

**REPORT OF THE CHIEF FIRE OFFICER**

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**1 PURPOSE**

- 1.1 This report provides the Q4 (April – March) performance of the Authority against the targets for 2010/11. Members of the Performance and Policy Advisory Committee are requested to consider and scrutinise the contents of this report and provide comments.

**2. The Performance Management Report**

- 2.1 The report has been structured to demonstrate the Authority's performance in relation to the National Indicators (NI's) related to fire and local indicators reflecting organisational priorities. The full suite of Local Indicators has been provided within Appendix A and will be reported in greater detail at the end of the fiscal year.
- 2.2 The report is based on applying performance management against service wide targets that have been set over a three year period as featured within the Strategic Community Safety Plan. However, for the purposes of this report performance is only reported against the target set for 2010/11.
- 2.3 In order to reflect the delivery of services and performance at a lower level this report also contains data relating to district performance. Through the provision of such data the Committee will be able to identify any issues which are contributing to the overall performance of the service and take remedial action if necessary.
- 2.4 To reflect the overall performance of the TWFRS versus other Metropolitan FRS a comparison (where available) has been provided against the average and quartile performance. This level of comparative performance has also been reflected at district level to highlight the performance of each district when compared against themselves.
- 2.5 The performance of each indicator (Appendix A) has been colour coded to reflect the following:
- Forecasted performance against the end of year performance for the previous year
  - Forecasted performance against the end of year target

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



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



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



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



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

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

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

### **3. LEGISLATIVE IMPLICATIONS**

3.1 No additional implications are envisaged.

### **4. LEARNING AND DEVELOPMENT IMPLICATIONS**

4.1 No additional implications are envisaged.

### **5 ICT IMPLICATIONS**

5.1 No additional implications are envisaged.

### **6. FINANCIAL IMPLICATIONS**

6.1 No additional implications are envisaged

### **7. RISK MANAGEMENT IMPLICATIONS**

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

### **8. STRATEGIC COMMUNITY SAFETY PLAN LINK**

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

### **9. EQUALITY AND FAIRNESS IMPLICATIONS**

9.1 No additional implications are envisaged

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

**10. HEALTH AND SAFETY IMPLICATIONS**

10.1 No additional implications are envisaged.

**11. RECOMMENDATIONS**

11.1 The Committee is requested to:

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

**BACKGROUND PAPERS**

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

- Strategic Community Safety Plan 2010-13
- National Indicator Set





**Performance Report for:  
Policy and Performance Committee (PPC)  
End of Year (April – March) 2010/11**

The following report provides an overview of the Authority's performance during (April – March) 2010/11. Members of the PPC are requested to consider and scrutinise the contents of this report in order for performance to be effectively managed.

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

The report is based on applying performance management against service wide targets that have been set over a three year period as provided within the Strategic Community Safety Plan. However, for the purposes of this report performance is only reported against the targets set for 2010/11.

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

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

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

- Year to date performance for the current year against the same period in the previous year
- End of Year performance for the current year against the end of year target

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



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



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



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



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

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

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

### National Priorities:

These reflect the Nation Indicators (NIs) as defined by CLG and remain to be used as a priority by the FRS.

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

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

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

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

### Local Priorities:

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

#### **Emergency Response:**

- **LI 5** Number of injuries from all fires
- **LI 8.1** Number of accidental fires in dwellings per 10,000 dwellings
- **LI 12.1** % of fires attended in dwellings where a smoke alarm was fitted but did not activate
- **LI 21** Number of malicious false alarm calls attended
- **LI 22.1** Number of false alarms due to automatic fire detection from non domestic properties per 1000 non domestic premises.

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

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

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

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

#### **Environmental:**

- **EM5** CO<sub>2</sub> reduction from local authority operations (reported at end of year)

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

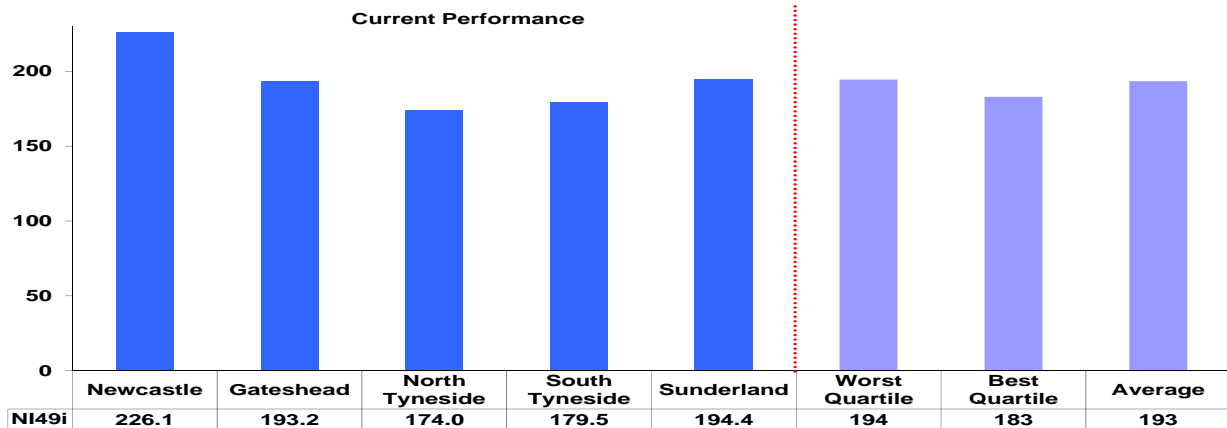
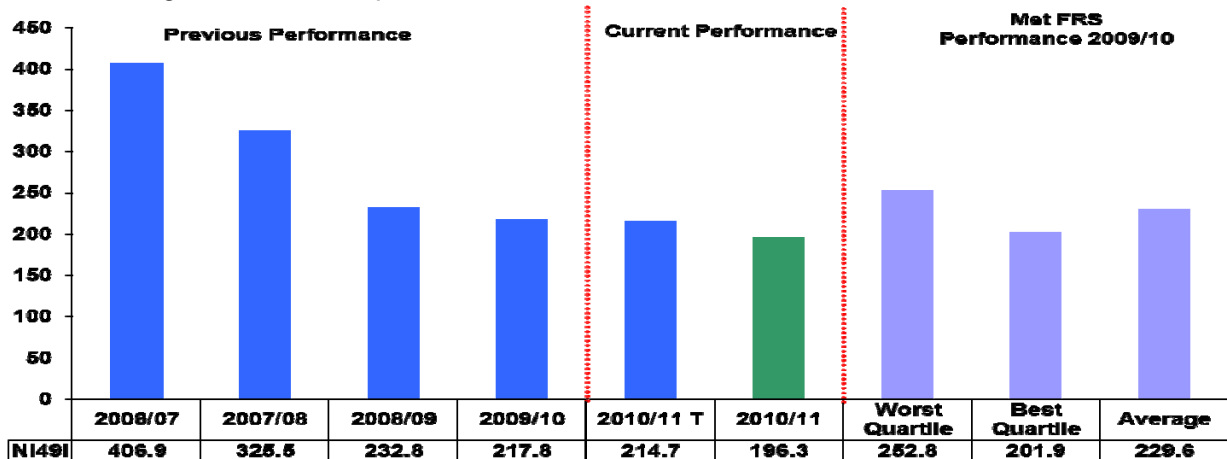
## **National Priorities**

