



Policy and Performance Committee

**End of Year (Q4 2008/09)
April - March**

Performance Summary:

In order to reflect the delivery of its services the Tyne and Wear Fire and Rescue Service (TWFRS) measures itself against a number of performance indicators. These performance indicators ensure that the Authority is able to monitor and measure its performance against the organisations goals and priorities to continuously improve. The performance indicators cover a wide range of services provided by the Authority and demonstrate its commitment to creating a safer community.

The 2008/09 report reflects positive performance for the Authority within a number of key performance indicators against its previous performance and its targets set for 2008/09. Through measuring performance against targets that are based on previous performance and the risk of incidents occurring, the Authority is able to demonstrate improvement.

What have we improved on?

Through the effective delivery of services, improved management of performance and more robust evaluation of initiatives the Authority has continuously demonstrated improved performance throughout 2008/09 resulting in:

- 78% of Best Value Performance Indicators exceeding their target
- 67% of Best Value Performance Indicators improving on the previous year

This positive performance has been achieved through a joint approach and we have seen noticeable reductions compared with the previous year within a number of key areas including:

- 23% reduction in the number of injuries arising from accidental dwelling fires **(BV 143ii)**
- 36% reduction in the number of accidental fires in dwellings **(BV 142iii)**
- 29% reduction in the number of deliberate secondary fire **(BV 206iii)**
- 13% reduction in the number of malicious false alarm calls attended **(BV 146ii)**
- 4% reduction in the number of false alarms due to automatic fire detection in non domestic properties **(BV 149i)**
- 33% reduction in the number of fires in non domestic premises **(BV 207)**
- 0.5% increase in the percentage of women fire fighters **(BV 210)**
- 1% increase in the percentage of uniformed staff from ethnic minority **(BV 17a)**

As a result of Service Delivery working in partnership at a local level, the Authority has been able to identify and target specific risk to its district and station areas. This has resulted in the effective use of resources and improved reporting of performance, identifying priorities and related actions.

What we need to improve on?

The Authority continuously aims to improve its performance and recognises that there are areas requiring further attention. The measures indicated below reflect some key areas of performance that need improving throughout 2009/10.

- 8% increase in the percentage of fires attended in dwellings where no smoke alarm was fitted **(BV 209iii)**
- 6% increase in the number of non domestic property fires started deliberately **(Part 1 of BV 207)**
- 0.05 days increase in the number of working days/shifts lost to sickness absence by all staff **(BV 12b)**

This report will provide evidence of what actions and steps the Authority is taking in order to address the performance highlighted above.

In comparison with other Metropolitan Fire and Rescue Services the Authority's has demonstrated positive performance within a number of key areas including deaths and injuries from accidental dwelling fires. Further information relating to the performance of the Authority against the other Metropolitan FRS is provided within appendix D at the back of this report.

Prevention and Education:

Detailed commentary for each indicator can be found on pages 21 to 27 of Appendix A and pages 36 to 38 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	A	T
0.46	0.46	0.46	0.46	0.47

The end of year figure for the “**Number of deaths from accidental fires in dwellings per 100,000 population**” [BV143i] is 0.46, based on this figure the Authority has achieved its target of ‘less than 0.47’, i.e. 5 or less fatalities. The end of year figure represents 5 fatalities from such incidents in 2008/09. This performance reflects the effective delivery of our Prevention and Education programmes together with our targeted delivery of Home Safety Checks (HSC’s), particularly through the Operation Early Warning 3 initiative.

Through the targeted delivery of HSC’s and effective communication strategies, the Authority as in 2007/08, has continued to demonstrate good performance within this indicator at the end of 2008/09. Additional performance information relating to this indicator is available on page 22 of Appendix A and page 36 of Appendix B within this report.

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	A	T
4.05	4.05	3.13	3.13	3.86

The end of year figure for the “**Number of injuries arising from accidental fires in dwellings per 100,000 population**” (excluding precautionary checks) [BV 143ii] is 3.13 (34 injuries). This reflects a decrease of 22.7% on the 2007/08 figure of 4.05 (44 injuries) and as a result the Authority has 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 safety education programme.

Through the continued delivery of Home Safety Checks we are able to provide advice on issues such as escape routes and how to deal with specific incidents such as chip pan fires. With the delivery of Operation Early Warning 3 the Authority expects to see the positive performance continued within the indicators highlighted above.

Fire Attendance

BV 142ii: Number of primary fires per 10,000 population				
2007/08		2008/09		
YTD	A	YTD	A	T
33.1	33.1	23.7	23.7	31.7

The end of year figure for the “**Number of primary fires per 10,000 population**” [BV 142ii] is 23.7 (2578 fires). As a result of this performance the Authority has exceeded its target of 31.7 (3443 fires) by 25%. The end of year figure also represents a decrease of 28.4% (1023 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 of this report.

BV 144: Percentage of accidental fires in dwellings confined to the room of origin				
2007/08		2008/09		
YTD	A	YTD	A	T
94.2	94.2	92.0	92.0	94.8

The end of year figure for the “**Percentage of accidental fires in dwellings confined to the room of origin**” [BV 144], is 92.0%. This represents a decrease of 2.2% when compared against the end of year figure for 2007/08. As a result of this performance the Authority has failed to achieve its target of 94.8%. The Authority aims to have this performance as high as possible. Although many factors relating to this indicator are not within the Authority’s control, it is still a good reflection on our operational services and the successful delivery of Home Safety Checks.

Accidental Fires

BV 142iii: Number of accidental fires in dwellings per 10,000 dwellings				
2007/08		2008/09		
YTD	A	YTD	A	T
23.4	23.4	14.9	14.9	22.51

The end of year figure for the “**Number of accidental fires in dwellings per 10,000 dwellings**” [BV 142iii] is 14.9 (710 fires). This represents a decrease of 36% on the 2007/08 end of year figure of 23.4 (1110 fires) and as a result of this performance the Authority has exceeded its 2008/09 target of 22.51 (1069 fires) by 34%. Communication of Prevention and Education and holistic fire safety messages via Home Safety Checks has continued to demonstrate their value in addressing this incident type and they 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 programme throughout 2008/09. Additional performance information relating to this indicator is available within this report on page 24 of Appendix A and page 36 of Appendix B.

BV 208: Percentage of people in accidental dwelling fires who escape unharmed without FRA assistance				
2007/08		2008/09		
YTD	A	YTD	A	T
95	95	90	90	96

The end of year figure for the “**Percentage of people in accidental dwelling fires who escape unharmed without FRA assistance**” [BV 208] is 90% (703) people). This represents a decrease of 859 (55%) people on the performance recorded at the end of 2007/08 (1562). Due to the Authority attending fewer dwelling fires the total number of people who escaped unharmed has reduced. Based on this performance the Authority has failed to achieve 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. Additional performance information relating to this indicator is available within this report on page 24 of Appendix A and page 36 of Appendix B.

BV 209i: Percentage of fires attended in dwellings where a smoke alarm had activated				
2007/08		2008/09		
YTD	A	YTD	A	T
53.6	53.6	43.5	43.5	55.1

The end of year figure for the “**Percentage of fires attended in dwellings where a smoke alarm had activated**” [BV 209i] is 43.5% (391 fires). This represents a decrease on the end of year figure reported in 2007/08 and 2006/07. It is the aim of the Authority to report the highest figure possible. As a result of this performance the Authority has failed to achieve its target of 55.1% by 11.6%. 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.

Additional performance information relating to this indicator is available within this report on page 24 Appendix A and page 37 of Appendix B.

BV209ii: Percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate				
2007/08		2008/09		
YTD	A	YTD	A	T
10.8	10.8	12.6	12.6	8.2

The end of year figure for the “**Percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate**” [BV 209ii] is 12.6% (113 fires). The Authority aims to reduce this figure ensuring that it is as low as possible. The figure of 12.6% (113) reflects an increase of 1.8% on the 2007/08 performance. However, based on the number of actual incidents attended the Authority has recorded a decrease of 36 (24%) on the 2007/08 end of year figure of 149 (10.8%). As a result of this performance the Authority has failed to achieve its 2008/09 target of 8.2%. Through a more targeted delivery of fire safety messages we expect to see a reduction in this figure overtime.

BV 209iii: Percentage of fires attended in dwellings where no smoke alarm was fitted				
2007/08		2008/09		
YTD	A	YTD	A	T
35.5	35.5	43.9	43.9	29.54

The end of year figure for the “**Percentage of fires attended in dwellings where no smoke alarm was fitted**” [BV 209iii] is 43.9% (394 fires). The Authority aims to reduce this figure to ensure that it is as low as possible. The figure of 43.9% is an increase on the 2007/08 end of year figure of 35.5% (488 fires). However, as a result of a greater reduction in the number of associated incidents attended the performance related to this indicator has increased in 2008/09. As a result of the performance achieved in 08/09 the Authority has failed to achieve its target of 29.54% for 2008/09. Through the continued delivery of Home Safety Checks and press advertisements the Authority hopes to see this figure reduce in the future.

Through the re-introduction of Operation Early Warning and the revised criteria for targeting Home Safety Checks the Authority expects 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, as of April 2009 the Authority has introduced a revised method of targeting the ‘high risk’ dwellings in Tyne and Wear and we hope to see an improvement within these indicators by the end of 2009/10.

