



Service Performance Report for Policy and Performance Committee

Quarter 2 (April – September) 2012/13

PPC Performance Report: (April – September 2012/13)

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

Service Led Priorities:

These reflect the service led indicators as previously defined by CLG and remain to be used as a priority by the FRS.

Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checks):

- **LI 29** Total number of primary fires per 100,000 population
- **LI 2** Total number of fatalities due to primary fires per 100,000 population

Arson Incidents:

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

Local Priorities:

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

Emergency Response:

- **LI 4** Number of injuries from accidental dwelling fires
- **LI 8.1** Number of accidental fires in dwellings per 10,000 dwellings
- **LI21** Number of malicious false alarm calls attended
- **LI22** Number of false alarms due to automatic fire detection from non domestic properties per 1000 non domestic premises.

Diversity and Equality:

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

Absence and Retirement:

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

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

Appendix B compares Local Indicator performance against 2012/13 targets and end of Q2 2011/12 performance.

Appendix C compares our Q1 2011/12 performance with the other Metropolitan FRS.

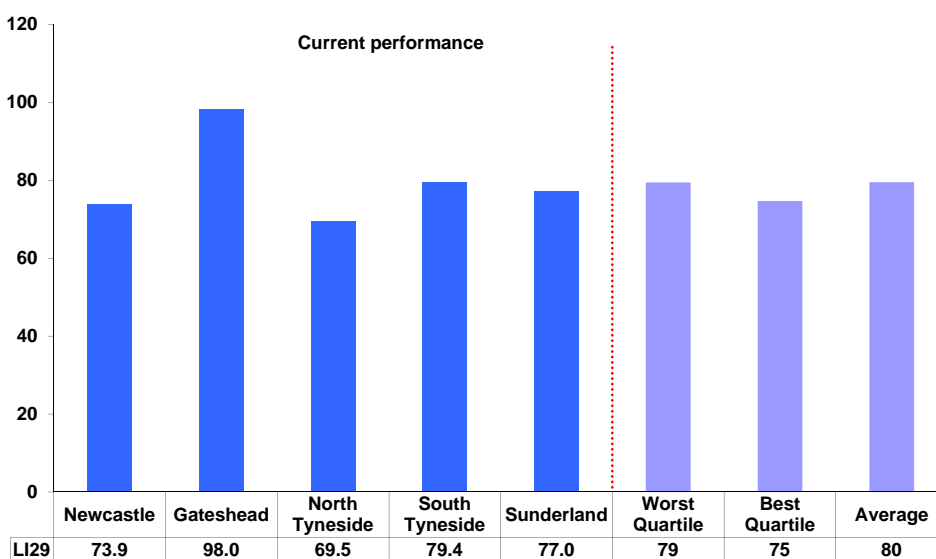
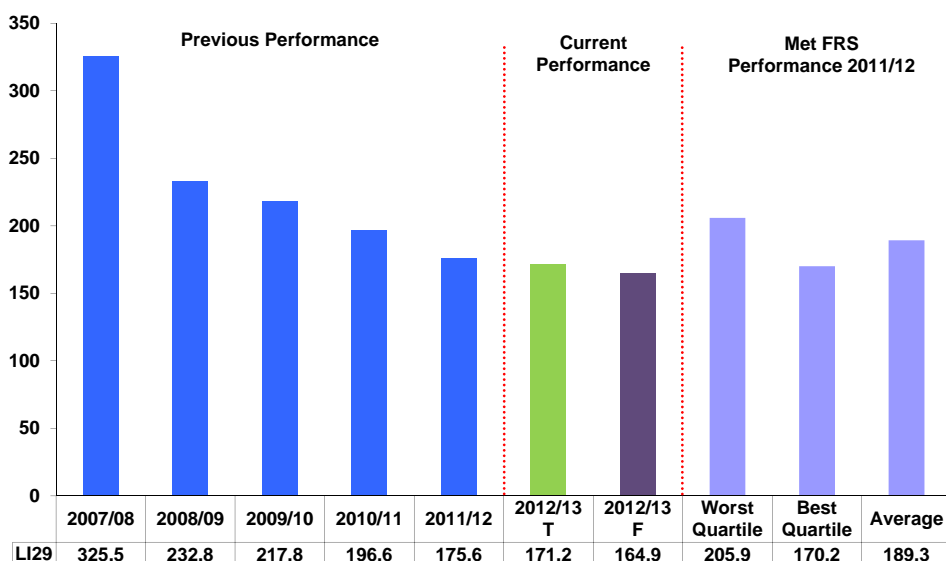
Service Led Priorities

Reflecting the former National Indicators focussing on deliberate fires,
primary fires and their associated fatalities and casualties

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Number of primary fires per 100,000 population (LI 29):

The following indicator outlines our performance in relation to the number of primary fires we attend. 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.



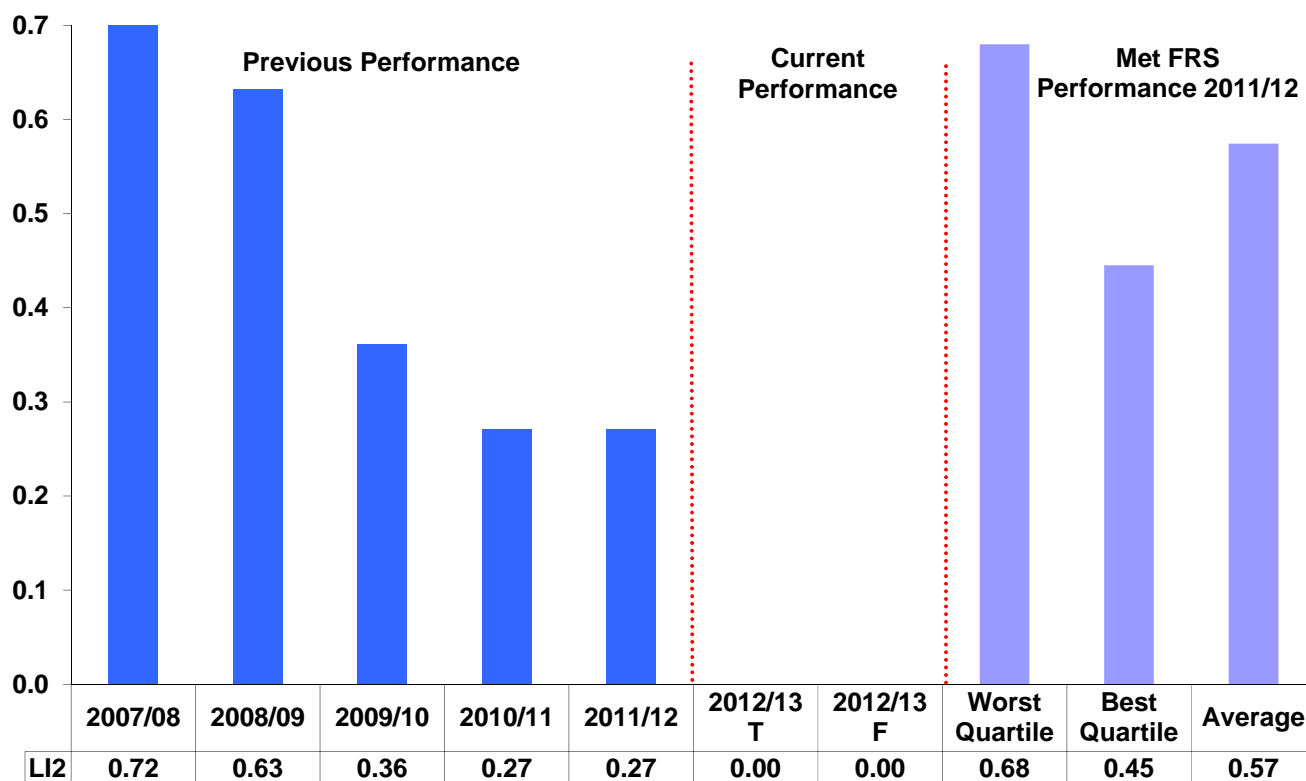
Key Performance Information:

- We attended 79 (874) primary fires per 100,000 population by the end of Quarter 2 2012/13; this is 12% (119) less than in the same period in 2011/12.
- We are forecast to attend 164.9 primary fires per 100,000 population in 2012/13 meaning we will surpass the target by 3.7%.
- This performance sees us move into the best quartile when comparing our performance to the other Metropolitan FRS.
- North Tyneside District saw a 7% (9) increase when compared to last year.
- Newcastle District reported the greatest reduction of 26.8% (77) compared with the same period in 2010/11.
- As a result of the 874 incidents 71 victims received injuries.

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Number of fatalities due to primary fires per 100,000 population (LI 2):

This indicator outlines our performance in relation to the number of fatalities due to primary fires that we attend. 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.



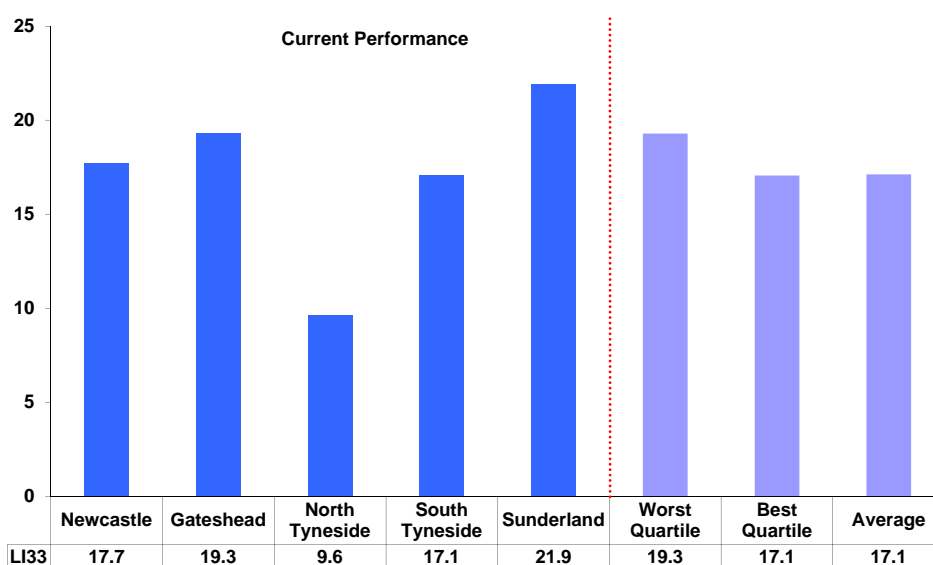
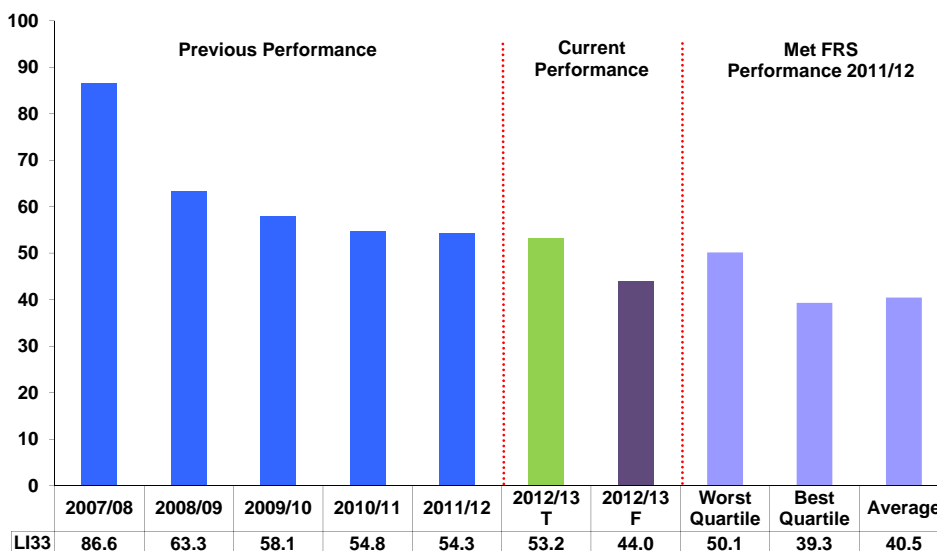
Key Performance Information:

- There were no fire related fatalities by the end of Quarter 2 2012/13. There were 3 for the same period last year.
- Based on forecasted end of year performance we expect no fatalities due to primary fires per 100,000 population, achieving our aim to record no deaths from such incidents.
- As throughout previous years, we continue to report performance below the Mets FRS average figure of 0.45 fatalities per 100,000 population and remain in the best quartile.
- We have the lowest figure for this indicator reflecting our positive performance.

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Number of all deliberate fires per 10,000 population (LI 33):

This indicator outlines our performance in relation to the number of all deliberate fires that we attend. 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.