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



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

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

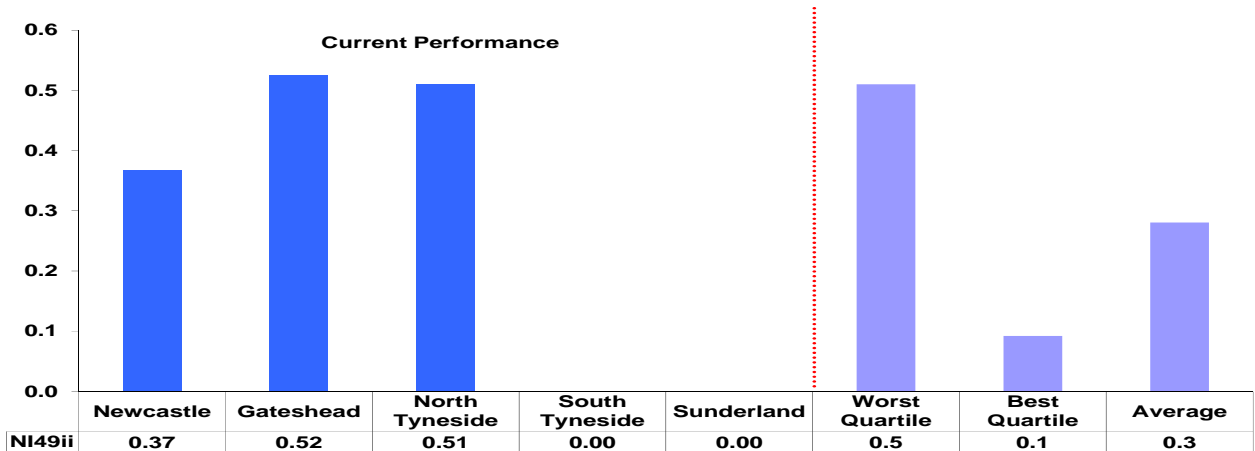
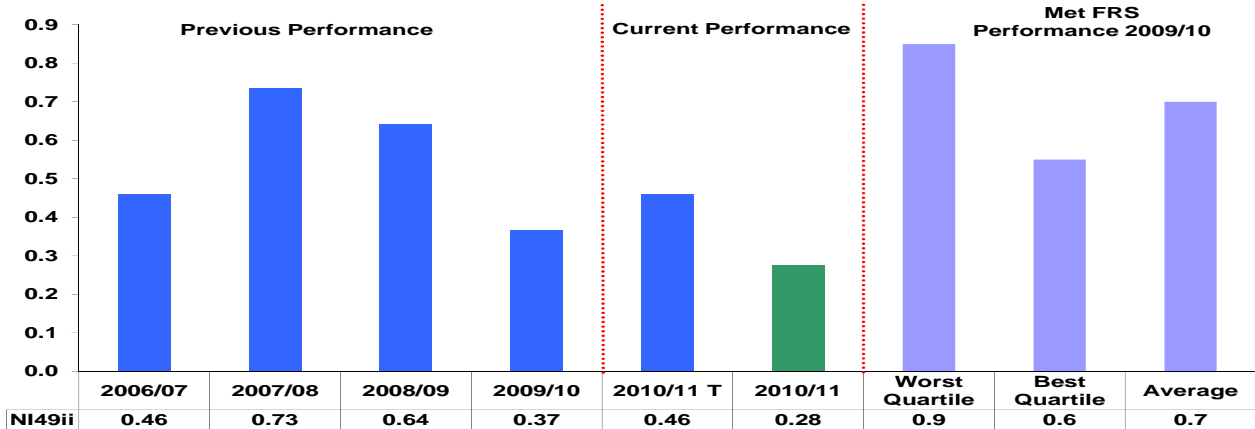


**Key Performance Information:**

- The Authority attended 196.3 (2141) primary fires per 100,000 population by the end of 2010/11. However, the number of attendances during Q4 where comparable to 2009/10.
- Based on the end of year performance of 196.3 (2141), the Authority has achieved its target of 214.7 (2375) primary fires per 100,000 population by 10% (234).
- This performance results in the Authority remaining below the average of the Metropolitan FRS and within the best quartile, reflecting the positive comparison of performance.
- The district of Newcastle has reported the highest number of such incidents, reflecting the high number of attendances in comparison with other districts throughout the year. The district of Newcastle attended the greatest number of such incidents during Q1 with 33% (202) of such incidents igniting in a road vehicle.
- Despite the district of Sunderland reporting the second highest number of such incidents, it reported a reduction of 19% (132) incidents when compared against the previous year.

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

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

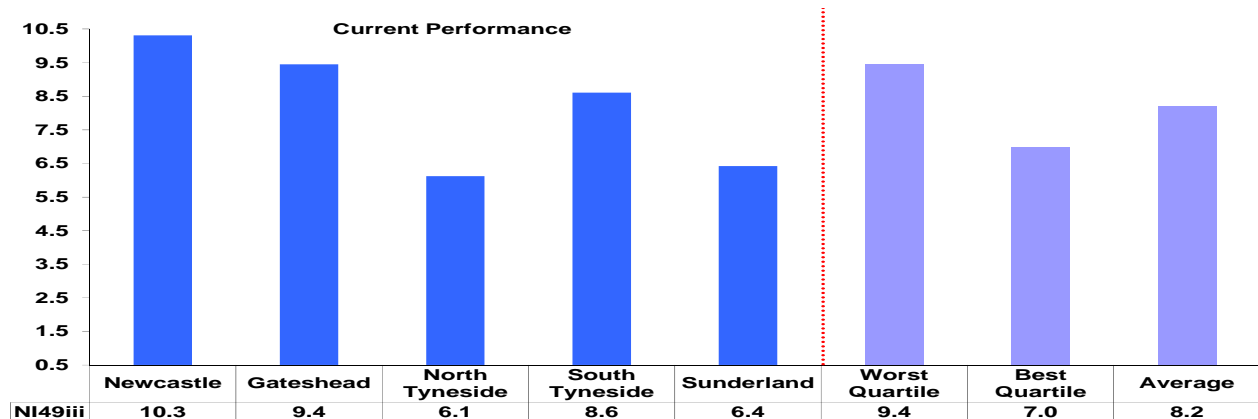
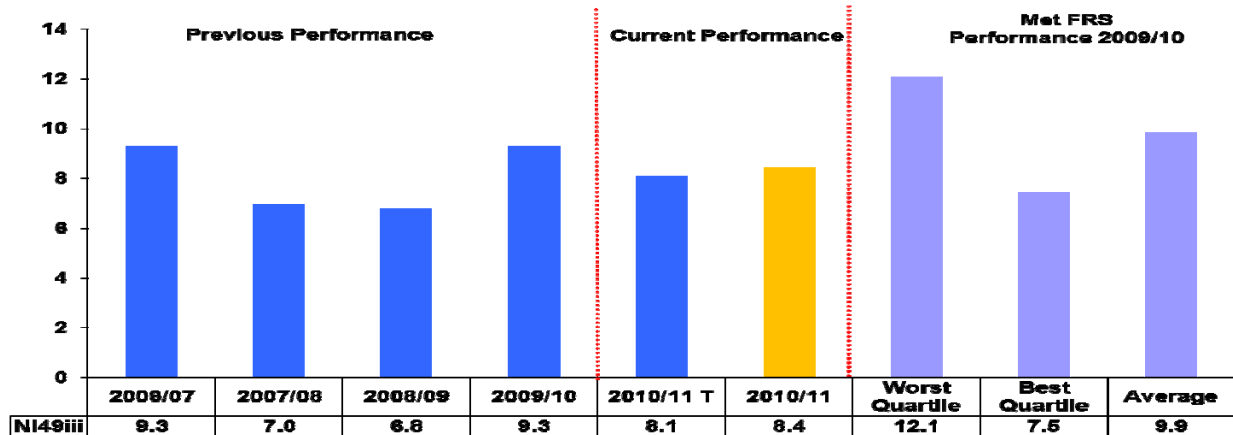


**Key Performance Information:**

- The Authority has reported 3 fatalities from a primary fire during 2010/11, with 2 of these occurring during Q4. Despite these fatalities the performance reflects a reduction of one fatality when compared 2009/10.
- Based on the end of year performance of 0.28 (3) fatalities due to primary fires per 100,000 population, the Authority has achieved its 2010/11 target of less than 0.46 (5).
- As throughout 2008/09 and 2009/10, the Authority has reported performance below the Mets FRS average figure reported of 0.7 fatalities per 100,000 population and remains below the best quartile.
- The 3 fatalities occurred in Newcastle, North Tyneside and Gateshead all from single occupancy dwellings.
- All fatalities from accidental fires have ignited in rooms outside the kitchen since 2007/08.

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

The following indicator outlines the performance of the Authority in relation to the number of non fatal casualties due to primary fires attended by the TWFRS. A non fatal casualty must be recorded as being the result of the fire (or smoke) and includes both accidental and deliberate fires (not RTC's). A precautionary check includes first aid given at the scene of an incident. **It should be noted that recent changes to CLG guidance may have an impact on the performance relating to injuries when compared with the years prior to 2009/10.**



**Key Performance Information:**

- The Authority has recorded 8.4 (92) non fatal casualties (excluding precautionary checks) due to primary fires per 100,000 population by the end of 2010/11, reflecting a reduction of 9% (12) by the end of 2009/10.
- In comparison with the other Met FRS the Authority remains to be below the average of 9.9 casualties. The performance of TWFRS was only bettered by South Yorkshire (5.51) and West Midlands (5.54) in 2009/10.
- The district of Newcastle reported the highest number of such incidents with 9.3 (28) injuries, this is due to an increased number of such injuries (9) during Q4.
- Gateshead reported a high number of such injuries due to their performance in Q1 (9). However, the district reported the least number of such injuries during Q2 (2) and Q3 (1).
- Sunderland reported one of the lowest number of such injuries (18), reflecting the 19% reduction in the number of primary fires report in LI29.