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	A	T
6.6	6.6	5.3	5.3	6.3

The end of year figure for the “**Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population**” [BV 206i] is 5.3 (573 fires). This is an improvement of 20.5% on the 2007/08 end of year figure of 6.6 (721 fires). As a result of this performance the Authority has exceeded its target of 6.3 (685 fires) by 16.4% (112 fires). This performance can be partly attributed to the effective work and continued efforts of the District Prevention and Education teams and in particular the Schools Education Team.

Additional performance information relating to this indicator is available within this report on page 25 of Appendix A and page 37 of Appendix B.

BV 206ii: Number of deliberate primary fires in vehicles per 10,000 population				
2007/08		2008/09		
YTD	A	YTD	A	T
8.9	8.9	7.3	7.3	8.6

The end of year figure for the “**Number of deliberate primary fires in vehicles per 10,000 population**” [BV206ii] is 7.3 (790 fires). This is a reduction of 18.1% on the 2007/08 end of year figure of 8.9 (965 fires). As a result of this performance the Authority has exceeded its 2008/09 target of 8.6 (936 fires) by 15.6% (146 fires). The positive performance within this indicator can be put down to the restructuring of the 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 local communities. This approach has produced encouraging results and will be continued in 2009/10. Additional performance information relating to this indicator is available within this report on pages 25 of Appendix A and page 37 of Appendix B.

BV 206iii: Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population				
2007/08		2008/09		
YTD	A	YTD	A	T
72.6	72.6	51.8	51.8	71.1

The end of year figure for the “**Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population**” [BV 206iii] is 51.8 (5639 fires). This is a decrease of 28.6% (2256 fires) on the 2007/08 end of year figure of 72.6 (7895 fires). As a result of this performance the Authority has exceeded its target of 71.1 (7730 fires) by 27.1%. Through our ongoing partnership work with Local Authorities we aim to reduce the numbers of this type of incident even further. As in 2007/08 the Authority led on the delivery of an effective media campaign to reduce the number of such incidents over the bonfire period which supports this positive performance. Additional performance information relating to this indicator is available within this report on page 25 of appendix A and page 37 of Appendix B.

Unwanted Alarms

BV 146i: Number of malicious false alarm calls not attended per 1,000 population				
2007/08		2008/09		
YTD	A	YTD	A	T
0.2	0.2	0.14	0.14	0.18

The end of year figure for the “**Number of malicious false alarm calls not attended per 1,000 population**” [BV 146i] is 0.14 (148 calls not attended). This is a decrease of 28.5% (59 fires) on the 2007/08 end of year figure of 0.2 (207 calls). As a result of this performance the Authority has exceeded its target of 0.18 (198 calls) false alarms not attended by 25.3%. This positive performance can be attributed to the successful delivery of prevention and education initiatives, together with the successful implementation of the Call Challenge framework. As a result of the Call Challenge framework 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	A	T
0.6	0.6	0.55	0.55	0.6

The end of year figure for the “**Number of malicious false alarm calls attended per 1,000 population**” [BV 146ii] is 0.55 (594 calls) representing a decrease of 13.4% (91 calls) on the 2007/08 end of year figure of 0.6 (685 calls). Based on this performance the Authority has exceeded its target of 0.6 (665) by 10.7% (71 calls). This can be compared to 2007/08 when the Authority failed to achieve its target. The positive performance in 2008/09 can be attributed to the continued successful implementation of the Call Challenge framework and the school education programmes.

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	A	T
89	89	85.6	85.6	86.5

The 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 85.6 (2669) and represents a reduction of 3.8% (105) when compared to the end of year 2007/08 figure of 89 (2774). As a result of this performance the Authority has exceeded its target of 86.5 (2697) by 1.0% (28 calls). The Authority as in 2007/08 and 2006/07 has continued to see reductions in this indicator which can be linked to a number of factors including increased information provision, more effective management of such incidents, together with the successful delivery of targeted initiatives. It is important to note that the Authority is still attending a large number of false alarms but many of these are no longer recorded as a non-domestic property. The Authority has been measuring domestic false alarms via the introduction of a LI 23, which has enabled a more responsive and targeted approach to be taken with repeat offenders through the support of partners.

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	A	T
439	439	404	404	430

The 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 404 and represents a reduction of 8.0% (35 properties) when compared to the end of year 2007/08 performance. As a result of this performance the Authority has exceeded its target of 430 properties by 6.0% (26 properties).

BV149iii: % of calls which are to a property with more than one attendance				
2007/08		2008/09		
YTD	A	YTD	A	T
79	79	69	69	75.1

The end of year figure for the “% of calls which are to a property with more than one attendance” [BV149iii] is **69%**, representing a reduction of 10% on the performance reported at the end of 2007/08. As a result of this performance the Authority has exceeded its target of 75.1% by 6.9% for 2008/09.

Through an increase in the provision of information and reporting of such incidents, positive performance within these indicators can be attributed to the targeted approach now taken with those premises we attend more than once via verbal communication and site visits. The Protection and Technical Department will continue to implement this approach throughout 2009/10.

Protection and Technical:

Non Domestic Fires

Additional performance information relating to the indicator can be found on page 28 of Appendix A and page 38 of Appendix B.

BV 207: Number of fires in non-domestic premises per 1,000 non - domestic premises				
2007/08		2008/09		
YTD	A	YTD	A	T
18	18	12.4	12.4	17.2

The end of year figure for the “**Number of fires in non-domestic premises per 1,000 non-domestic premises**” [BV 207] is 12.4 (386 fires). This is a decrease of 31.2% (174 fires) on the 2007/08 end of year figure of 18.0 (560 fires). As a result of this performance the Authority has exceeded its target of 17.2 (536 fires) by 28% (150 fires). This performance can be largely put down to the noticeable reduction within the number of accidental non-domestic fires attended in 2008/09 compared with 2007/08. The Authority attended 220 accidental non-domestic fires in 2008/09, representing a reduction of 45.4% when compared against the 2007/08 end of year figure of 403.

However, the number of non domestic property fires started deliberately has increased in 2008/09 compared to 2007/08. The Authority attended 166 non domestic property fires started deliberately in 2008/09, representing an increase of 5.7% when compared against the 2007/08 end of year figure of 157.

The Protection and Technical team will continue to target and monitor 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 29 to 30 of Appendix A and page 39 to 40 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	A	T
3	3	4	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. A comprehensive in-house audit has been undertaken which clearly places the Authority at Level 4 of the Equality Standard.

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

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

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

The end of year figure for the “**Percentage of women in the top 5% of Authority earners**” [BV 11a] is 13.9%. This reflects the performance reported at the end of 2007/08. Some movements both in and out of the Authority have meant this indicator has remained relatively static. However, in relation to our performance compared against the other Metropolitan FRS the Authority is in the upper quartile for the numbers of woman employed in the top 5% of earners. As a result of this performance the Authority is to be within variance of achieving 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	A	T
2.5	2.5	5	5	2.51

The 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 5%. This is an increase on the 2007/08 end of year figure of 2.5% and as a result of this performance the Authority has exceeded its target of 2.51%. Performance within this indicator has increased this year due to recruitment and this performance has been confirmed by the recent service-wide survey conducted in terms of ethnicity/religion/disability. It is envisaged that this will now remain fairly static for the next reporting period 2009/10.

BV 11c: Percentage of the top 5% of Authority earners with a disability				
2007/08		2008/09		
YTD	A	YTD	A	T
1.3	1.3	2.53	2.53	1.32

The end of year figure for the “**Percentage of the top 5% of Authority earners with a disability**” [BV 11c] is 2.53%. This is an increase on the 2007/08 end of year figure of 1.3% and as a result of this performance the Authority has exceeded its target of 1.32%. Performance within this indicator has increased following the results of a recent service wide survey in terms of ethnicity/religion/disability.

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	A	T
0.64	0.64	1.42	1.42	nts

The Authority has not set an end of year target for the “**Percentage of whole-time and retained duty system employees with a disability**” [BV 16ai]. However the Authority has achieved an end of year figure of 1.42%, representing 13 members of the operational workforce who have declared a disability. This can be compared to 2007/08 when the Authority had 6 members of the operational workforce who had declared a disability. The increase follows the results of a recent service wide survey in terms of ethnicity/religion/disability.

BV 16aii: Percentage of control and corporate employees with a disability				
2007/08		2008/09		
YTD	A	YTD	A	T
2.6	2.6	6.2	6.2	nts

The Authority has not set an end of year target for the “**Percentage of control and corporate employees with a disability**” [BV 16a]. However, the Authority has achieved an end of year 2008/09 figure of 6.2%, representing 20 members of control and corporate employees with a disability. This can be compared to 2007/08 when the Authority had 8 members of control and corporate employees who had declared a disability. This increase follows the results of a recent service wide survey in terms of ethnicity/religion/disability.

BV 16b: Percentage of the economically active population in the Authority area who have a disability				
2007/08		2008/09		
YTD	A	YTD	A	T
14.9	14.9	tbc	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 this figure for the performance indicator at the end of the financial year. The data relating to this indicator is still being sourced and will be provided within the next report.

BV 17a: Percentage of uniformed staff from ethnic minority communities (currently 3.2% in Tyne and Wear)				
2007/08		2008/09		
YTD	A	YTD	A	T
0.72	0.72	1.66	1.66	0.97

The end of year figure for the “**Percentage of uniformed staff from ethnic minority communities (currently 3.2% in Tyne and Wear)**” [BV 17a] is 1.66%. This is an improvement on the 2007/08 figure of 0.72% and as a result of this performance the Authority has exceeded its target of 0.97%. This figure has been revised to encompass all eligible staff based upon the recently released advice contained within the National Equality and Diversity Strategy.