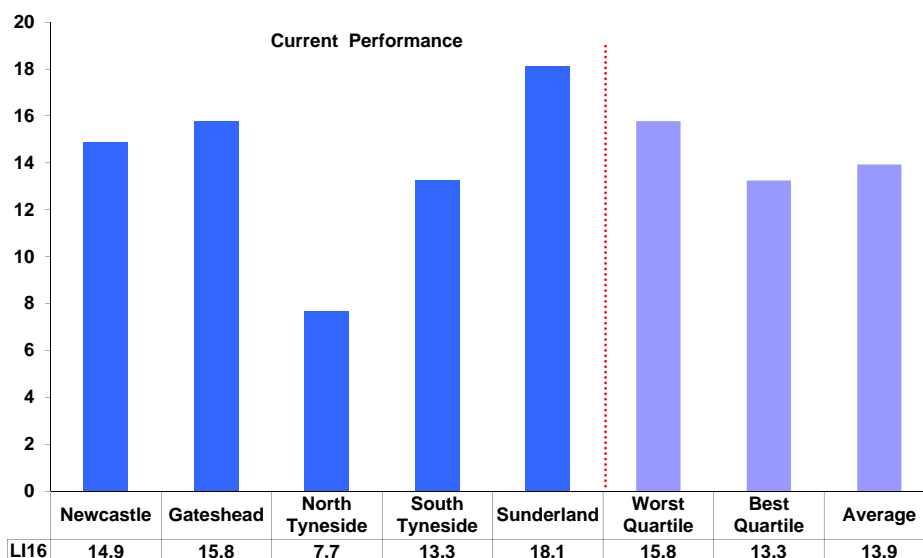
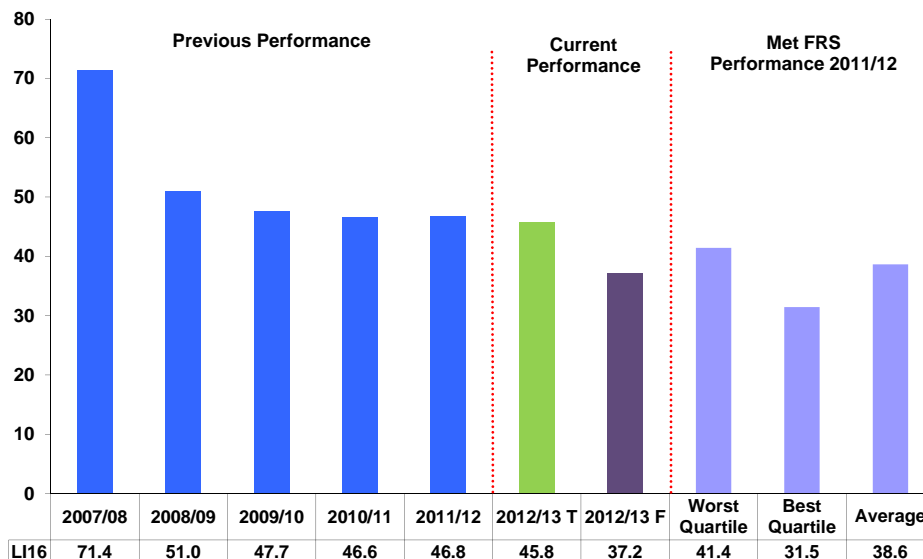
Key Performance Information:

- We recorded 17.56(1,946) deliberate fires per 10,000 population by the end of Quarter 2 2012/13, a decrease of 36.7% (1,129) compared the same period in 2011/12.
- This performance was supported by a 39.8% (1,051) reduction in the number of deliberate secondary fires.
- Based on this performance we are forecast to surpass the target of 53.2 by 17.3% (9.2).
- Our performance has improved significantly over recent years but remains outside the average for the Met FRS and it is within the worst quartile.
- All districts reported significant reductions for this indicator.

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Number of deliberate secondary fires per 10,000 population (LI 16):

This indicator outlines our performance in relation to the number of deliberate secondary fires (anti social behaviour) that we attend. A deliberate fire is where the cause is suspected to be non accidental. In addition to this criterion a deliberate fire includes those where four or less 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:

- We recorded 14.4 (1,593) deliberate secondary fires per 10,000 population by the end of Quarter 2 2012/13, 1,051 less than in the same period in 2011/12.
- Current forecasting suggests that we will surpass the target by 18.8% (954).
- When compared to the Met FRS this forecast is below average and outside of the worst quartile
- All districts continued to report significant decreases for this indicator.
- Sunderland District had the greatest decrease; there were 38.6% fewer deliberate secondary fires by the end of Quarter 2 2012/13 than there was in the previous year.

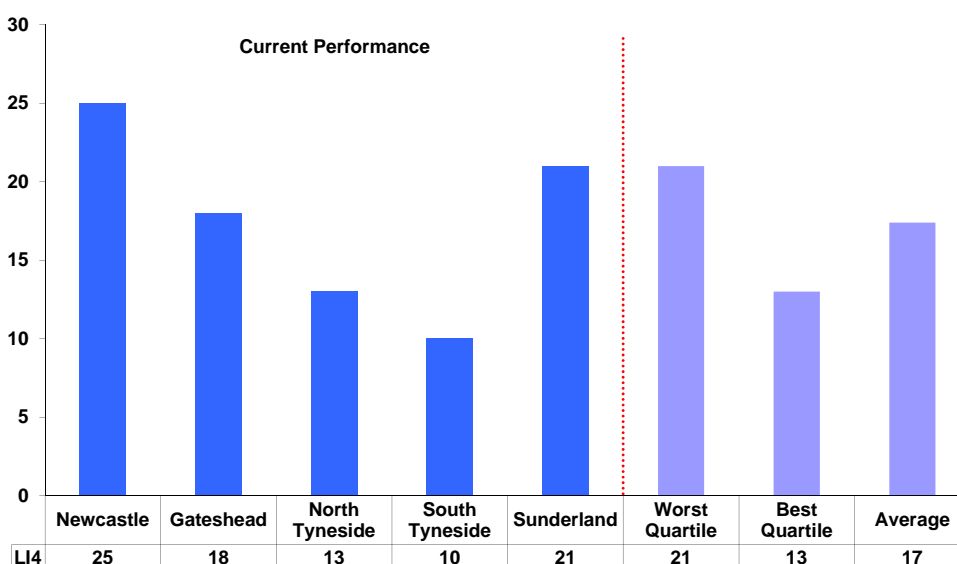
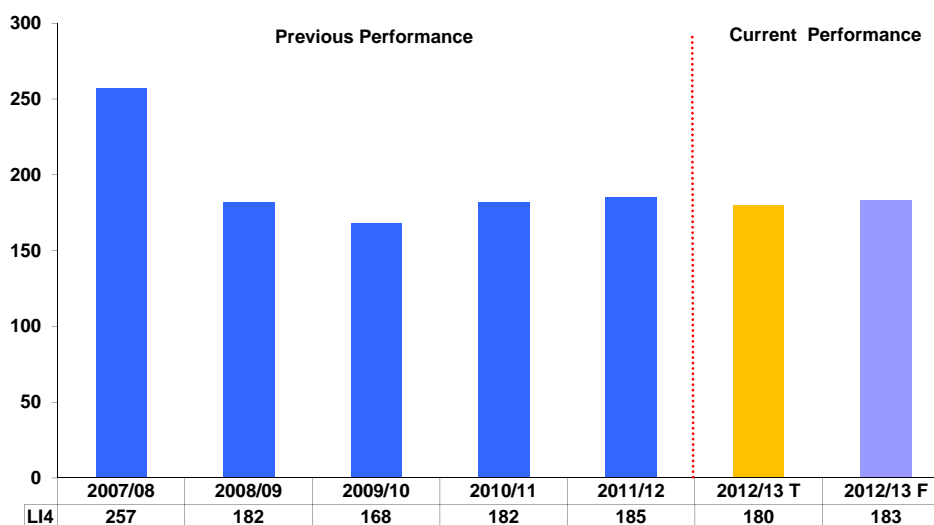
Local Priorities

Reflecting the Local Indicators that have been set as organisational priorities for 2012/13

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Number of injuries from accidental dwelling fires (LI4)

This indicator highlights our performance in relation to the number of injuries from accidental dwelling fires. An accidental fire also includes incidents where the cause was unknown. An injury must be recorded as being the result of the fire (or smoke).