## PPC Performance Report: (April – March) 2010/11

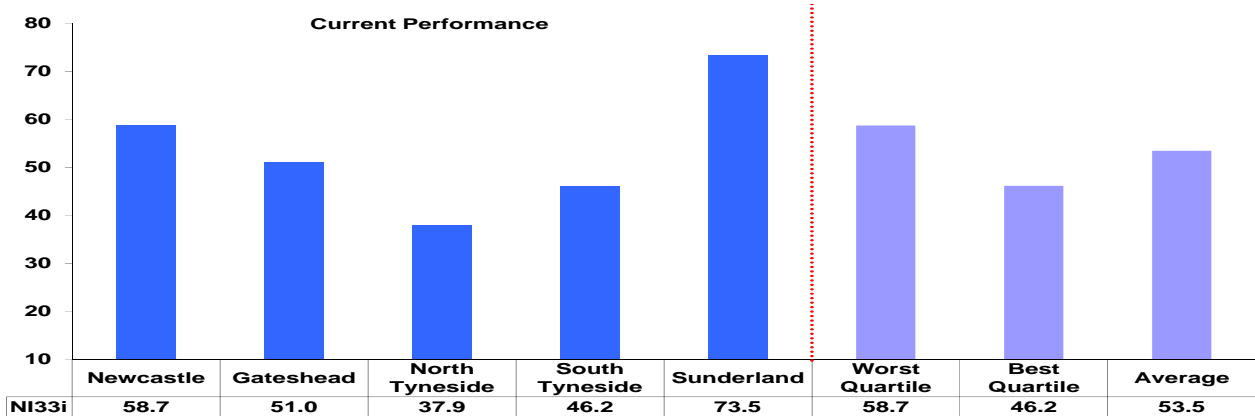
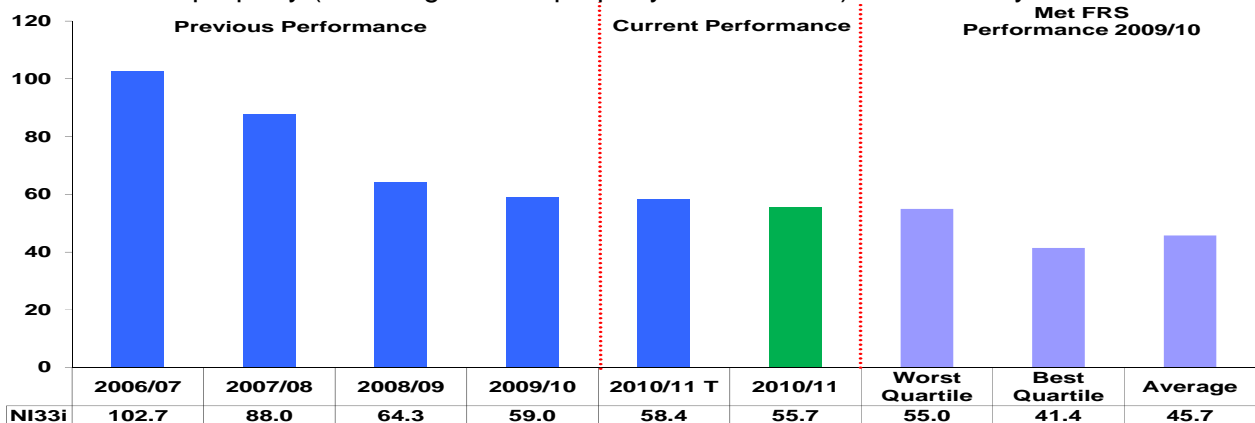
### NI49 - Actions:

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

Initiative	Activity	Success Criteria	Milestones	Delivery Area
<b>NI49</b>				
<b>Home Safety Check Initiative</b>	<b>30,160 Successful HSCs carried out by Operational and P&amp;E staff during 2010/11</b>	<b>Service HSC target achieved. Subsequent reduction in Accidental dwelling fires.</b>	<b>Minimum of 30,000 successful HSCs to be carried out in 2011/12</b>	<b>Service Wide</b>
<b>Smoke alarm fitting by partner agencies.</b>	<b>Partners to fit smoke alarms and carry out HSCs to TWFRS standards.</b>	<b>HSCs carried out and smoke alarms fitted by Gateshead Housing, Your Homes Newcastle, North Tyneside Homes, South Tyneside Homes and Sunderland Telecare Services.</b>	<b>Numbers of HSCs and smoke alarms fitted to be recorded on CFRMIS.</b>	<b>Service Wide.</b>
<b>Domiciliary Care</b>	<b>Work with Carers to identify those at risk of a fire. Train the carers to recognise fire risk and then refer to T&amp;WFRS</b>	<b>Reduction in Deaths, Injuries and Primary fires for the at risk groups.</b>	<b>Any change in trend to be captured in PAG and quarterly performance reports.</b>	<b>Service Wide</b>

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

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

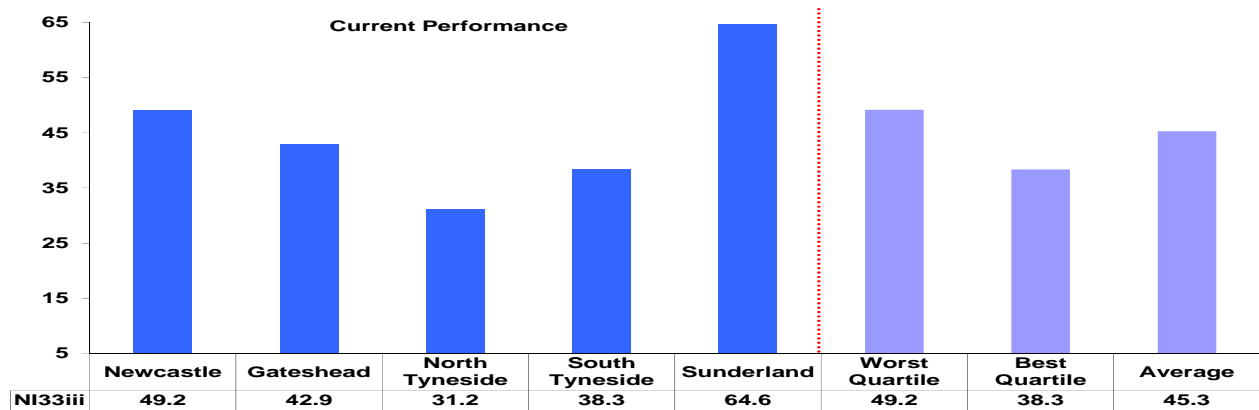
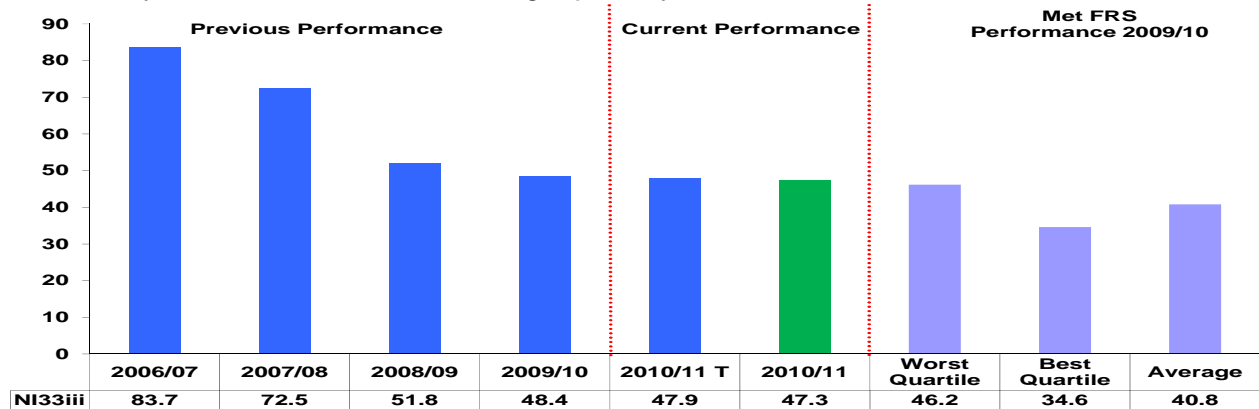


**Key Performance Information:**

- The Authority recorded 55.7 (6067) deliberate fires per 10,000 population by the end of 2010/11, a decrease of 6% (354) compared to 2009/10.
- This performance was supported through a reduction of 12% (512) being reported in such incidents during Q2, Q3 and Q4 combined.
- As a result of this performance the Authority has achieved the target of 58.4 (6359), reflecting a reduction of 5% (292).
- The Authority's end of year performance remains above the average for the Met FRS's and slightly above the worst quartile. Only Merseyside FRS reported a greater number (68.9) of such incidents in 2009/10.
- As throughout 2009/10 and 2010/11 the Sunderland district recorded the highest number of deliberate fires, accounting for 34% of the Service total. However, it reported a decrease of 12% (270) when compared against 2009/10, the largest improvement of any district.
- The district of Gateshead are the only district not to report an improvement on the number of such incidents attended by the end of 2010/11 compared against 2009/10, an increase of only 1 incident.

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

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



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

**Key Performance Information:**

- The Authority recorded 47.3 (5155) deliberate secondary fires per 10,000 population by the end of 2010/11, reflecting a decrease of 2% (115) on the performance reported at the end of 2009/10.
- As a result of the 2010/11 performance, the Authority has achieved the target of 47.9 (5219), a reduction of 1% (64).
- The number of such incidents attended during Q2 (1144) and Q3 (1220) contributed to this performance with 11% and 21% reductions respectively. This supports previous evidence of Q1 accounting for the highest number of such incidents during the year.
- Compared to the Met FRS, the Authority's end of year performance remains above the worst quartile, only Merseyside FRS reported a higher number (54.7) in 2009/10.
- Sunderland continues to record the highest number (1812) of such incidents by the end of 2010/11 when compared against the other districts. However, it reported a decrease of 8% (157) incidents when compared against the same period in 2009/10.
- The districts of Newcastle and Sunderland are the only districts to report a decrease in such incidents. The district of Gateshead reported the largest increase in such incidents, 5% (36).