BV17b: Percentage of the economically active population from ethnic minority communities in the FRS area				
2007/08		2008/09		
YTD	A	YTD	A	T
4.7	4.7	5.3	5.3	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. However, through the FRS area representing a higher % of ethnic minority communities it is able to attract a greater number of people into the organisation.

BV 210: Percentage of women fire-fighters				
2007/08		2008/09		
YTD	A	YTD	A	T
4.3	4.3	4.82	4.82	4.7

The end of year figure for the “**Percentage of women fire-fighters**” [BV 210] is 4.82% (representing 44 grey book staff). This represents an improvement of 7.3% (3) on the end of year 2007/08 figure of 41 grey book staff and as a result of this performance the Authority has exceeded its target. It is believed that this Service now has the greatest percentage of female firefighters when compared to our family group.

Absence and Retirement

Additional performance information relating to the following indicators can be found on page 31 of Appendix A and pages 39 and 40 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	A	T
7.3	7.3	7.3	7.3	7.01

The 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 appliances lost to sickness absence)**” [BV12a] is 7.3. This reflects the performance reported at the end of 2007/08. However, as a result of this performance the Authority has not achieved its 2008/09 target of 7.01. Although the trend is continuing downwards, due to long term sickness, we have only managed to maintain our position as of last year.

BV 12b: Number of working days/shifts lost to sickness absence by all Staff

2007/08		2008/09		
YTD	A	YTD	A	T
8.03	8.03	8.07	8.07	7.91

The end of year figure for the “**Number of working days/shifts lost to sickness absence by all Staff**” [BV12b] is 8.07. This represents a minimal increase on the 2007/08 figure of 8.03. As a result of this performance the Authority is within the variance of its target of 7.91 days/shifts. There have been a number of unforeseen long term absences that have had an adverse effect on the progress within this indicator.

A task and finish group has been set up to investigate further and provide additional intervention strategies to continue to drive performance down within these indicators. We are however, performing better than the national public sector average of 9 days.

BV 15a: Percentage of wholetime fire fighters ill-health retirements as a % of the total workforce

2007/08		2008/09		
YTD	A	YTD	A	T
0.32	0.32	0	0	0.31

The end of year figure for the “**Percentage of wholetime fire fighters ill-health retirements as a % of the total workforce**” [BV 15a] is 0%. This represents a decrease of 0.32% compared to the end of year figure reported in 2007/08 and as a result of this performance the Authority has exceeded its target of 0.31%. This represents 0 retirements on the grounds of ill health. This is the first year since records began that has resulted in zero ill health retirements and clearly demonstrates the value in our occupational health and other intervention strategies. We have seen a steady reduction in the number of such retirements over the last few years.

BV 15b: Percentage of control and non-uniformed ill-health retirements as a % of the total workforce

2007/08		2008/09		
YTD	A	YTD	A	T
0	0	0.6	0.6	0.5

The end of year figure for the “**Percentage of control and non-uniformed ill-health retirements as a % of the total workforce**” [BV15b] is 0.6%. 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 has not achieved its 2008/09 target of 0.5 ill-health retirements. There has been two retirements on the grounds of ill health under the Local Government Pension Scheme this year, both from our corporate staff.

Finance:

Additional performance information relating to the following indicator can be found on page 32 of Appendix A and page 40 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	A	T
96.83	96.83	96.96	96.96	100

The end of year figure for the “**Percentage of invoices for commercial goods and services that were paid within 30 days of such invoices being received by the authority**” [BV 8] is 96.96%. This is below the Government set target of 100% and it is a slight increase of 0.13% on the end of year figure reported in 2007/08. The Procurement Department are working closely with all SAP users who have the responsibility for raising purchase orders and therefore the potential to affect performance within this indicator. Blocked invoices are identified to SAP users and their line managers by the Procurement Department once a week, highlighting the significant importance of identifying blocked invoices and taking the appropriate steps to resolving the issue.

In addition to this the Procurement Manager forwards details of blocked invoices to all Area Managers once a month to allow Area Managers to see the performance of their respective areas.

Data Quality

The Tyne and Wear FRA 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 Strategic Community Safety 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.

Appendix A

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

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	4.05	2.12	6.52	5.46	-1.06	-19
LI3									
LI4									
LI5									

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 Q4 2008/09: Prevention and Education

Head of Community Safety: ACO Capeling
Group Manager: Chris Lowther

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 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	0.46	0.46	0.47	0.01	n/a
LI1	Number of deaths from accidental fires in dwellings	5	4	4	5	5	5	0-5	0	n/a
LI2	Number of deaths from ALL fires	7	8	5	8	7	7	0-6	-1	n/a

Evidence indicates that those most at risk of death by fire in the TWFRS area are the elderly. The district planning process, information sharing with out partners and the risk based resource allocation which has been adopted in Service Delivery will combine to address this vulnerable group. An example of the ground breaking work we are undertaking is a 'first contact' pilot signposting scheme, in which front line staff from other organisations who visit homes on a regular basis will identify vulnerable individuals familiar to key services, excluding TWFRS.

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	3.13	3.13	3.86	0.73	19
LI3	Number of injuries arising from accidental fires in dwellings excluding precautionary checks (BV143ii as a whole number)	159	78	61	44	34	34	42	8	19
LI4	Number of injuries from accidental fires in dwellings	259	204	258	257	172	172	245	73	30
LI5	Number of injuries from ALL fires	339	281	327	340	247	247	317	70	22

Implementation of policies such as the revised HSC procedure and targeted activities of Prevention and Education, and realistic reporting have supported Service Delivery in the achievement of below target performance in 08/09. The introduction of the new Incident Reporting System should provide further opportunities to challenge levels of injury reporting experienced.

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 08/09	T 08/09	Variance with T	% Variance with T
Fire Attendance										
LI24	Total number of fire calls attended	12948	12395	14337	12381	8881	8881	11886	3005	25.3
BV142ii	Number of primary fires per 10,000 population	45.5	43.7	41.1	33.1	23.7	23.7	31.7	8	25
LI25	Number of property fires excluding road vehicles (part 1 of BV142ii)	3183	3083	3044	2343	1562	1562	2240	678	30
LI26	Number of fires involving road vehicle (part 2 of BV142ii)	1705	1611	1457	1258	1016	1016	1203	187	16
BV144	Percentage of accidental fires in dwellings confined to the room of origin	95	95.3	95.7	94.2	92.0	92.0	94.8	2.81	3
LI40	Number of special incidents attended per 10,000 population	22.7	24.1	22.52	24.43	22.6	22.6	23.4	0.8	3

Attendance for all of this sorts of indicators is well within target with the exception of BVI14 which we have not performed well against through the year. The issues with this indicator are well documented but the advice and guidance offered to residents during HSC shoulder be positively impacting performance in forthcoming quarters.

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 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	14.9	14.9	22.51	7.61	34
LI8	Number of accidental fires in dwellings (BV142iii as a whole number)	1570	1562	1593	1110	710	710	1069	359	34
LI9	Number of accidental kitchen fires (part 1 of LI8)	1255	1211	1295	801	473	473	771	298	39
LI10	Number of accidental non kitchen fires (part 2 of LI8)	315	351	298	309	237	237	293	56	19
BV208	The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance	nda	91	93	95	90	90	96	6	6.3
LI6	Number of people in accidental dwelling fires who escape unharmed without FRA assistance	nda	1314	1952	1562	703	703	nts	n/a	n/a
BV209i	The percentage of fires attended in dwellings where a smoke alarm had activated	49.5	54.8	60.8	53.6	43.5	43.5	55.1	11.6	11.6
LI11	Number of fires attended in dwellings where a smoke alarm had activated (BV209i as a whole number)	958	1039	1141	737	391	391	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	12.6	12.6	8.2	-4.4	-4.4
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	113	113	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	43.9	43.9	29.54	-14.36	-14
LI13	Number of fires attended in dwellings where no smoke alarm was fitted (BV209iii as a whole number)	806	700	583	488	394	394	nts	n/a	n/a

The frequency of accidental fires suffered by the community has reduced significantly in 08/09, repeating the exceptional performance of 07/08. HSCs targeted P&E activities, partnership working and sensible reporting have all contributed to this success.

Performance within the suite of smoke alarm related indicators is less positive and will inform discussion between the Service Delivery and

Headquarters Prevention & Education management teams. It may well be that new and innovative approaches are designed to increase acceptable smoke alarm ownership/management trends in the community.

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 08/09	T 08/09	Variance with T	% Variance with T
Deliberate Fires										
BV206i	Number of deliberate primary fires (exlcuding deliberate primary fires in vehicles) per 10,000 population	9.5	8.8	8	6.6	5.3	5.3	6.3	1	15.9
LI14	Number of property fires started deliberately (BV206i as a whole number)	1023	944	875	721	573	573	685	112	16.4
BV206ii	Number of deliberate primary fires in vehicles per 10,000 population	13.6	12.5	11	8.9	7.3	7.3	8.6	1.3	15
LI15	Number of vehicle fires started deliberately (BV206ii as a whole number)	1462	1342	1200	965	790	790	936	146	16
BV206iii	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population	70.9	68.3	83.2	72.6	51.8	51.8	71.1	19.3	27
LI16	Number of secondary fires not involving road vehicles started deliberately (BV206iii as a whole number)	7615	7327	9113	7895	5639	5639	7730	2091	27.1
LI18	Number of refuse fires started delibertaley	5834	5254	5738	5397	4112	4112	5229	1117	21

Partnership working in the community using both our Neighbourhood Fire Team and non traditional routes such as street wardens, environmental departments and multi agency ward based groups has significantly reduced the opportunity for arson to be committed. Coupled with a reduction in the preference for young people to carry out arson attacks gained through our comprehensive youth diversion/education promotions TWFRS has an excellent platform on which to build future successes.