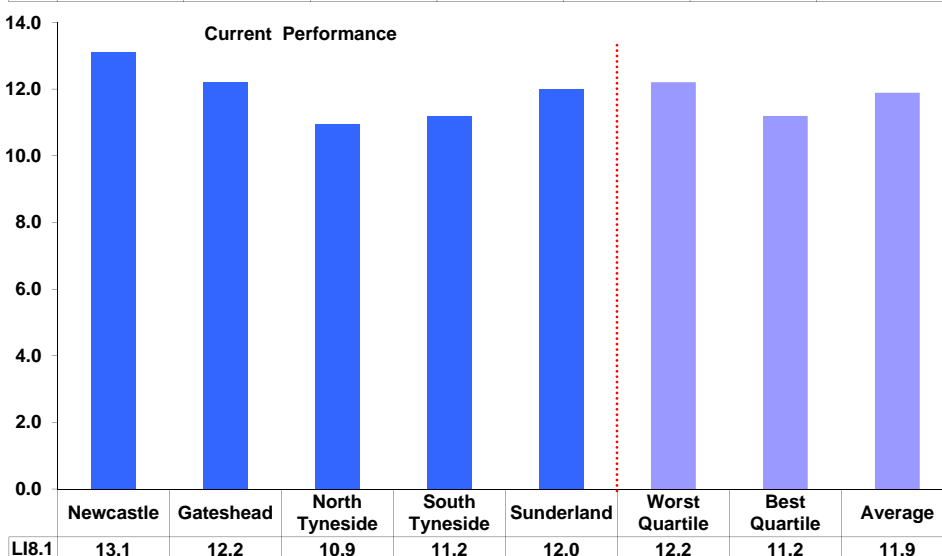
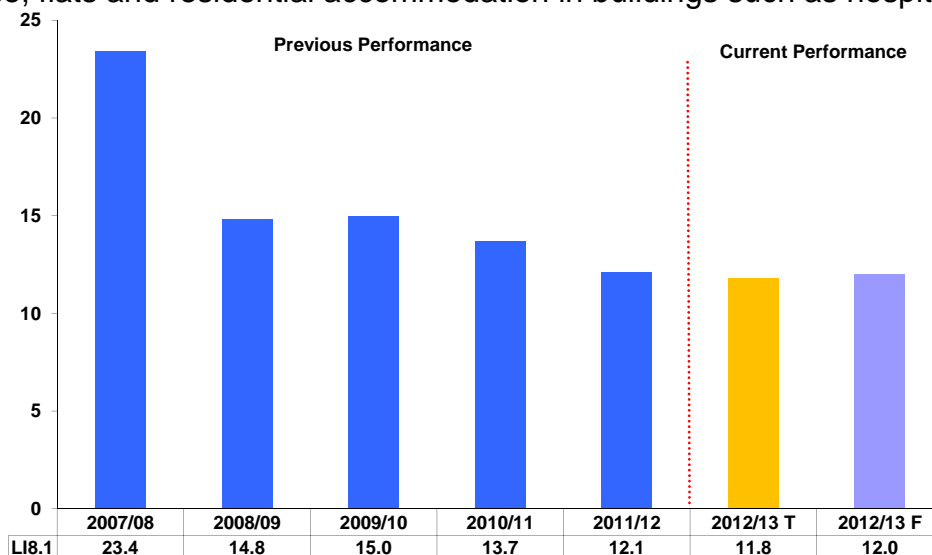
Key Performance Information:

- We recorded 87 injuries from accidental dwelling fires by the end of Quarter 2 2012/13, 4 more than last year.
- This is despite a slight reduction in the occurrence of accidental dwelling fires in the same period.
- Based on this performance we are forecast to be within the 2.5% tolerance of our target.
- 41 of the injuries resulted in the victim going to hospital and 9 were classified as serious injuries.
- Only Sunderland District saw a reduction during this period, reporting 3 fewer injuries than last year.
- The average age of a fire victim was 41 years old with 41.5% (17) female and 58.5% (24) male.

PPC Performance Report: (April – September 2012/13)

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

This indicator highlights our performance 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 shed 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.



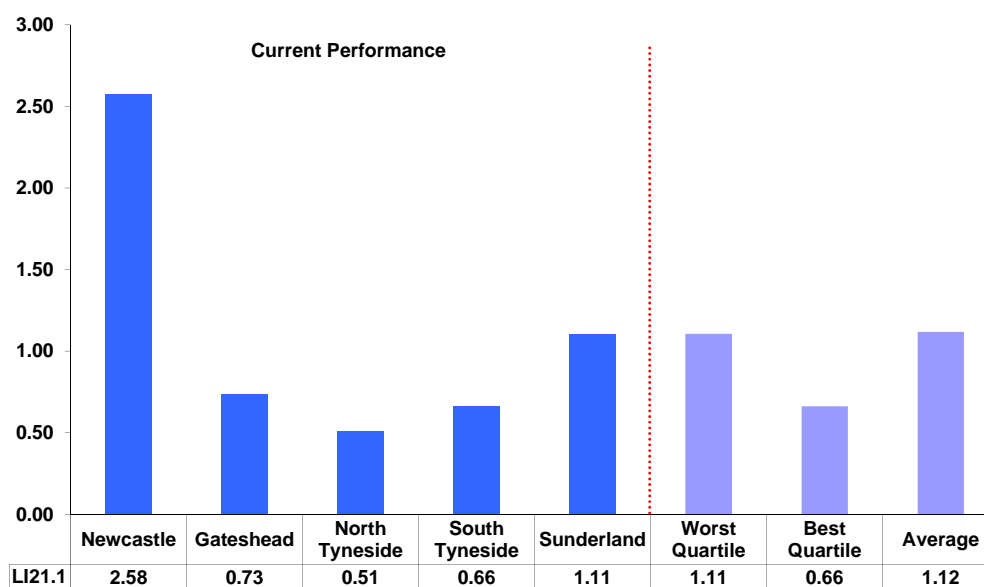
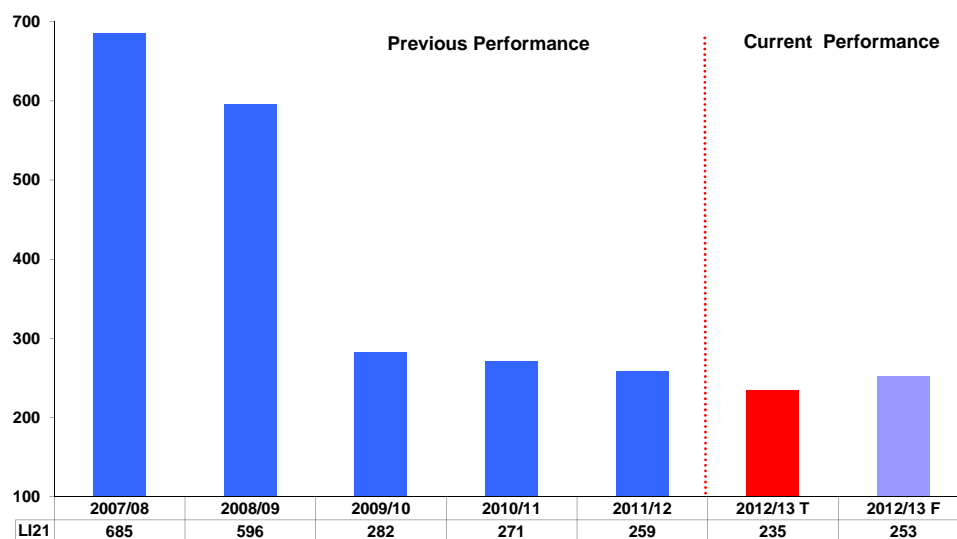
Key Performance Information:

- We attended 5.78 (274) accidental dwelling fires per 10,000 dwellings by the end of Quarter 2 2012/13, 4 fewer incidents than the previous year.
- Based on this performance we are forecast to be within the 2.5% tolerance of our target.
- The majority of such incidents occurred in the kitchen (59.8%).
- Newcastle District reported the largest percentage of accidental non kitchen fires with a total of 49.3% (37).
- The wards of Walker (13), Hendon (9) and Byker (8) accounted for almost 11% of the Service's total accidental dwelling fires.

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Number of malicious false alarm calls attended (LI21)

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



* This graph is based on district per 10,000 population figures to reflect the proportion of incidents attended.

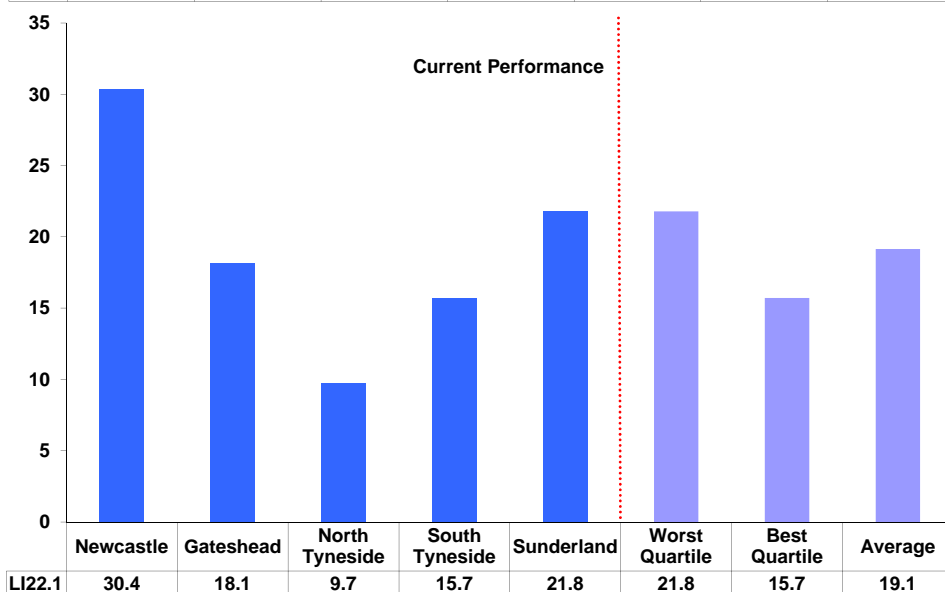
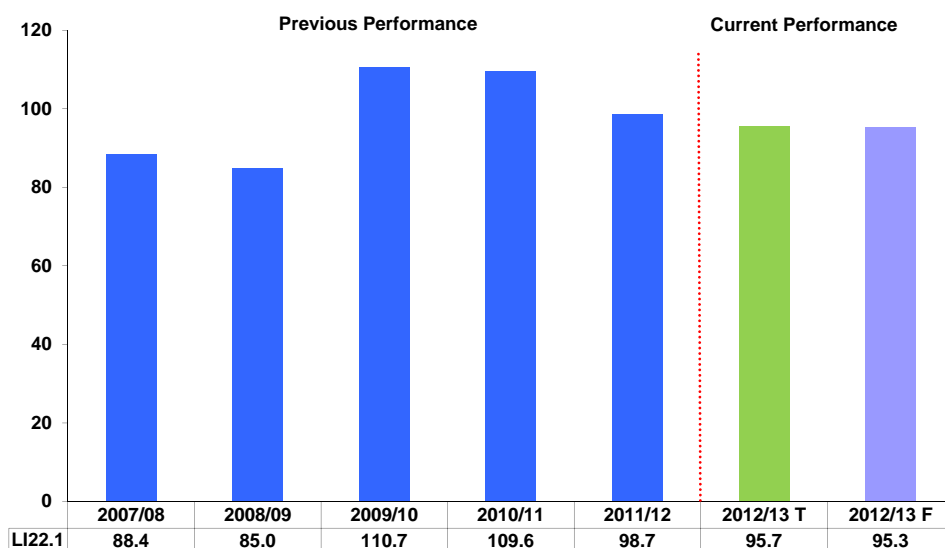
Key Performance Information:

- We attended 136 malicious false alarm calls by the end of Quarter 2 2012/13, 3.5% (5 calls) fewer than in the same period last year.
- Despite continuing to forecast the lowest ever number of such incidents this will not achieve the target of 235. This positive performance is due to effective call challenge procedures that are now embedded in the Service.
- Newcastle was the only district to report an increase in this indicator. There were 70 false alarm calls by the end of Quarter 2 as opposed to 62 an increase of 12%.
- All other districts reported reductions in this indicator.

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Number of false alarm calls due to automatic fire alarms (AFA) from non domestic premises per 1,000 non domestic premises (LI22.1)

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 or factory.