## PPC Performance Report: (April – March) 2010/11

### NI33 - Actions:

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

Initiative	Activity	Success Criteria	Milestones	Delivery Area
<b>NI33</b>				
Partnership Activities	Work with Local Authority Problem Solving Groups such as LMAPs, SNAPs & CAFs. Work with environmental services and housing groups to remove refuse.	Reduction in ASB fires and arson. Service targets achieved	On going reduction in ASB fires.	Service Wide
Phoenix Project	Fire Service activity programme for Young people aged between 11 and 16 years old who have offended or are at risk of offending. Raises awareness of ASB and arson.	Delivery of scheduled courses. Reduction of ASB fires and arson. Perception of ASB is reduced.	Deliver scheduled activity by end March 2011	Newcastle, Sunderland, South Tyneside and Gateshead Districts.
Schools Education Programme	All Year 1 & 6 pupils given Fire safety Education.	Reduction in ASB fires and arson. Service targets achieved	On going reduction in ASB fires.	Service Wide

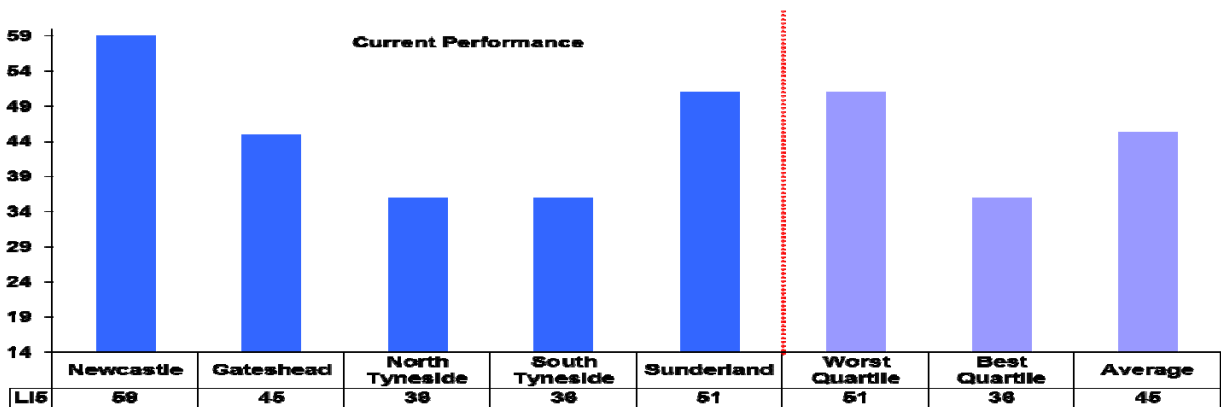
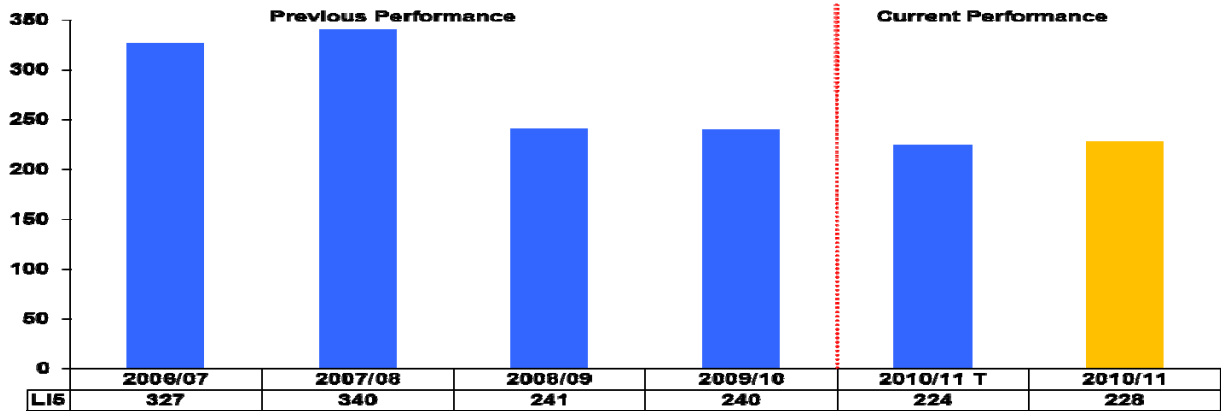
## **Local Priorities**

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



**LI5 Number of injuries from all fires**

This indicator highlights the performance of the Authority in relation to the number of injuries from all fires, regardless of the property type. An injury must be recorded as being the result of the fire (or smoke) and includes both accidental and deliberate fires (not RTC's).

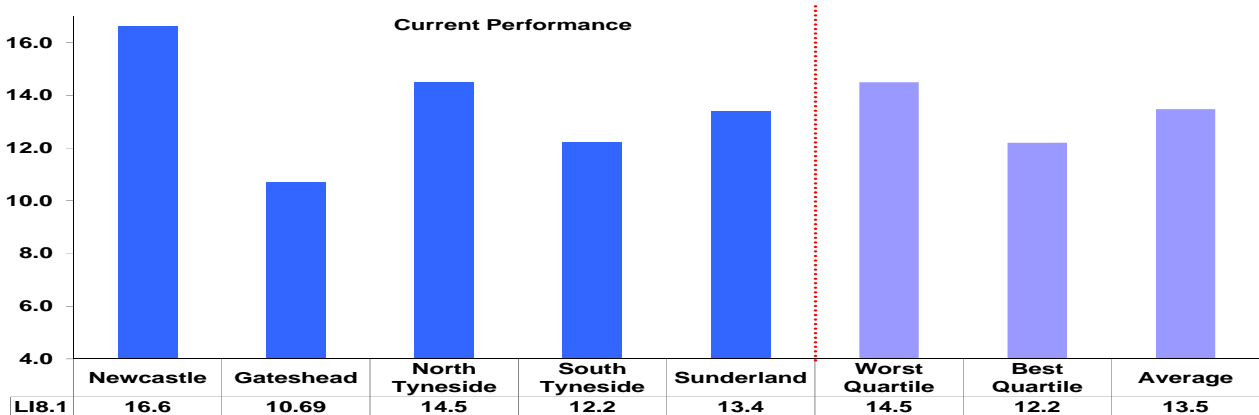
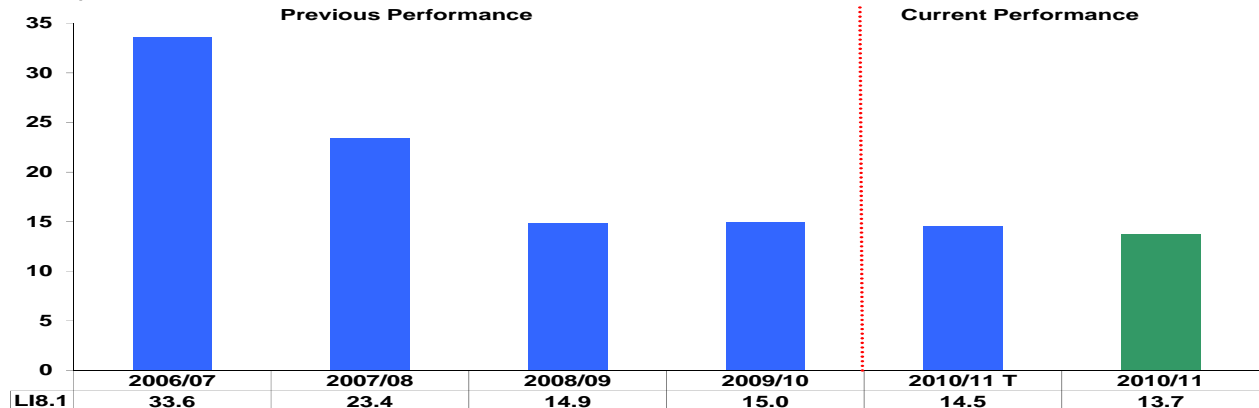


**Key Performance Information:**

- The Authority has recorded 228 injuries from all fires by the end of 2010/11, a decrease of 5% (12 injuries) on the performance reported during 2009/10.
- This performance is supported by a reduction in the number of such incidents during Q4 when the Authority recorded 15% (11) fewer injuries.
- As a result of this performance the Authority has failed to achieve its target of 224. However, resulting in the lowest number of such injuries ever reported. In total 40% (90) of such injuries resulted in the casualty going to hospital.
- The average age of a fire victim was 45 years with 51% (115) male and 49% (109) female. The average age of a casualty suffering from serious injuries resulting in hospital treatment was 35 with 71% (12) casualties being male.
- The districts of Newcastle reported the highest number of injuries from all fires, with the most (19) injuries being reported during Q4, with the average age of a casualty being 38 year of age.
- The district of Newcastle was the only district to report a greater number of such injuries in 2009/10, with an increase of 19% (9 injuries).