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 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	0.14	0.14	0.18	0.04	22
LI20	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)	261	237	243	207	148	148	198	50	25
BV146ii	Number of calls to malicious false alarms ATTENDED per 1,000 population	0.7	0.6	0.6	0.6	0.55	0.55	0.6	0.05	8
LI21	Number of malicious false alarm calls ATTENDED	795	622	671	685	594	594	665	71	11
BV149i	Number of false alarms due to automatic fire detection, per 1,000 non-domestic properties	94.6	113.4	98.6	89	85.6	85.6	86.5	0.9	1.0
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises (BV149i as a whole number)	2945	3531	3058	2774	2669	2669	2697	28	1.0
LI23	Number of false alarms due to automatic fire detection from domestic premises	nda	nda	3112	2698	2492	2492	2611	119	4.6
BV149ii	Number of those properties in BV149i with more than 1 attendance by the FRS	new 05/06	562	471	439	404	404	430	26	6
BV149iii	% of calls which are to a property with more than one attendance	nda	79	79	79	69	69	75.1	6.1	6.1
LI27	Number of false alarm calls due to "Good Intent"	1906	1974	2497	2497	3038	3038	nts	n/a	n/a

After a consistent period of poor performance against unwanted alarms the service has through the hard work of Service Delivery District Managers Prevention & Education and Protection and Technical teams, started to experience positive performance. It is widely anticipated that performance will continue to improve as call challenge, the identification and targeting of worst offenders and closer partnership working towards shared goals is embedded.

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 08/09	T 08/09	Variance with T	% Variance with T
Home Fire Risk Assessments										
LI7	Number of HFRA's delivered to properties where the occupiers are identified as being at the greatest risk of becoming a dwelling fire casualty	nda	nda	16713	17087	16657	16657	16000	657	3.9

The service has exceeded the HFRA (HSC) target for 08/09. The revised HSC target in the new HSC procedure will deliver more HSCs with a refined risk focus from 09/10 onwards.

<u>Related Data (last updated 01/08):</u>	
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 Q4 2008/09: Protection and Technical

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

	A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 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	12.4	12.4	17.2	4.8	28
LI19	Number of non domestic property fires started deliberately (part 1 of BV207)								
	262	207	208	157	166	166	148	-18	-12
LI50	Number of accidental fires in a non domestic property (part 2 of BV207)								
	525	504	483	403	220	220	388	168	43

Protection and Technical staff continue to deliver an inspection regime aimed at the highest risk premises and the overall reduction in the number of fires in non-domestic premises is encouraging as is the significant decrease in accidental fires. The increase in the number of deliberate fires is disappointing although the number of incidents remains well below those recorded between 2004 and 2007. Further analysis of the data is required however the increase in deliberate fires may be as a result of financial pressures caused by the current economic climate. P&T staff will continue to monitor this type of fire during the post fire audit process during 2009/10.

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

Whilst the number of injuries shows a significant reduction compared to last year the total of 15 is above the target and therefore disappointing. P&T staff will continue to highlight the risks and hazards from fire in the workplace as part of the ongoing risk based inspection programme.

Related Data (last updated 01/08):

Population for Tyne and Wear:	1087581
No. of Domestic properties:	474928
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The data featured within this report has been provided by the Performance and Statistics Team of the Tyne and Wear Fire & Rescue Authority.

Performance Report Q4 2008/09: Human Resources

Head of HR / Learning & Development: DCFO Hindmarch
Area Manager: Peter Trevithick

	A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 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	4	4	4	0.0	0.0
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	13.9	13.9	14	-0.1	-0.1
BV11b	% of the top 5% of Authority earners from ethnic minority communities								
	0.74	0.75	1.6	2.5	5	5	2.51	2.5	2.5
BV11c	% of top 5% of earners that have a disability								
	nda	1.5	1.6	1.3	2.53	2.53	1.32	1.2	1.2
BV16ai	% of wholetime and retained duty system employees with a disability								
	previously reported as 1		0.75	0.64	1.42	1.42	nts	n/a	n/a
BV16aii	% of control and corporate employees with a disability								
	indicator		2.8	2.6	6.2	6.2	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	tbc	nts	n/a	n/a
BV17a	% of uniformed staff from ethnic minority communities								
	0.85	0.65	0.66	0.72	1.66	1.66	0.97	0.7	0.7
BV17b	% of economically active (18 - 54) population from ethnic minority communities in the FRS area.								
	3.61	3.61	3.2	4.7	5.3	5.3	nts	n/a	n/a
BV210	% of women firefighters								
	1.3	2.3	3.1	4.3	4.82	4.82	4.7	0.1	0.1

BV2a A comprehensive in-house audit has been undertaken which clearly places the Authority at Level 4 of the Equality Standard. **BV2b** The Authority now has evidence to achieve 100%. **BV 11a** Some movements both in and out of the Authority have meant this indicator has remained relatively static. However, the Authority is clearly in the upper quartile for numbers of women employed in the top 5% of earners. **BV11b** This has increased this year due to recruitment and has exceeded the annual target; the position has been confirmed by the recent service-wide survey conducted in terms of ethnicity/religion/disability etc. It is envisaged that this will now remain fairly static for the next reporting period. **BV11c** This has increased following the results of the in-house survey in terms of ethnicity/religion/disability etc. **BV16ai** This represents 13 members of the operational workforce who have declared

a disability. The increase follows the results of the in-house survey in terms of ethnicity/religion/disability etc. **BV16aii** This represents 20 members of corporate and control staff who have declared a disability. The increase follows the results of the in-house survey in terms of ethnicity/religion/disability etc. **BV16b** This is not specific to the Authority and is externally sourced. **BV17a** This figure has been revised to encompass all eligible staff based upon the recently released advised contained within the National Equality and Diversity Strategy. **BV17b** This is reported once per year, i.e. 31st March 2009, and is not specific to the Authority and is externally sourced. **BV210** This represents a total of 44 grey book staff and it is believed that this Service now has the greatest percentage of female fire fighters when compared to our family group.

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 08/09	T 08/09	Variance 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	7.3	7.3	7.01	-0.29	-4
BV12b	Proportion of working days/shifts lost to sickness absence by all staff	10.26	9.53	8.72	8.03	8.07	8.07	7.91	-0.16	-2
BV15a	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.63	0.63	0.65	0.32	0	0	0.31	0.31	n/a
BV15b	Control and non-uniformed ill-health retirements as a % of the total workforce	2.65	2.39	1.06	0	0.6	0.6	0.5	-0.1	n/a

BV12a Although the trend is continuing downwards, due to long term sickness we have only managed to maintain our position as last year. A task and finish group has been set up to investigate further and provide additional intervention strategies to continue to drive this down further. We are however, performing better than the national public sector average of 9 days and the national fire service average of 7.7 days. **BV12b** There have been a number of unforeseen long term absences that have had an adverse effect on the progress in that we have missed the target and have a 0.04 increase overall. Please see comments in 12a. **BV15a** This represents 0 retirements on grounds of ill health. This is the first year since records began that has resulted in zero ill health retirements and clearly demonstrates the value of our occupational health and other intervention strategies which have seen a steady reduction in such retirements in the last few years (6,3,3,0). **BV15b** There has been two retirements on grounds of ill health under the Local Government Pension Scheme this year, both from our corporate staff.

		A 04/05	A 05/06	A 06/07	A 07/08	A 08/09	A 08/09	T 08/09	Variance with T	% Variance
Complaints										
LI52	Number of complaints regarding perceived poor customer service	0	0	0	7	7	7	0	-7.00	n/a

LI52 There has been seven complaints with regard to poor customer service and necessary mitigation action has been undertaken.

Performance Report Q4 2008/09: Finance

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

	A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 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	96.96	96.96	100	-3.04	-3.04
BV150 Expenditure per head of population on the provision of fire and rescue services	45.87	51.88	50.65	53.12	Pending	nts			

BV8: The Procurement Department work closely with all SAP Users with the responsibility of raising purchases orders and therefore the potential to affect BV8 performance. Any blocked invoices are identified to SAP Users and their line managers by the Procurement Department once a week, highlighting the significant importance of identifying blocked invoices and taking the appropriate steps to resolving the issue. In addition to this, the Procurement Manager forwards details of blocked invoices to all Area Managers once a month to allow Area Managers to see the performance of the respective areas.