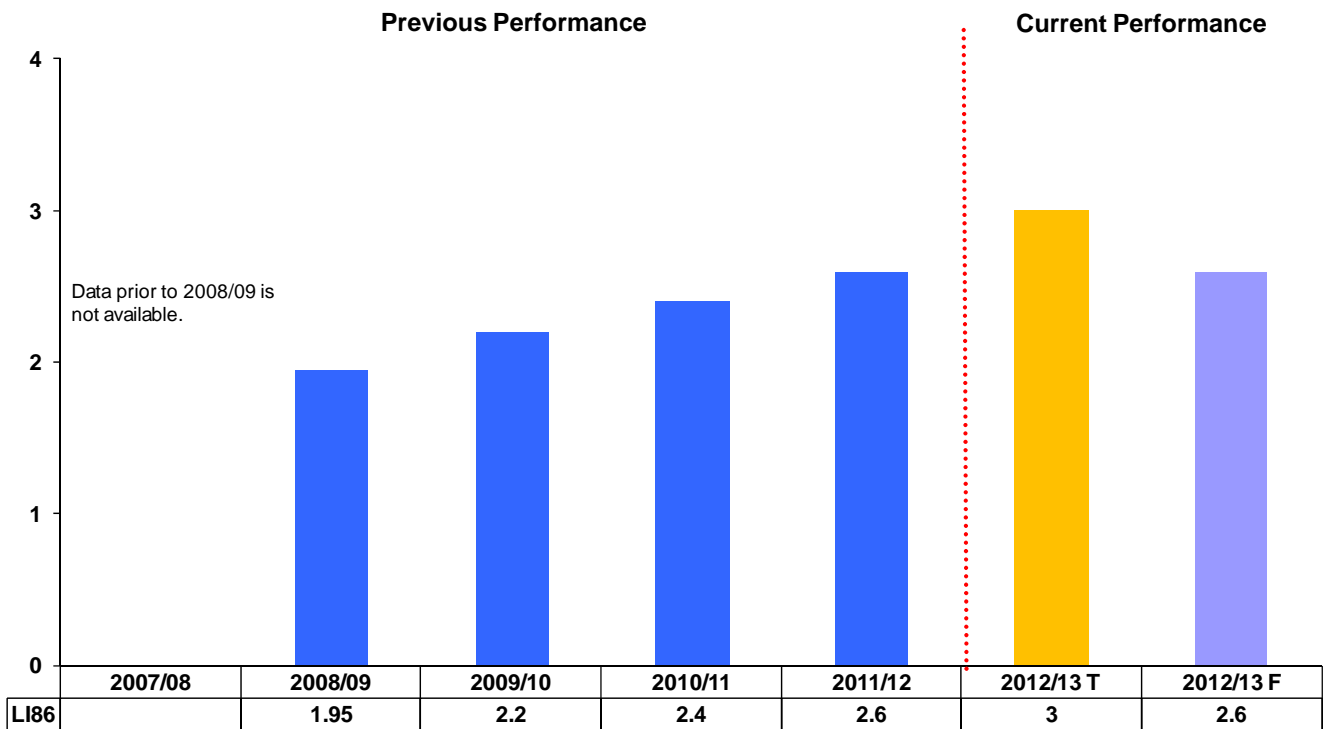


Key Performance Information:

- We attended 43.1 (1,354) false alarms from non domestic premises per 1,000 non domestic premises by the end of Quarter 2 2012/13, a reduction of 3.8% (61) on last year's figure.
- If this positive performance continues we are forecast to surpass the target of 95.7 (3,003) by 5.1% (154 calls).
- Newcastle district accounted for 40.6% (548) of all AFA but it has reported an overall reduction of 17.1% (113) compared to 2011/12. 16.7% (92) of AFA in Newcastle were from hospitals.
- Hospitals remain the main premises type throughout the Service accounting for 15.4% of such incidents by the end of Quarter 2 2012/13.

% of workforce from a black minority ethnic community (LI86)

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.



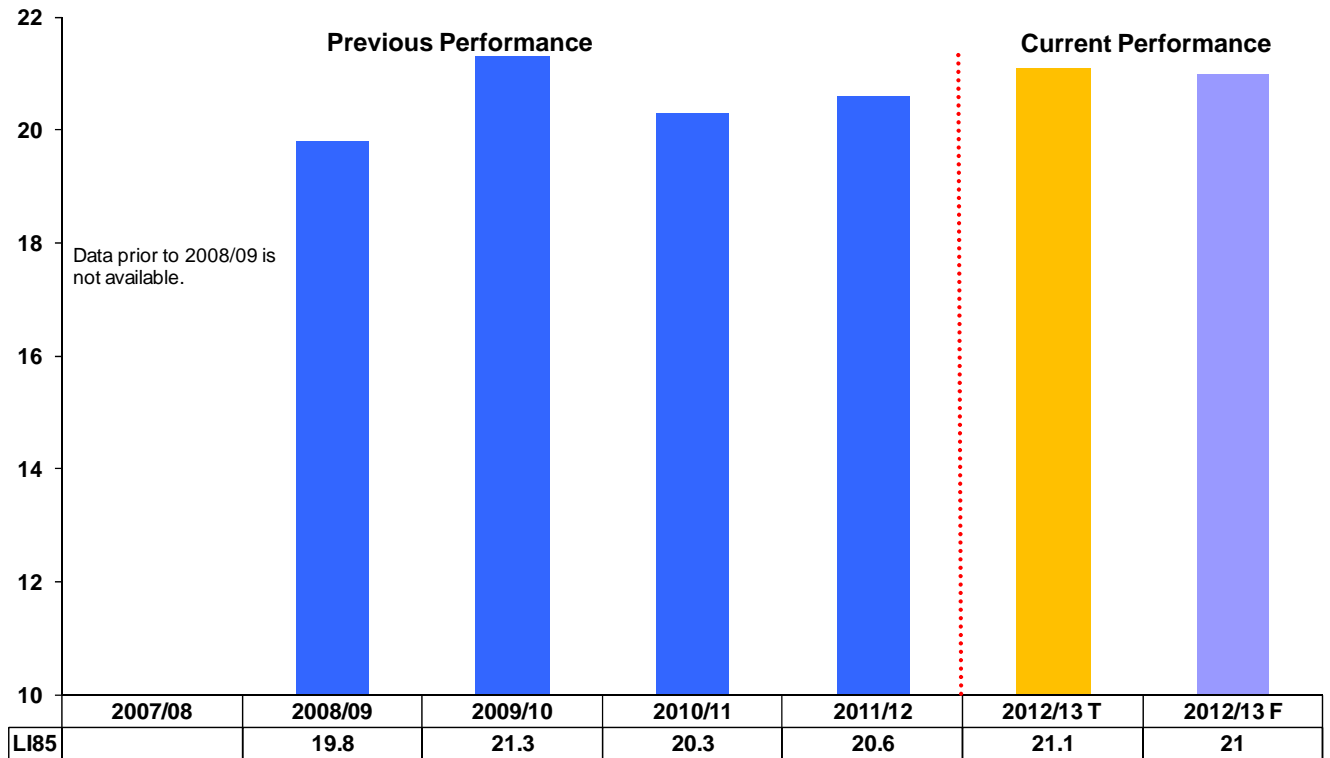
Key Performance Information:

- This performance reflects an increase of 0.4% (5) when compared to Quarter 1 of 2011/12. There has been an increase in the overall total number employed, increasing by 1.6% (19.51).
- This performance reflects a total of 31 staff from a workforce of 1,194.66.
- There are 17 operational members of staff within the organisation who are from an ethnic minority community, reflecting 1.9% of the operational workforce.

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% of workforce who are women(LI 85)

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.