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

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

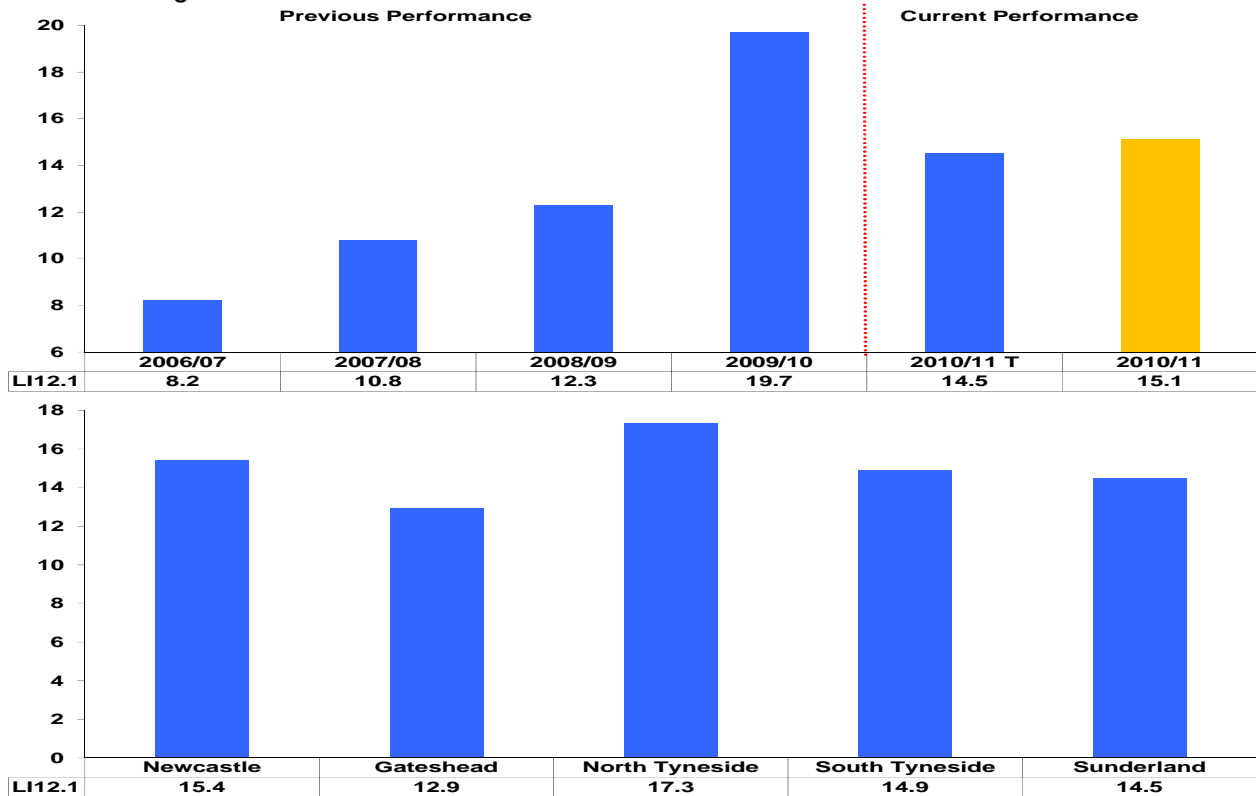


**Key Performance Information:**

- The Authority attended 13.7 (650) accidental dwelling fires per 10,000 dwellings by the end of 2010/11, a decrease of 8% (60 incidents) compared with 2009/10, continuing to reflect the lowest number of such incidents reported by the Authority.
- The Authority attended the majority of such incidents during Q1 (171), reflecting the performance reported in 2009/10 and previous years.
- As a result of this performance the Authority has achieved its target (14.5) for 2010/11 by 5% (36).
- The majority of such incidents occurred within the kitchen (63%), with South Tyneside (72%), remaining to account for the highest percentage of such incidents occurring in the kitchen at district level.
- The district of Newcastle continue to report the largest percentage of accidental non kitchen fires with a total of 39% (75), reflecting the targeted Home Safety Check initiatives carried out within the area.

**LI12.1 % of fires attended in dwellings where a smoke alarm was fitted but did not activate**

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

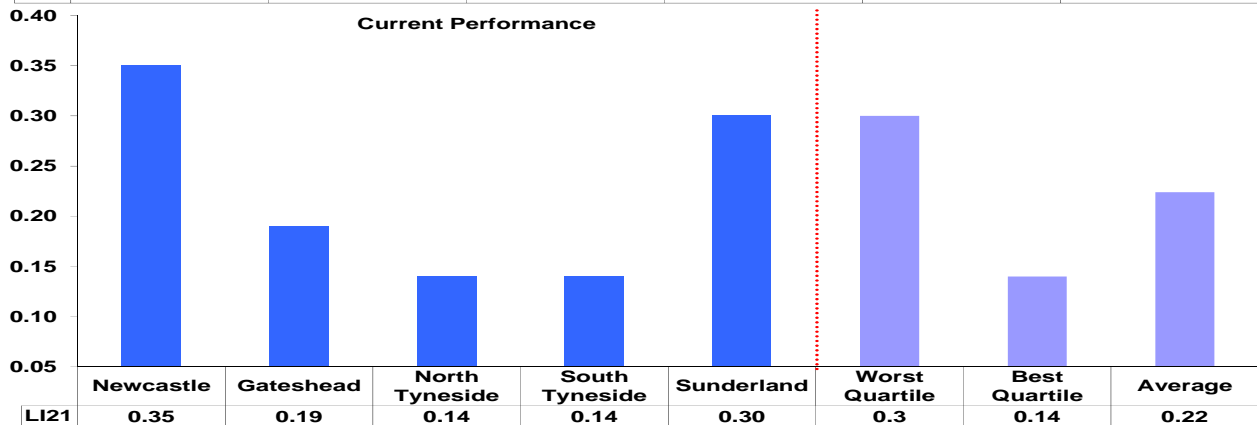
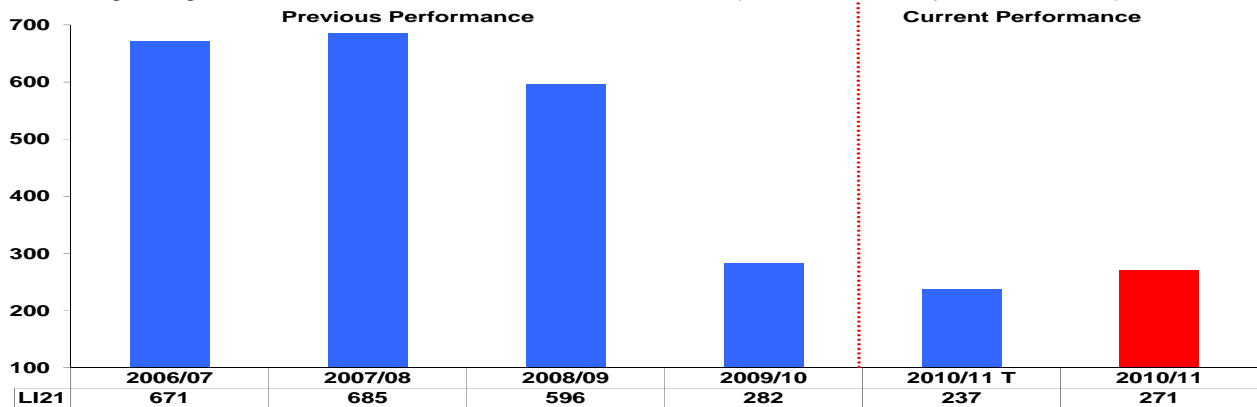


**Key Performance Information:**

- The Authority has attended 15.1% (121) of dwelling fires where a smoke alarm was fitted but did not activate with the main contributor to the alarm not activating being due to a missing battery 12% (14), not being close enough to the detector 30% (36) and the area not being covered by the system 18% (22).
- As a result of this performance the Authority has improved on the 2009/10 end of year performance by 4.6% but failed to achieve its target of 14.5%.
- The Gateshead district maintained to report the lowest percentage of such incidents, reflecting the number of attendances to accidental dwelling fires (LI8).
- The district of North Tyneside reported the highest percentage (26) of such incidents with 5 due to a faulty/missing battery and 7 were the fire was not close enough to the alarm.
- This indicator has been revised for 2011/12 reporting onwards to reflect the number of alarms that were present at an incident.