Performance Report Q4 2008/09: Section Manager: Tony Strong

Procurement		A	A	A	A	YTD	A	T	Variance	% Variance
		04/05	05/06	06/07	07/08	08/09	08/09	08/09	with T	with T
LI60	Total number of orders placed	nda	7533	8849	8279	8520	8520	8072	-448	-6
LI61	Average value of all orders placed	nda	1138	1682	1888	2222.8	2223	1935	-287.8	-15
LI62	Average number of suppliers used	nda	252	294	316	328	328	308	-20	-6.5
LI63	Average spend placed with supplier	nda	2842	4175	4756	4766.3	4766	4875	109	2.2

The increase in the number of orders, which is directly linked to the other local indicators, is as a result of the decision by Sunderland City Council to close it's Central Stores. Prior to closure, stations and departments were able to order their requirements for cleaning materials and stationery etc. on one single order. Following closure, the new arrangements have resulted in numerous orders having to be raised for the same commodities as ordered previously, to numerous contractors. In an effort to reduce the number of orders placed, alternative service providers are currently being investigated e.g. Yorkshire Purchasing Organisation (YPO) who provide a one stop shop, similar in nature to the service provided by the former Central Stores at Sunderland.

Performance Report Q4 2008/09: Control

Head of Corporate Support: AM Kevin Hepple

Group Manager: Barbara Hammond

		A 04/05	A 05/06	A 06/07	A 07/08	YTD 08/09	A 08/09	T 08/09	Variance with T	% Variance with T
L141	Percentage of emergency callers engaged within 7 seconds	98.2	97.5	97.6	98.1	98.3	98.3	98.3	0	0.0
L142	Percentage of fire appliances despatched within 60 seconds	61.8	54.3	56	57.9	60.0	60.0	58.9	-1.1	-1.9

We continue to perform well with regard to L141. With regard to L142, we are pleased with this percentage, as we have commenced the intake of ISP personnel, which due to the number of trainees will be affected. We usually have periods where the percentage drops when new staff are in development. This period will be extended due to the large intake of temporary operators. (18)

Related Data (last updated 09/06):




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.

Appendix B

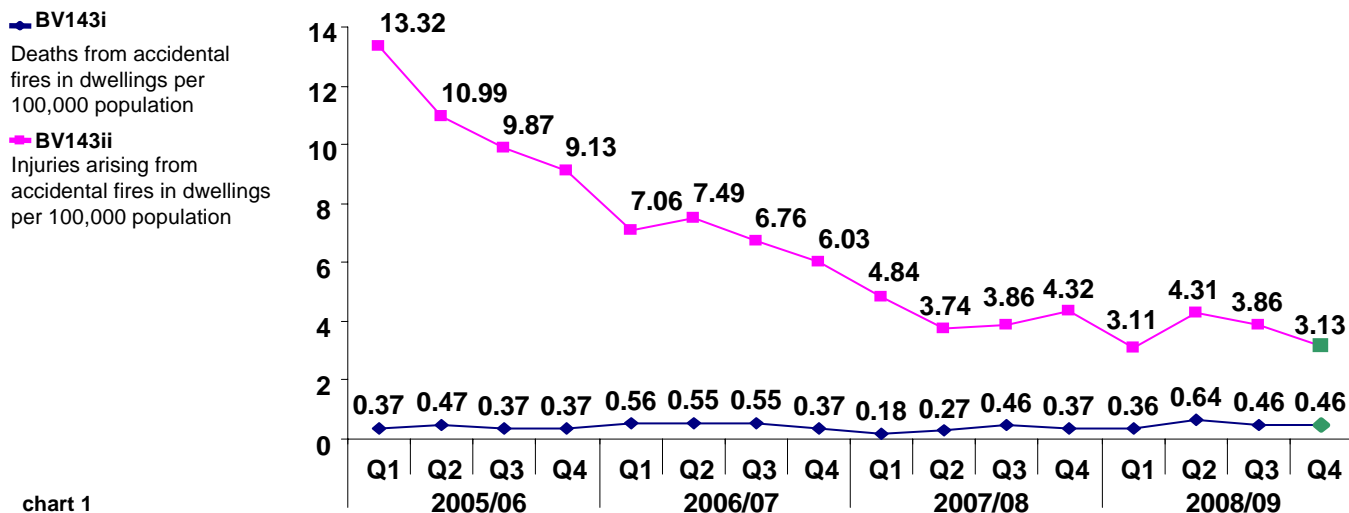
A four year graphical comparison of the Authority's BVPI performance

Please note the data provided is a forecast for the end of year performance. The data forecast is colour coded in order to highlight the performance compared to the target. The performance is highlighted using the following system:

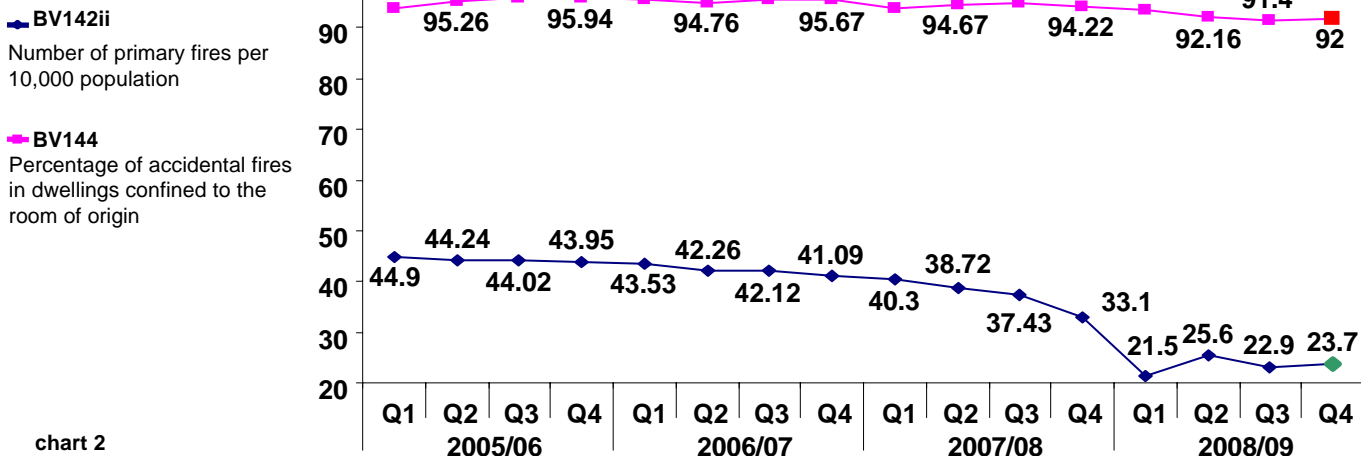
-  = Exceeded Target
-  = Within 2.5% of target
-  = Missed target by more than 2.5%

