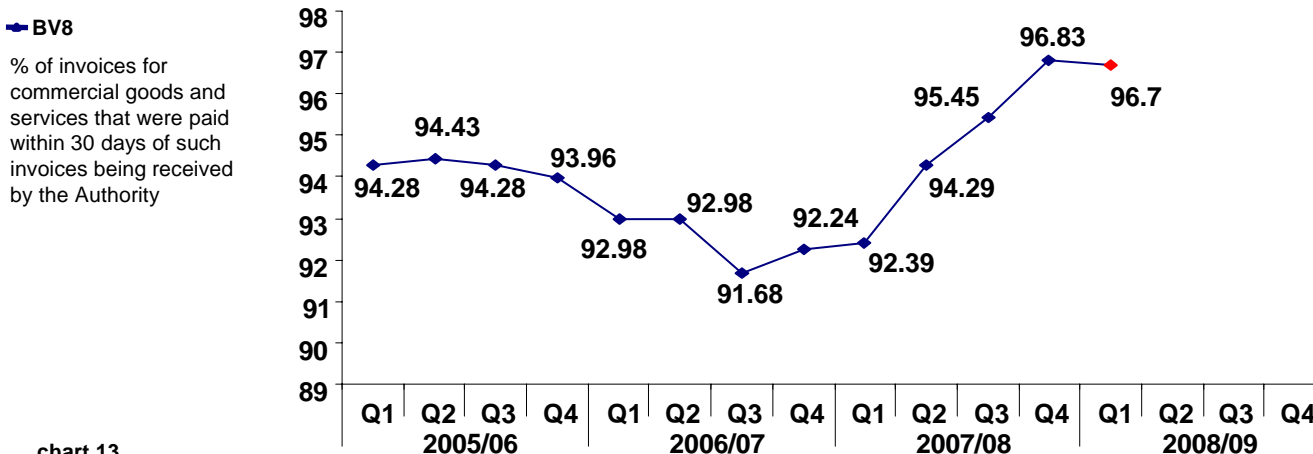


chart 13

Appendix C

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

BVPI Performance Summary

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

Predicted end of year performance 2008/09 against target:

No. of BVPIs set to achieve target: 15 (56%)

- Number of deaths from accidental fires in dwellings
- Number of injuries arising from accidental fires in dwellings
- Number of primary fires
- Number of accidental fires in dwellings
- Number of deliberate primary fires
- Number of deliberate primary fires in vehicles
- Number of deliberate secondary fires
- % of fires attended in dwellings where a smoke alarm had activated
- Number of calls to malicious false alarms NOT ATTENDED
- Number of calls to malicious false alarms ATTENDED
- Number of fires in non domestic premises
- The level of the Equality Standard for Local Government to which the Authority conforms
- The duty to promote race equality
- Wholetime fire fighters ill-health retirements as a % of the total workforce
- Control and non-uniformed ill-health retirements as a % of the total workforce

No. of BVPIs set to be within variance: 5 (19%)

- % of accidental fires in dwellings confined to the room of origin
- Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff
- % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
- % of the top 5% of Authority earners from ethnic minority communities
- % of people in accidental dwelling fires who escape unharmed without FRA assistance

No. of BVPIs set to miss target: 7 (26%)

- % of fires attended in dwellings where a smoke alarm was fitted but did not activate
- % of fires attended in dwellings where no smoke alarm was fitted
- % of top 5% of earners that have a disability
- % of uniformed staff from ethnic minority communities
- % of top 5% of Authority earners that are women
- % of women firefighters
- Proportion of working days/shifts lost to sickness absence by all staff

Note: 8 BVPI's do not have targets or data to report performance

Comparison of 2008/09 performance with the end of year figure for 2007/08:

No. of BVPIs set to beat last years performance: 19 (70%)

- Number of deaths from accidental fires in dwellings
- Number of injuries arising from accidental fires in dwellings
- Number of primary fires
- Number of accidental fires in dwellings
- % of accidental fires in dwellings confined to the room of origin
- % of people in accidental dwelling fires who escape unharmed without FRA assistance
- Number of deliberate primary fires
- Number of deliberate primary fires in vehicles
- Number of deliberate secondary fires
- Number of calls to malicious false alarms NOT ATTENDED
- Number of fires in non domestic premises
- % of fires attended in dwellings where a smoke alarm was fitted but did not activate
- % of fires attended in dwellings where no smoke alarm was fitted
- % of fires attended in dwellings where a smoke alarm had activated
- Number of calls to malicious false alarms ATTENDED
- The level of the Equality Standard for Local Government to which the Authority conforms
- The duty to promote race equality
- % of women firefighters
- Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff
- Wholetime fire fighters ill-health retirements as a % of the total workforce

No of BVPIs set to repeat last years performance: 5 (19%)

- % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
- % of the top 5% of Authority earners from ethnic minority communities
- % of uniformed staff from ethnic minority communities
- % of top 5% of Authority earners that are women

No. of BVPIs set to perform worse than last year: 3 (11%)

- % of top 5% of earners that have a disability
- Proportion of working days/shifts lost to sickness absence by all staff
- Control and non-uniformed ill-health retirements as a % of the total workforce

Note: 3 BVPI's do not have performance data to report against at this time