**LI21 Number of malicious false alarm calls attended**

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



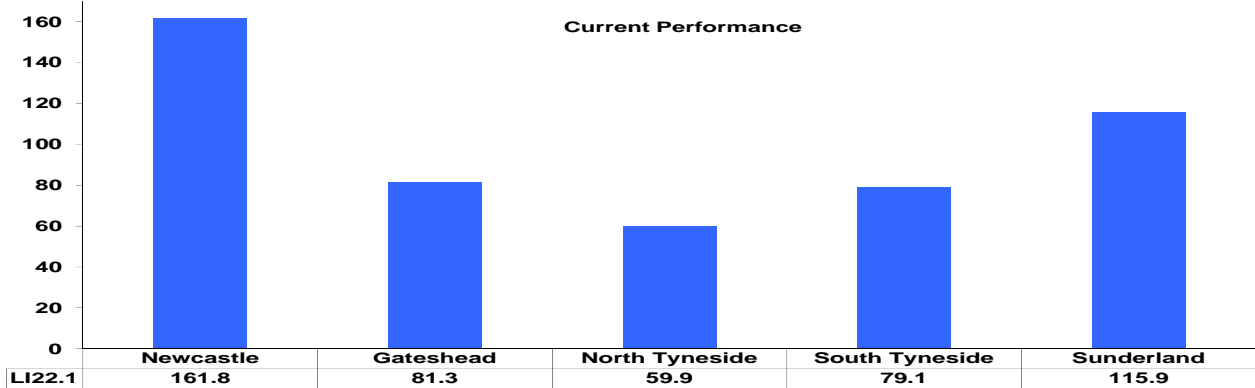
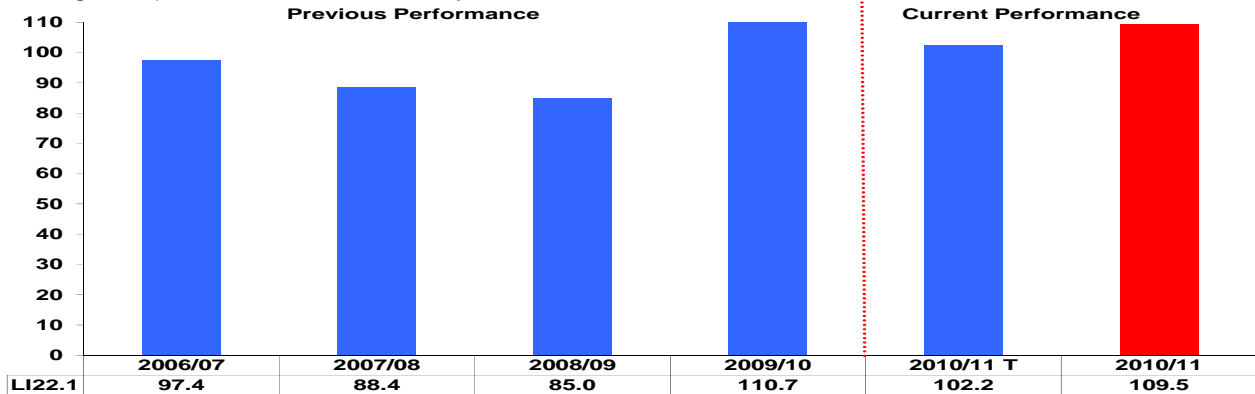
\* This graph is based on district per 1,000 population figures to reflect the proportion of incidents attended.

**Key Performance Information:**

- The Authority attended 271 malicious false alarm calls by the end of 2010/11, a decrease of 4% (11 calls) when compared against the same period in 2009/10.
- Despite this reduction the Authority has missed its target of 237 calls by 13% (34 calls). However, this performance reflects the continued downward trend for such incidents.
- The districts of Newcastle reported the greatest number (96) of such incidents by the end of 2010/11. The district attended 33 calls during Q4, the highest of any district in that particular period and the greatest number during any quarter in 2010/11 within the district area.
- The district of North Tyneside was the only district to report a reduction (37%) in the number of such calls in 2010/11 when compared with the previous year.
- Historically the Authority has reported the greatest number of such incidents during Q1, reflecting the increased number of deliberate fires reported during this period.

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

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



**Key Performance Information:**

- The Authority attended 109.5 (3436) false alarm calls due to automatic fire alarms from non domestic premises per 1,000 non domestic premises by the end of 2010/11, reflecting a decrease of 1% (39) when compared against the same period in 2009/10.
- As a result of this performance the Authority has improved on the end of year performance reported in 2009/10. However, it has missed the target of 102.2 (3206) false alarms.
- The district of Newcastle continues to report the greatest number of such incidents by the end of 2010/11, with 161.8 (1508) per 1,000 non domestic premises, 44% of all non domestic false alarms in Tyne and Wear. This reflects a decrease of 1% (17) against the same period in 2009/10. This performance is supported through two of the top three (RVI and General Hospital) repeat offenders for such incidents being located within the Newcastle district.
- In total 532 properties were attended more than once by the end of 2010/11, an increase of 7% (33) when compared against the same period in 2009/10.

## PPC Performance Report: (April – March) 2010/11

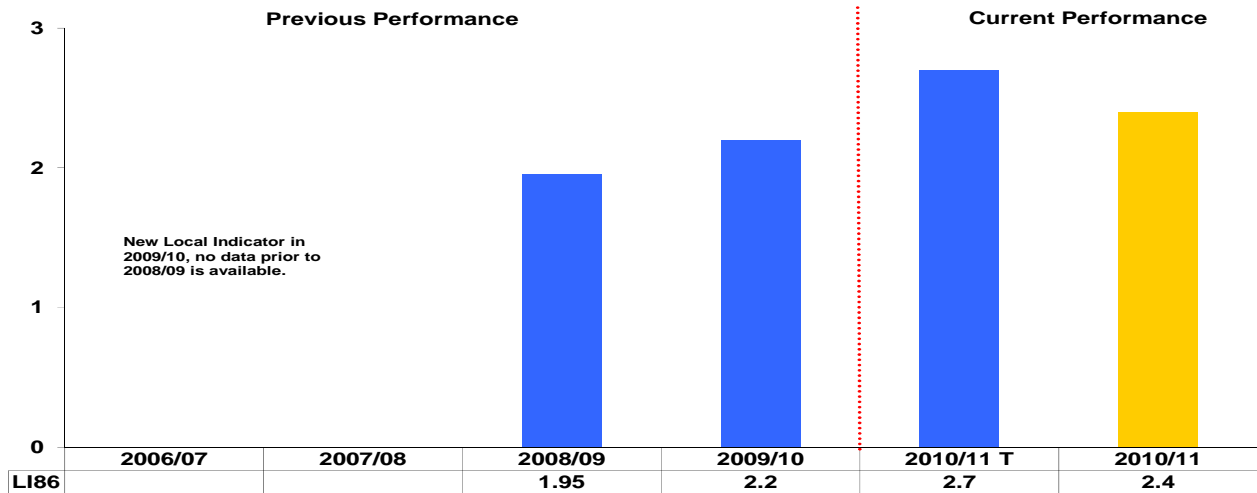
### Local Priorities - Actions:

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

LI	Initiative	Activity	Success Criteria	Milestones	Delivery Area
<b>Emergency Response</b>					
5	Use of partner agency staff to deliver HSCs and fit smoke alarms	Domiciliary Care - Work with Carers to identify those at risk of a fire. Train the carers to recognise fire risk and then refer to T&WFRS	Reduction in Deaths, Injuries and Primary fires for the at risk groups.	Continuous monitoring via monthly reports and PAGs	Service Wide
8	HSC Programme	30,160 Successful HSCs carried out by Operational and P&E staff during 2010/11	Service HSC target achieved. Subsequent reduction in Accidental dwelling fires.	Minimum of 30,000 successful HSCs to be carried out in 2011/12	Service Wide
12.1		Not actioned in District Plans			
21		Schools Education Programme	Reduction in malicious false alarm calls	Continuous monitoring via monthly reports and PAGs	Service Wide
22.1	UwFS reduction initiative	Successful reduction initiatives at Sunderland Royal Hospital, Newcastle RVI and Universities	Reduction in FAA and UwFS to non-domestic premises.	Continuous monitoring via monthly reports and PAGs	

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

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

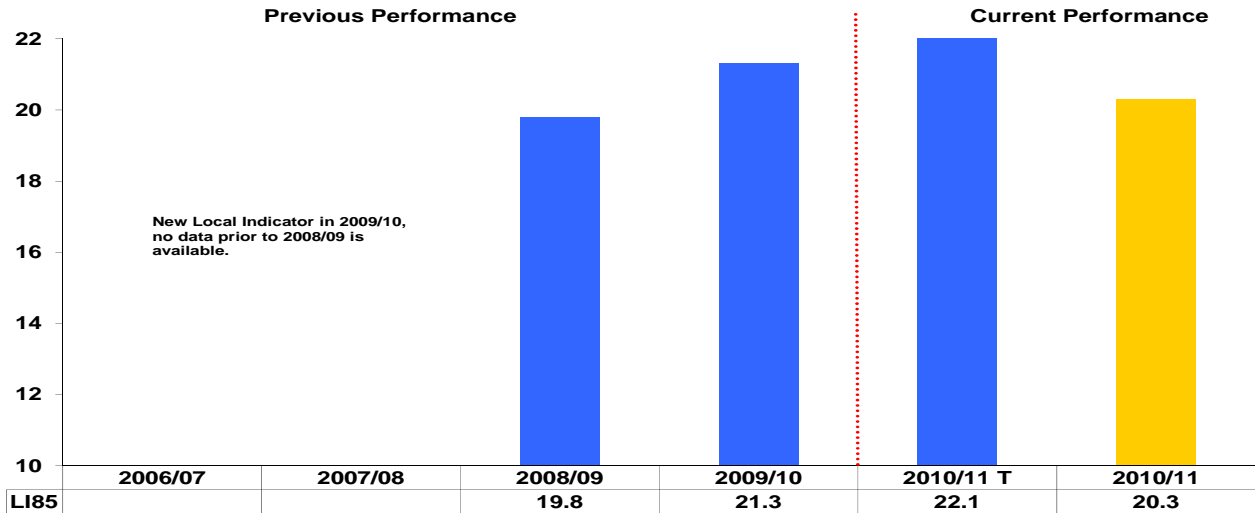


**Key Performance Information:**

- This is new local indicator introduced by the Authority in 2009/10 and as a result there is no comparison with performance prior to 2008/09.
- The percentage of the Authority’s workforce from an ethnic minority community stands at 2.4%, an increase of 0.2% compared with the end of year performance in 2009/10.
- Based on this performance, the Authority is within the variance of the target of 2.7% which has also been set for 2011/12.
- This performance represents 28 employees out of a workforce of 1183 posts. There are 17 uniformed staff within the organisation who are from an ethnic minority community, reflecting 1.9% of the uniformed workforce.