PPA End of Year Performance Report: Q4 (April – March) 2008/09

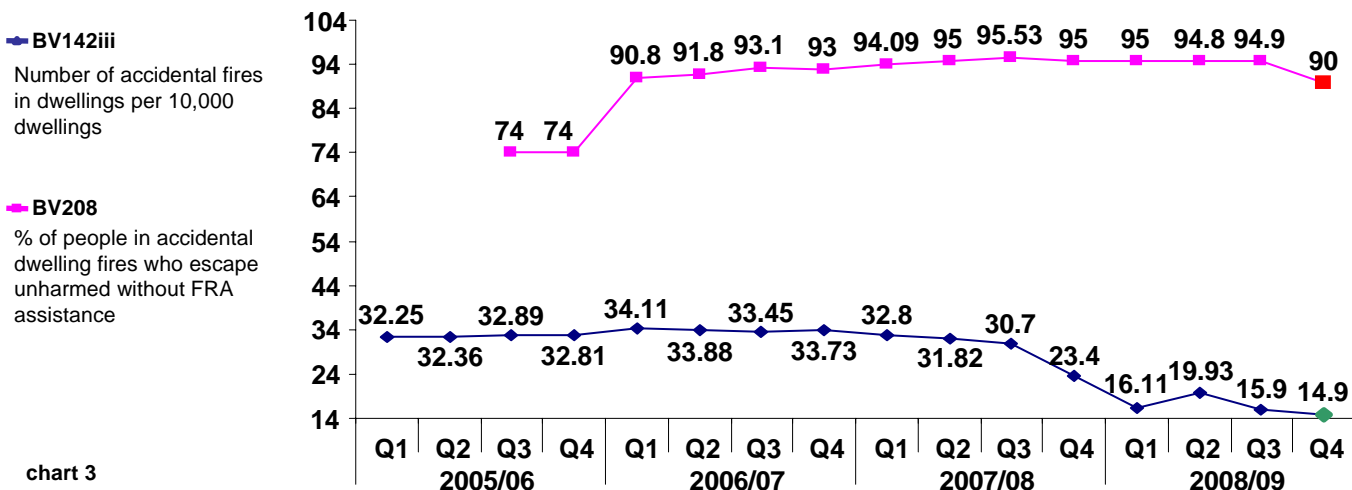
Deaths and Injuries



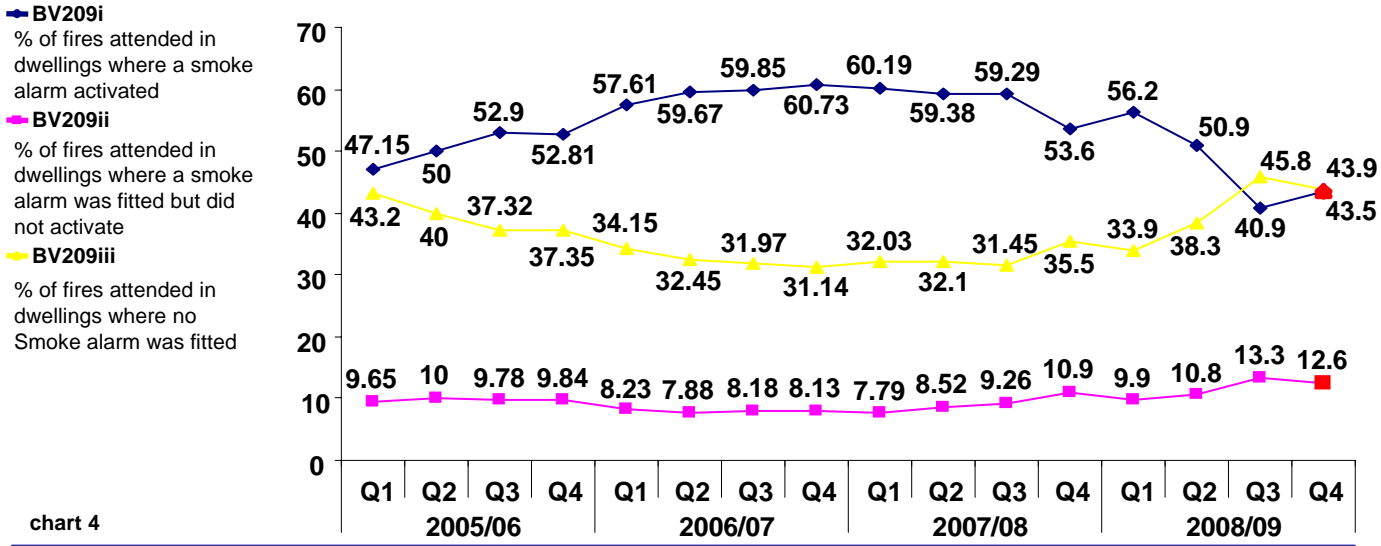
Fire Attendances



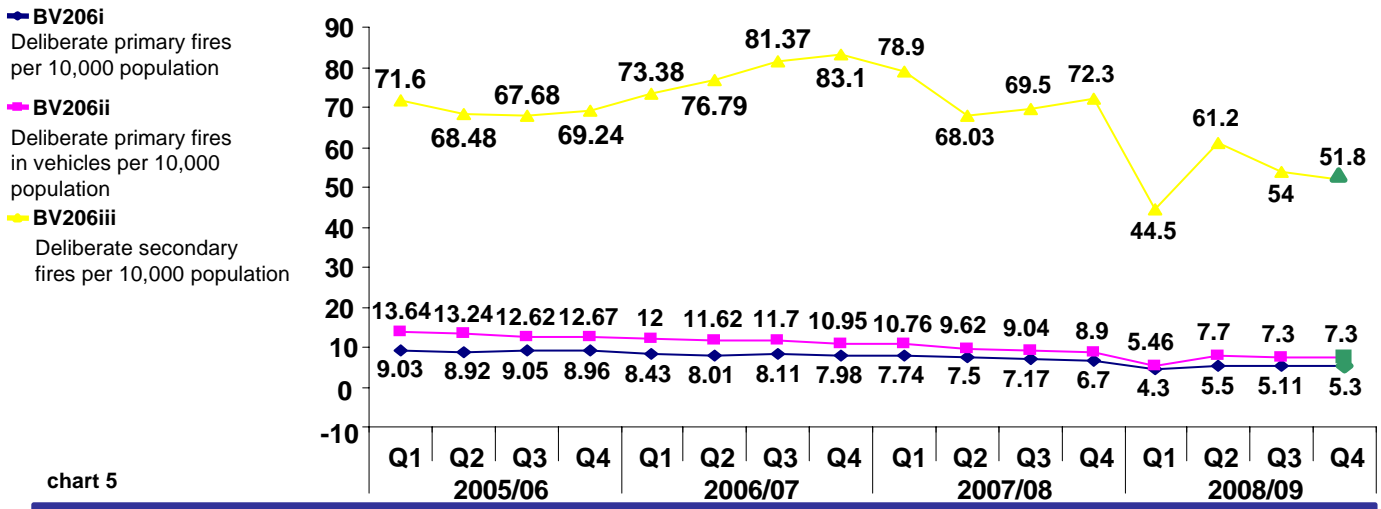
Accidental Fires



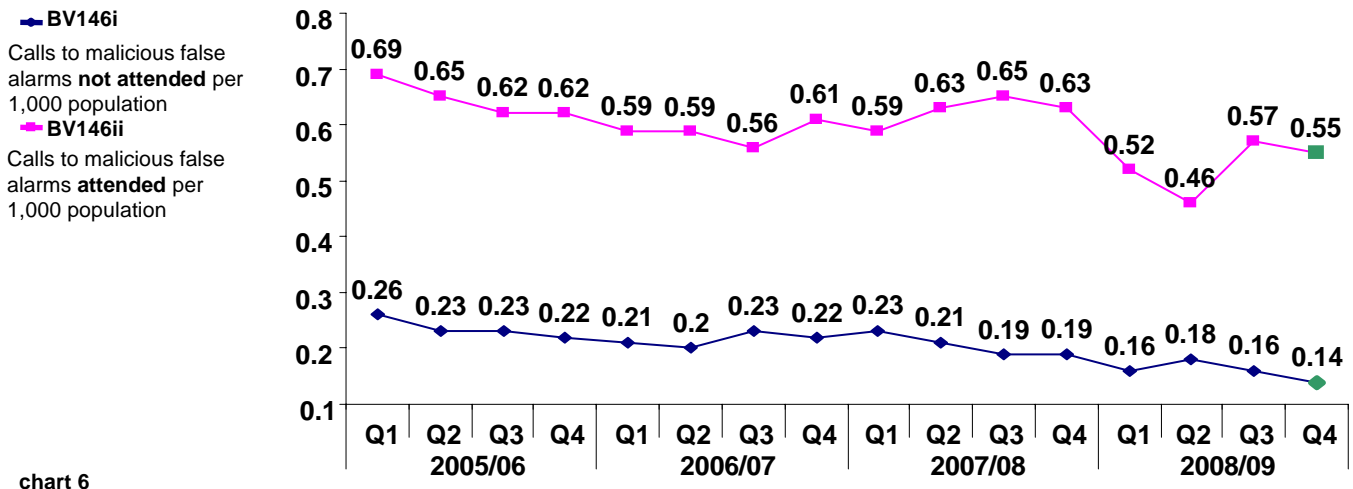
PPA End of Year Performance Report: Q4 (April – March) 2008/09



Deliberate Fires



Unwanted Alarms



PPA End Of Year Performance Report: Q4 (April – March) 2008/09

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

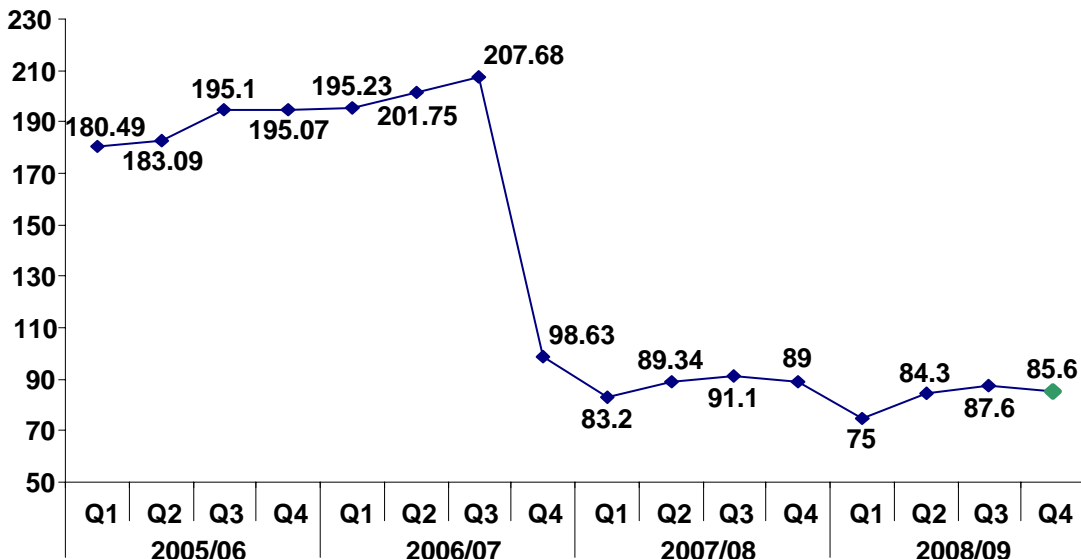


chart 7

Non domestic fires

BV207
Number of fires in non-domestic premises per 1,000 non-domestic premises

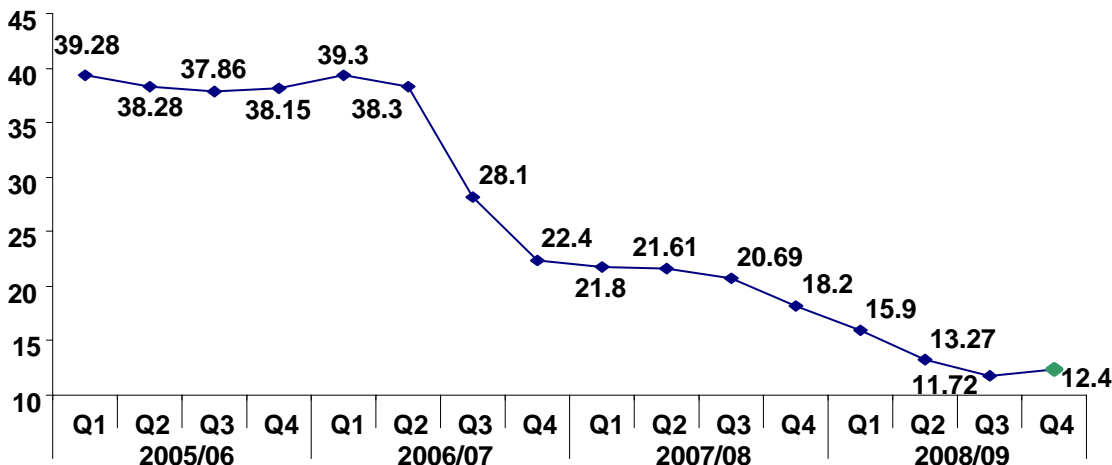


chart 8

Equal Opportunities

BV11a
% of the top 5% of Authority Earners that are women

BV11b
% of the top 5% of Authority earners that are from Black or ethnic minority communities