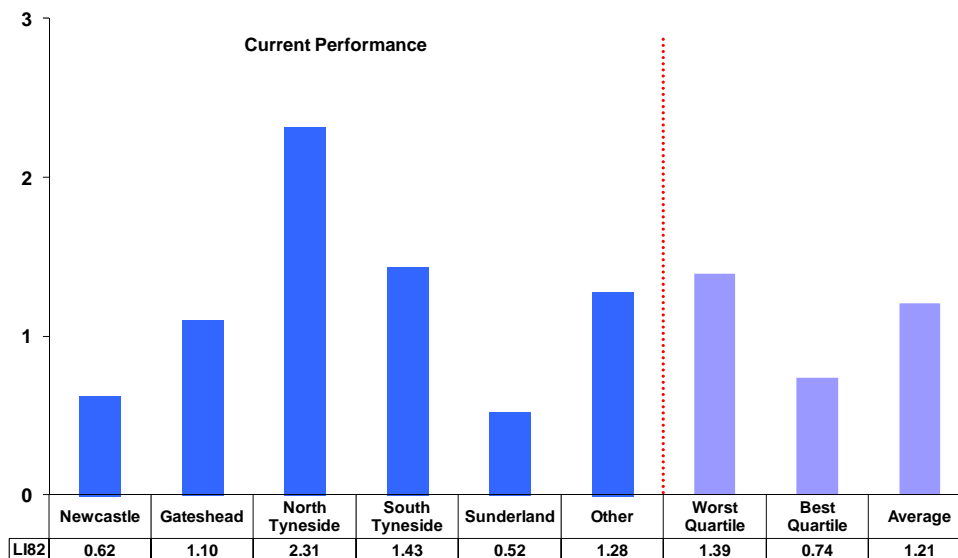
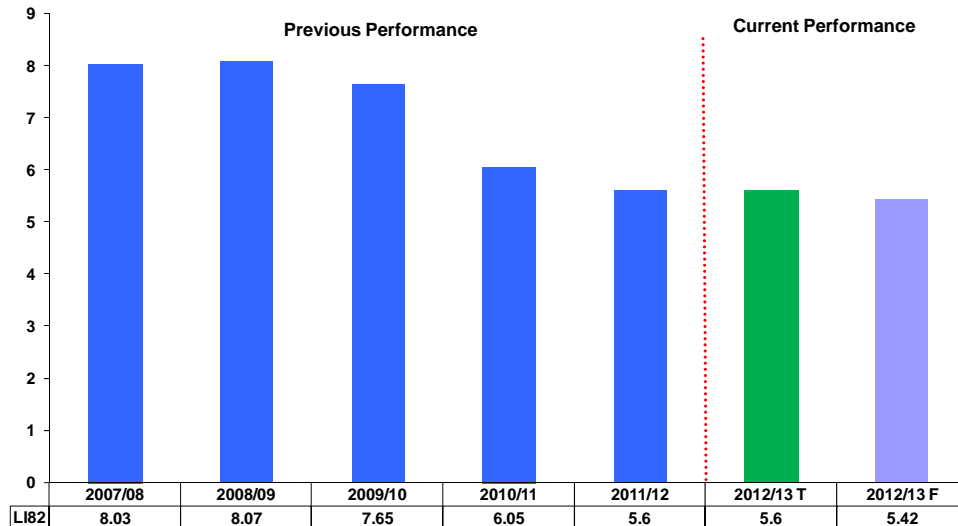
Key Performance Information:

- The percentage of women working for the organisation currently stands at 21%, an increase of 0.5% compared against the performance reported at the end of Quarter 1 2010/11.
- Based on this performance, we were within the variance of the target of 21.1%, based on current staffing levels this equates to a shortfall of 1.2 women.
- This performance reflects 251 employees out of a total workforce of 1,194.66 posts, reflecting an increase on the number (241) reported at the end of Quarter 1 2010/11.

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

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 for under a year.



Note: district data refers to sickness of staff under the responsibility of the District Manager only. '

Key Performance Information:

- The proportion of working days/shifts lost to sickness absence by all staff by the end of Quarter 1 2012/13 was 1.28. This reflects a reduction of 12.3% (0.18 days) when compared to Quarter 1 2010/11.
- This positive performance is reflected in the end of year forecast of 5.42 days which would mean we would exceed the target by 3.2%.
- Only Newcastle and Sunderland districts reported reductions when compared to the same period last year. 'Other' which is used for staff not under the responsibility of a District Manager also showed a reduction.
- Sunderland District showed the greatest improvement of 47.5% (0.47 days) when compared to the same period last year.

Appendix A

A performance summary of all Local Indicators

PPC Performance Report: (April – September 2012/13)

Note:
 YTD 12/13 performance is colour coded against YTD 11/12 to reflect improvement.
 T 12/13 performance is colour coded against F 12/13 to reflect improvement

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 from the Performance Management System on 01 October 2012

A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	YTD 12/13	F 12/13	T 12/13
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Deaths and Injuries

	A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	YTD 12/13	F 12/13	T 12/13
LI1 Number of deaths from accidental fires in dwellings	5	5	3	3	2	0	1	0
LI1.1 Number of deaths from accidental fires in dwellings per 100,000 population	0.46	0.46	0.28	0.27	0.18	0.00	0.00	0
LI2 Number of deaths from ALL fires	8	7	4	3	3	0	0	0
LI4 Number of injuries from accidental fires in dwellings	257	182	168	182	185	87	183	180
LI5 Number of injuries from ALL fires	340	241	238	228	241	109	239	236

Fire Attendance

	A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	YTD 12/13	F 12/13	T 12/13
LI24 Total number of fire calls attended	12381	8876	8382	7952	7865	2724	6527	7687
LI25 Number of primary fires excluding road vehicles (part 1 of LI29)	2343	1558	1533	1401	1322	598	1271	1289
LI26 Number of primary fires involving road vehicle (part 2 of LI29)	1258	1017	877	736	621	275	552	604
LI29 Number of primary fires per 100,000 population	325.5	232.8	217.8	193.3	175.6	79	164.9	171.2
LI35 Number of fires in non-domestic premises per 1,000 non-domestic premises.	18	12.25	10.8	10.6	9.5	4.2	9.4	9.4

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A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	YTD 12/13	F 12/13	T 12/13
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Accidental Fires

LI8 Number of accidental fires in dwellings (LI8.1 as a whole number)	1110	704	710	649	574	274	569	560
LI8.1 Number of accidental fires in dwellings per 10,000 dwellings	23.4	14.8	15.0	13.7	12.1	5.8	12.0	11.8
LI9 Number of accidental kitchen fires (part 1 of LI8)	801	476	422	410	355	164	343	346
LI10 Number of accidental non kitchen fires (part 2 of LI8)	309	228	288	239	219	110	226	214

Deliberate Fires

LI33 Number of deliberate primary fires and secondary fires	9581	7007	6423	6068	6011	1946	4871	5891
LI16 Number of deliberate secondary fires	7895	5645	5272	5156	5173	1593	4115	5069
LI18 Number of refuse fires started deliberately	5397	4115	3685	3580	3796	985	2990	3720

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A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	YTD 12/13	F 12/13	T 12/13
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False Alarms