**LI85 % of workforce who are women**

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



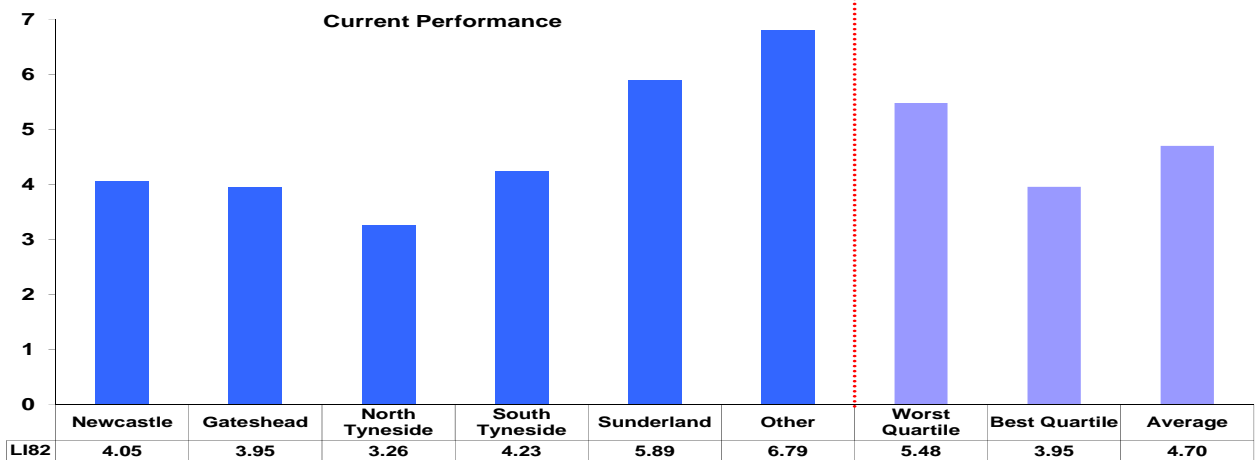
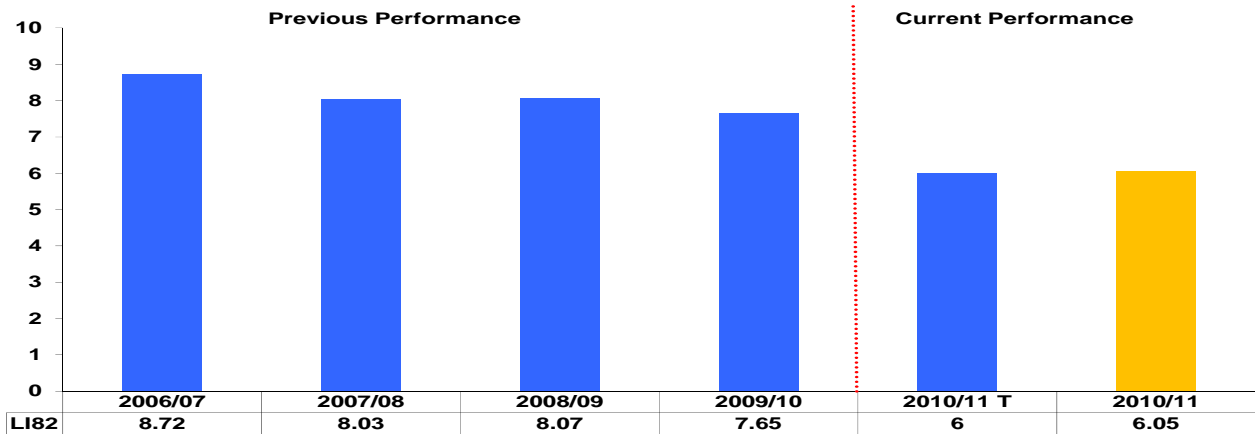
**Key Performance Information:**

- This indicator was introduced by the Authority in 2009/10; as a result there is no comparison with performance prior to 2008/09.
- The percentage of women working for the Authority currently stands at 20.3%, a reduction of 1% compared against the performance reported at the end of 2010/11.
- Based on this performance, the Authority is within the variance of its target of 22.1%, based on current staffing levels this equates to a shortfall of 23 women.
- This performance reflects 240 employees out of a total workforce of 1183 posts, reflecting a reduction on the number (260) reported at the end of 2009/10.



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

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



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

**Key Performance Information:**

- The proportion of working days / shifts lost to sickness absence by all staff by the end of 2010/11 is 6.05. This reflects a decrease of 1.6 days compared with 2009/10.
- The performance of 6.05 days / shifts reflects an increase of 1.44 compared to Q3, however, it is the lowest number of days / shifts reported at the end of this period since the measure was introduced.
- Despite the reduction the Authority exceeded its target of 6 days / shifts by 0.05 days / shifts. However, targets were achieved for wholtime uniformed and rider staff.
- Despite the district of Sunderland reporting the highest level of sickness for any district it reported the smallest increase during Q4.
- The 'other' members of staff reflect the highest number of days / shifts lost to sickness across the Authority, with 6.79 days / shifts by the end of 2010/11, an increase of 1.6 days/shifts compared to the end of Q3.

<b>Equality and Diversity</b>					
<b>86</b>	<b>Positive Action and Recruitment Initiatives</b>	<b>Regional positive action group developed revised brand and marketing techniques including a full positive action programme and the use of the latest communication technology.</b>	<b>By 2013 a minimum of 9.2% of new entrants across the whole organisation to be from minority ethnic backgrounds, although the Service is facing unprecedented funding restraints which is likely to result in a smaller workforce in the future.</b>	<b>Firefighter recruitment and the training course has now concluded; 6.6% of the course are BME which increases BME staff to 2.4% of the workforce</b>	<b>HR</b>
<b>85</b>	<b>Positive Action and Recruitment Initiatives</b>	<b>As above with the addition of targeted attendance at specific female orientated events.</b>	<b>By 2013 a minimum of 18% of new entrants across the whole organisation to be from women, although the Service is facing unprecedented funding restraints which is likely to result in a smaller workforce in the future.</b>	<b>Firefighter recruitment and the training course have now concluded; 17% of the course are female which increases female firefighters to 5.5% of the workforce.</b>	<b>HR</b>

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<b>Absence and Retirement</b>					
<b>82</b>	<b>Attendance Management Task and finish Group</b>	<b>Analyse absence data and develop interventions to reduce absence at work</b>	<b>Reduce days/shifts lost due to absence to 6 by the end of 10/11</b>	<b>Revised intervention policy and procedure now launched – monitoring of operation taking place</b>	<b>HR</b>

# **Appendix A**

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

**Note:**

**A 10/11** performance is colour coded against **A 09/10** to reflect improvement.

**T 10/11** performance is colour coded against **A 10/11** to reflect improvement.

**%V with T** equals difference between **A 10/11** and **T 10/11**

**Green** = Target met or exceeded

**Amber** = Within 2.5% of the target being achieved

**Red** = Target missed by more than 2.5%

**Incident Data taken 13th April 2011 from the Performance Management System\***

		A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	A 10/11*	% V with T (10/11)	T 10/11
<b>Deaths and Injuries</b>									
LI1	Number of deaths from accidental fires in dwellings	4	4	5	5	3	3	n/a	≤4
LI1.1	Number of deaths from accidental fires in dwellings per 100,000 population (BV143i)	0.37	0.37	0.46	0.46	0.28	0.28		0.37
LI2	Number of deaths from ALL fires	8	5	8	7	4	3		≤5
LI51	Number of fire related deaths in a non domestic property	1	0	0	0	1	0		0
LI4	Number of injuries from accidental fires in dwellings	204	258	257	182	168	182	13	156
LI5	Number of injuries from ALL fires	281	327	340	241	240	228	1	224
LI28	Number of non fatal casualties (excluding precautionary checks)	127	101	76	74	101	92	1	88
<b>Fire Attendance</b>									
LI24	Total number of fire calls attended	12395	14337	12381	8876	8382	7953	5	8326
LI25	Number of property fires excluding road vehicles (part 1 of LI29)	3083	3044	2343	1558	1533	1404	7	1513
LI26	Number of fires involving road vehicle (part 2 of LI29)	1611	1457	1258	1017	877	736	15	862
LI29	Number of primary fires per 100,000 population	424.3	406.9	325.5	232.8	217.8	196.6	8	214.7
LI35	Number of fires in non-domestic premises per 1,000 non-domestic premises.	38.1	22.3	18	12.25	13.1	10.7	5	11.3