BV11c
% of the top 5% of Authority earners with a disability

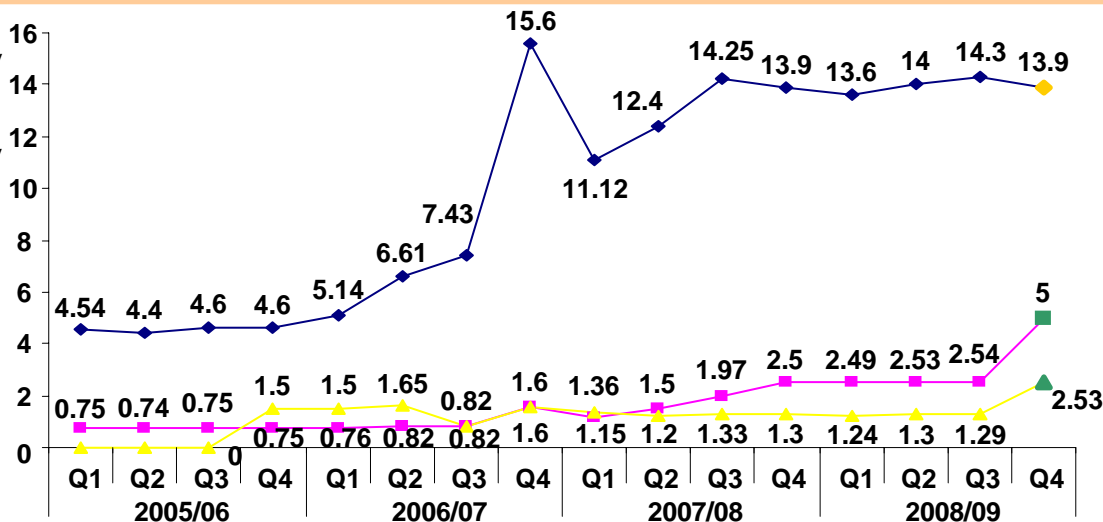


chart 9

PPA End of Year Performance Report: Q4 (April – March) 2008/09

BV16aii
% of control and corporate employees with a disability

BV16ai
% of wholtime and retained duty system employees with a disability

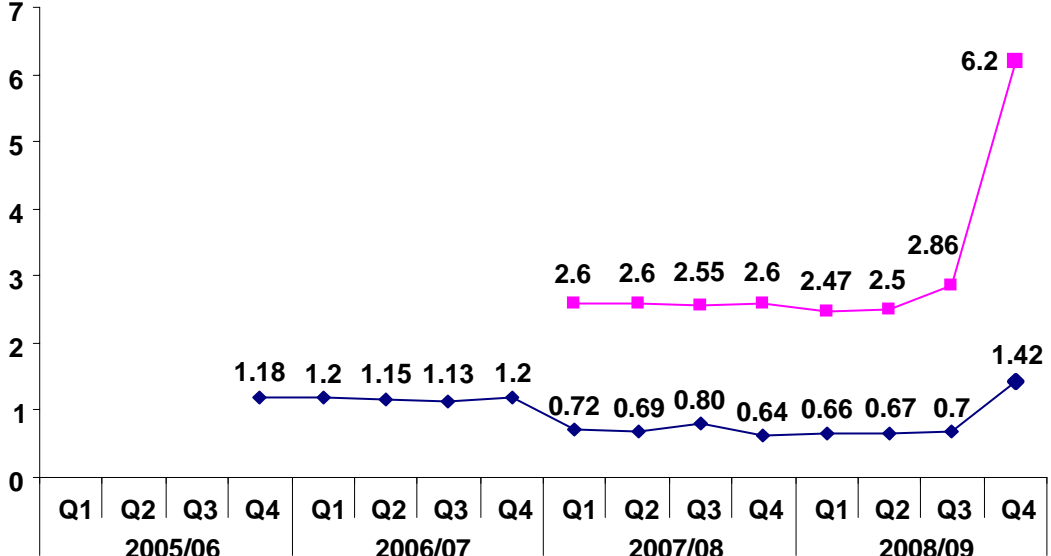


chart 10

BV17a
% of uniformed staff from ethnic minority communities

BV210
% of women fire-fighters

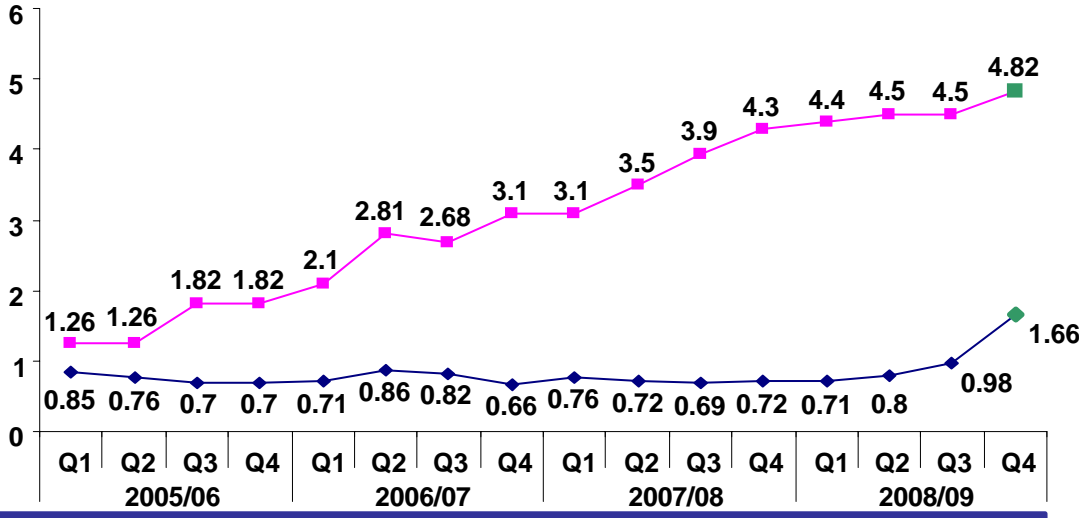


chart 11

Equal Opportunities

BV12a
Working days/shifts lost to sickness absence by wholtime uniformed staff

BV12b
Working days/shifts lost to sickness absence by all staff

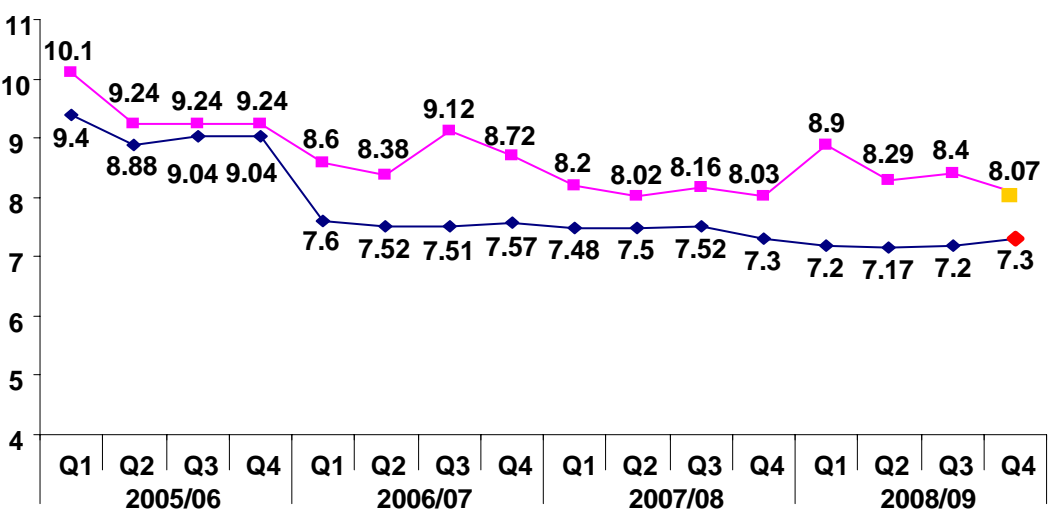


chart 12

PPA End of Year Performance Report: Q4 (April – March) 2008/09

BV15a
 Wholetime fire fighters ill-health retirements as a % of the total workforce

BV15b
 Control and non-uniformed ill-health retirements as a % of the total workforce