	A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	A 10/11*	% V with T (10/11)	T 10/11
<b>Accidental Fires</b>								
LI8	1562	1593	1110	704	710	649	5	686
LI8.1	33.2	33.7	23.4	14.8	15.0	13.7	6	14.5
LI9	1211	1295	801	476	422	410	2	418
LI10	351	298	309	228	288	239	10	268
LI11.1	54.8	60.8	53.6	43.5	50.9	52.5	4	56
LI12.1	8.3	8.2	10.8	12.3	19.7	15.1	1	14.5

	A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	A 10/11*	% V with T (10/11)	T 10/11
<b>Deliberate Fires</b>								
LI33	9613	11188	9581	7007	6423	6068	5	6359
LI16	7327	9113	7895	5645	5272	5156	1	5219
LI18	5254	5738	5397	4115	3685	3580	2	3648

		A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	A 10/11*	% V with T (10/11)	T 10/11
<b>False Alarms</b>									
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises (LI22.1 as a whole number)	3531	3058	2774	2667	3475	3436	7	3206
LI22.1	Number of false alarms due to automatic fire detection, per 1,000 nondomestic properties	112.5	97.4	88.4	85.0	110.7	109.5	7	102.2
LI23	Number of false alarms due to automatic fire detection from domestic premises	nda	3112	2698	2502	2451	2381	2	2412
LI30	Number of those properties in LI22 with more than 1 attendance by the FRS	562	471	439	404	499	532	7	495
<b>Home Safety Checks</b>									
LI7	Number of HSCs delivered to properties where the occupiers are identified as being at the greatest risk of becoming a dwelling fire casualty	nda	16713	17087	16657	n/a	see LI34		Revised LI introduced in 09/10
LI34	Number of HSCs successfully delivered by Operational Crews to a high priority dwelling*	new Li in 2009/10				17749	17779	2	17400
<b>Control</b>									
LI20	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)	237	243	207	150	83	123	50	82
LI21	Number of malicious false alarm calls ATTENDED	622	671	685	596	282	271	14	237
LI 41	Percentage of emergency callers engaged within 7 seconds	97.5	97.6	98.1	98.3	98.9	99.4	0.4	99
LI 42	Percentage of fire appliances despatched within 60 seconds*	54.3	56	57.9	60.0	51.5	60.0	1	61.3

\* YTD 2010/11 revised to include only calls with data for +/- 60 secs

		A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	A 10/11*	% V with T (10/11)	T 10/11
<b>Diversity and Equality</b>									
LI70	The level (if any) of the Equality Standard for Local Government to which the Authority conforms	1	2	3	4	Working towards excellence	Working towards excellence	n/a	Excellence
LI72	% of top 5% of Authority earners that are women	5.3	15.6	13.9	13.9	14.8	16	0.7	15.3
LI73	% of the top 5% of Authority earners from ethnic minority communities	0.75	1.6	2.5	5	4.9	5.3	0.1	5.4
LI74	% of top 5% of earners that have a disability	1.5	1.6	1.3	2.53	1.2	1.3	0.5	1.8
LI75	% of wholetime and retained duty system employees with a disability	NDA	0.75	0.64	1.42	2.4	2.3	0.1	2.4
LI76	% of control and corporate employees with a disability		2.8	2.6	6.2	7.1	7.5	0.1	7.4
LI87	% of workforce with a disability	New LI in 2009/10			2.6	3.8	3.6	0.5	4.1
LI78	% of uniformed staff from ethnic minority communities	0.65	0.66	0.72	1.66	1.7	1.9	0.0	1.92
LI86	% of workforce from an ethnic minority community	New LI in 2009/10			1.95	2.2	2.4	0.3	2.7
LI88	% of new entrants from minority ethnic groups employed across the whole organisation	New LI in 2009/10			6.7	14.7	9.3	5.4	14.7
LI80	% of women firefighters	2.3	3.1	4.3	4.82	4.84	5.5	0.2	5.33
LI89	% of new women entrants joining the operational sector of the Service	New LI in 2009/10			17.3	0	18.2	0.2	18.0
LI85	% of workforce who are women	New LI in 2009/10			19.8	21.3	20.3	1.8	22.1
<b>Absence and Retirement</b>									
LI81	Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	9.52	7.72	7.3	7.3	7.33	5.57	0.4	6.0
LI 90	Proportion of working days/shifts lost to sickness absence by riders	New LI in 2009/10			6.82	7.04	4.86	1.1	6.0
LI 91	Proportion of working days/shifts lost to sickness absence by non-riders	New LI in 2009/10			8.37	7.41	6.75	0.8	6.0
LI 92	Proportion of working days/shifts lost to sickness absence by control staff	New LI in 2009/10			10.97	10.97	11.85	5.9	6.0
LI82	Proportion of working days/shifts lost to sickness absence by all staff	9.53	8.72	8.03	8.07	7.65	6.05	0.1	6.0
LI 93	Proportion of working days/shifts lost to sickness absence by corporate staff	New LI in 2009/10			10.78	8.73	7.64	1.6	6.0
LI83	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.63	0.65	0.32	0	0	0	0.0	0
LI84	Control and corporate ill-health retirements as a % of the total workforce	2.39	1.06	0	0.6	0.9	0	0.0	0



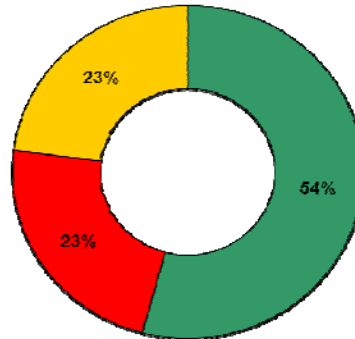
		A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	A 10/11*	% V with T (10/11)	T 10/11
<b>Finance and Procurement</b>									
LI64	The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	94.0	92.2	96.8	97.0	97.9	97.5	2.5	100
<b>Environmental</b>									
EM5	CO2 (tonnes of Co2) reduction from local authority operations (NI185)	New LI 2010/11		4593	2865*	Reported Annually		4256	
* awaiting emissions from vehicles									
<b>Population:</b> 1106300 (Mid 2008 - Mid 2009 Population Estimates ONS)									
<b>Dwellings:</b> 474000 (Estimate for Dwellings from TWRI May 2010)									
<b>Non Domestic:</b> 31381 (Estimate for Non Domestic from CLG 31st December 2008)									

## **Appendix B**

**A snap shot of the Authority's LI performance against  
the 2010/11 targets and 2009/10 performance**

**End of year performance 2010/11 against target**

The chart below highlights the percentage of Local Indicators (LIs) that are exceeded, missed and were within the variance (2.5% less than target) of the 2010/11 service target. (Where data is available)



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

**Within Variance:**

- LI 78 % of uniformed staff from ethnic minority communities
- LI 76 % of control and corporate employees with a disability
- LI 87 % of the workforce with a disability
- LI 85 % of workforce who are women

- LI 73 % of the top 5% of Authority earners from ethnic minority communities
- LI 23 Number of false alarms due to automatic fire detection from domestic premises
- LI 75 % of wholetime and retained duty system employees with a disability
- LI 74 % of the top 5% of earners that have a disability

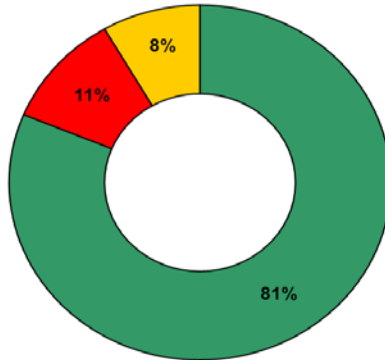
**Missed Target:**

- LI 28 Number of non fatal casualties (excl precautionary checks)
- LI14 Number of injuries from accidental fires in dwellings
- LI20 Number of calls to malicious false alarms NOT ATTENDED
- LI21 Number of malicious false alarm calls ATTENDED
- LI 11.1 The % of fires attended in dwellings where a smoke alarm had activated
- LI 22 Number of false alarm calls due to automatic fire alarms from non –domestic premises
- LI30 Number of properties in LI22 with more than 1 attendance
- LI 92 Proportion of working days/shifts lost to sickness absence by control staff

- LI 93 Proportion of working days / shifts lost to sickness absence by corporate staff
- LI88 % of new entrants from ethnic minority groups employed across the whole organisation
- LI 91 Proportion of working days / shifts lost to sickness absence by non riders

**Comparison of 2010/11 performance against the end of year figure for 2009/10**

The chart below highlights the percentage of LI's that are exceeded, missed and were within the variance (2.5% less than target) of the performance achieved in 2009/10. (Where data is available)



The LI's that are within the variance or failed to improve on 2009/10 performance are:

**Within Variance:**

**LI75** % of wholetime and retained duty system employees with a disability

**LI87** % of uniformed staff with a disability

**LI85** % of workforce who are women

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

**Not improved on 2009/10 performance:**

**LI4** Number of injuries from accidental fires in dwellings

**LI30** Number of properties in LI22 with more than 1 attendance by the FRS

**LI20** Number of calls to malicious false alarms NOT ATTENDED

**LI88** % of new entrants from minority ethnic groups employed across the whole organisation

**LI92** Proportion of working days/shifts lost to sickness absence by control staff