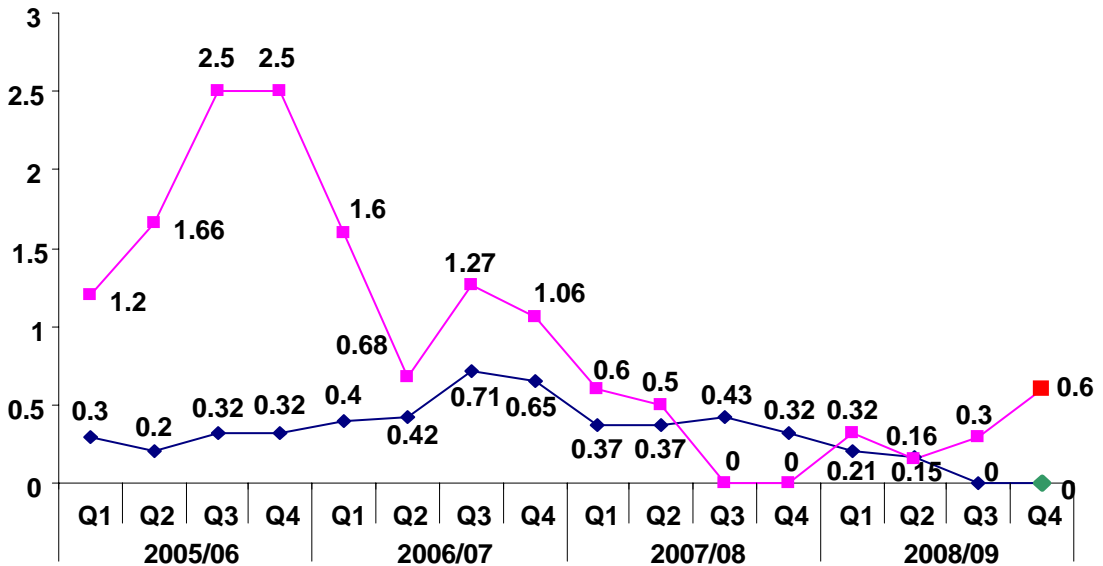


chart 12

Finance

BV8
 % of invoices for commercial goods and services that were paid within 30 days of such invoices being received by the Authority

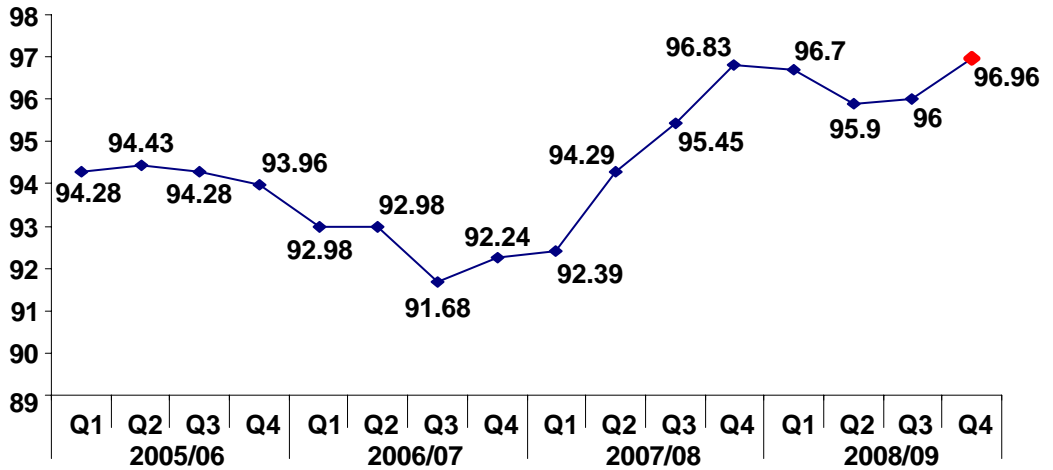


chart 13

Appendix C

A snap shot of the Authority's BVPI performance
against its 2008/09 targets and 2007/08 performance

BVPI Performance Summary

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

End of year performance 2008/09 against target:

No. of BVPIs set to achieve target: 20 (67%)

- Number of deaths from accidental fires in dwellings per 100,000 population
- Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)
- Number of primary fires per 10,000 population
- Number of accidental fires in dwellings per 10,000 dwellings
- Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population
- Number of deliberate primary fires in vehicles per 10,000 population
- Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population
- Number of calls to malicious false alarms NOT ATTENDED per 1,000 population
- Number of calls to malicious false alarms ATTENDED per 1,000 non-domestic premises
- Number of false alarm calls due to automatic fire detection, per 1,000 non-domestic properties
- Number of those properties in BV149i with more than 1 attendance by the FRS
- % of calls which are to a property with more than one attendance
- Number of fires in non-domestic premises per 1,000 non-domestic premises.
- The level of the Equality Standard for Local Government to which the Authority conforms
- The duty to promote race equality
- % of the top 5% of Authority earners from ethnic minority communities
- % of top 5% of earners that have a disability
- % of uniformed staff from ethnic minority communities
- % of women firefighters
- Wholetime fire fighters ill-health retirements as a % of the total workforce

No. of BVPIs set to be within variance: 2 (7%)

- % of the top 5% of Authority earners that are women
- Proportion of working days/shifts lost to sickness absence by all staff

No. of BVPIs set to miss target: 8 (27%)

- % of accidental fires in dwellings confined to the room of origin
- The % of people in accidental dwelling fires who escape unharmed without FRA assistance
- The % of fires attended in dwellings where a smoke alarm had activated
- The % of fires attended in dwellings where a smoke alarm was fitted but not activate
- The % of fires attended in dwellings where no smoke alarm was fitted.
- Proportion of working days/shifts lost to sickness absence by whole-time uniformed staff
- Control and non-uniformed ill-health retirements as a % of the total workforce
- The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms.

Note: 5 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 achieve or beat last years performance: 25 (78%)

- Number of deaths from accidental fires in dwellings per 100,000 population
- Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding pre-cautionary checks)
- Number of primary fires per 10,000 population
- Number of accidental fires in dwellings per 10,000 dwellings
- Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 populations.
- Number of deliberate primary fires in vehicles per 10,000 population.
- Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population
- Number of calls to malicious false alarms NOT ATTENDED per 1,000 population
- Number of malicious false alarm calls ATTENDED per 1,000 population
- Number of false alarms due to automatic fire detection in non-domestic properties, per 1,000 properties.
- Number of those properties in BV149i with more than 1 attendance by the FRS
- % of calls which are to a property with more than one attendance
- Number of fires in non-domestic premises per 1,000 non-domestic premises
- The level (if any) of the Equality Standard for Local Government to which the Authority conforms
- The duty to promote race equality
- % of the top 5% of Authority earners that are women
- % of the top 5% of Authority earners from ethnic minority communities
- % of top 5% of earners that have a disability
- % of wholetime and retained duty system employees with a disability
- % of control and corporate employees with a disability
- % of uniformed staff from ethnic minority communities
- % of women fire fighters
- Proportion of working days/shifts lost to sickness absence by whole-time uniformed staff
- Wholetime fire-fighter ill health retirements as a % of the total workforce
- The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms.

No of BVPIs set to be within the variance of last years performance: 3 (9%)

- Percentage of accidental fires in dwellings contained to the room of origin
- 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

No. of BVPIs set to perform worse than last year: 4 (13%)

- The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance
- The percentage of fires attended in dwellings where a smoke alarm had activated
- The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate
- The percentage of fires attended in dwellings where no smoke alarm was fitted

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

Appendix D

A snap shot of the Authority's BVPI performance
Compared to other Metropolitan Fire and Rescue Services

BVPI Performance: Comparison between Fire and Rescue Authorities

The following points highlight specific areas of positive performance relating to the Tyne and Wear Fire and Rescue Authority (FRA) when compared against the other Metropolitan Fire and Rescue Authorities:

- **% of the top 5% of earners who are women**
- **% of females fire-fighters**
- **Injuries from accidental dwelling fires**
- **Deaths from accidental dwelling fires**
- **% of people in accidental fires who escape unharmed without FRA assistance**
- **% of fires attended in dwellings where a smoke alarm was fitted but did not activate**

Within each of the points highlighted above the Authority has performed better than any other Metropolitan FRA. However, the Authority has reported noticeable reductions in the number of false alarms caused by automatic false detection apparatus in non domestic premises but as a result of previous poor performance it is not one of the better performing Metropolitan FRA's.

Despite the continued improvement in the majority of performance indicators the Authority has seen a reduction in a number of BVPI's when compared against other Metropolitan Fire and Rescue Authorities:

- **% of fires attended in dwellings where a smoke alarm had activated**
- **% of fires attended in dwellings where no smoke alarm was fitted**
- **Number of calls to malicious false alarms attended**

As a result of Comprehensive Area Assessment (CAA) the Authority will no longer be using BVPI's to compare itself against the Metropolitan FRA's. A set of National Indicators have been introduced which focus on deliberate fires (NI33) and primary fires with their associated deaths and injuries (NI49).

In order to highlight the performance of the Authority in 2008/09 in relation to the new Nation Indicators, which are introduced as of 01st April 2009, a comparison of performance has been carried out. As a result of this analysis the Authority would have been in the upper quartile for 2 of the indicators within NI33 and below the lower quartile for one indicator within NI49, please see below for further details:

	NI33			NI49		
Tyne and Wear	64.4	12.5	51.8	237	0.64	8
Upper Quartile	62.95	14.84	48.79	286.08	0.91	11.02
Low Quartile	46.57	11.03	35.50	222.39	0.68	7.86
	Upper	Middle	Upper	Middle	Lower	Middle