LI22 Number of false alarm calls due to automatic fire alarms from non domestic premises (LI22.1 as a whole number)*	2774	2667	3475	3438	3096	1354	2849	3003
LI22.1 Number of false alarms due to automatic fire detection, per 1,000 non domestic properties	88.4	85.0	110.7	109.6	87.4	43.2	90.8	95.7
LI23 Number of false alarms due to automatic fire detection from domestic premises	2698	2502	2451	2381	2445	1426	2676	2371

* Due to a revised definition of non domestic premises performance prior to and after 2009/10 is not comparable

Home Safety Checks

LI34 Number of HSC successfully delivered by Operational Crews to a high priority dwelling	17087	16657	17749	17779	18189	9401	17774	18000
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Control

LI20 Number of malicious false alarm calls NOT ATTENDED	207	150	83	123	105	31	72	100
LI21 Number of malicious false alarm calls ATTENDED	685	596	282	271	259	135	253	259
LI41 Percentage of emergency callers engaged within 7 seconds	98.1%	98.3%	98.9%	99.4%	99.2%	95.6%	97.8%	99%
LI42 Percentage of fire appliances despatched within 60 seconds	57.90%	60.0%	51.5%	59.8%	62.6%	58.6%	60.7%	63.0%

A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	YTD 12/13	F 12/13	T 12/13
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PPC Performance Report: (April – September 2012/13)

Diversity and Equality								
LI70	The level (if any) of the Equality Standard for Local Government to which the Authority conforms	3	4	Working towards excellent	Working towards excellent	Working towards excellent	Working towards excellent	Excellent
LI72	The percentage of the top 5% of earners that are women	13.9%	13.9%	14.8%	16.0%	14.3%	14.3%	17.1%
LI73	Percentage of the top 5% of earners from ethnic minority communities	2.5%	5%	4.9%	5.3%	2.9%	2.9%	3.3%
LI74	Percentage of the top 5% of earners that have a disability	1.3%	2.53%	1.2%	1.3%	1.4%	1.4%	1.8%
LI87	Percentage of workforce with a disability		2.6%	3.8%	3.6%	3.8%	3.7%	4.0%
LI78	Percentage of Operational (uniformed) staff from ethnic minority communities	0.72%	1.66%	1.7%	1.9%	2.1%	1.9%	2.5%
LI86	Percentage of workforce from an ethnic minority community		1.95%	2.2%	2.4%	2.6%	2.6%	3.0%
LI80	Percentage of women firefighters	4.3%	4.82%	4.84%	5.5%	5.6%	5.7%	6.0%
LI85	Percentage of workforce who are women		19.8%	21.3%	20.3%	20.6%	21%	21.1%

Absence and Retirement									
LI82	Proportion of working days/shifts lost to sickness absence by all staff	8.03	8.07	7.65	6.05	5.6	1.28	5.42	<5.6

Finance and Procurement								
LI64	The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	96.8	97.0	97.9	97.5	97.0	95.4	100

Population: 1106300 (Mid 2010 Population Estimates ONS)
Dwellings: 474000 (Estimate for Dwellings from TWRI May 2010)
Non Domestic: 31381 (Estimate for Non Domestic from CLG 31st December 2008)

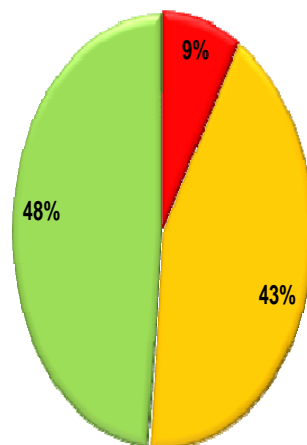
Appendix B

Local Indicator performance against
2012/13 targets and 2011/12 performance

PPC Performance Report: (April – September 2012/13)

Forecasted end of year performance 2012/13 against target

The chart below highlights the percentage of Local Indicators (LI) that are forecast to exceed, miss or be within the variance (2.5% less than target) of the 2012/13 service target



Within Variance (Yellow):

- LI4 Number of injuries from accidental fires in dwellings
- LI5 Number of injuries from all fires
- LI8 Number of accidental fires in dwellings
- LI8.1 Number of accidental fires in dwellings per 10,000 dwellings
- LI34 Number of HSC successfully delivered by Operational Crews to a high priority dwelling
- LI41 Percentage of emergency callers engaged within 7 seconds
- LI42 Percentage of fire appliances despatched within 60 seconds
- LI72 Percentage of the top 5% of earners that are women
- LI73 Percentage of the top 5% of earners from ethnic minority communities
- LI74 Percentage of the top 5% of earners that have a disability
- LI78 Percentage of Operational (uniformed) staff from ethnic minority communities
- LI80 Percentage of women firefighters
- LI85 Percentage of workforce who are women
- LI86 Percentage of workforce from an ethnic minority community
- LI87 Percentage of workforce with a disability

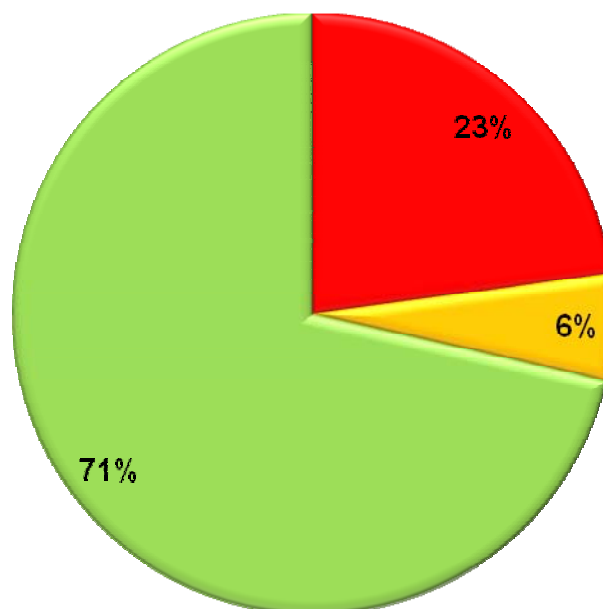
Missed Target (Red):

- LI10 Number of accidental non kitchen fires
- LI23 Number of false alarms due to automatic fire detection from domestic premises
- LI64 The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms

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Comparison of Q2 2012/13 performance against Q2 2011/12

The chart below highlights the percentage of Local Indicators (LI) that are forecast to exceed, miss or be within the variance (2.5% less than target) of the performance achieved in 2011/12.



Within Variance:

- LI64 The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
- LI87 Percentage of workforce with a disability

Not improved on 2011/12 performance:

- LI4 Number of injuries from accidental fires in dwellings
- LI5 Number of injuries from all fires
- LI10 Number of accidental non kitchen fires
- LI23 Number of false alarms due to automatic fire detection from domestic premises
- LI34 Number of HSC successfully delivered by Operational Crews to a high priority dwelling
- LI41 Percentage of emergency callers engaged within 7 seconds
- LI42 Percentage of fire appliances despatched within 60 seconds
- LI78 Percentage of Operational (uniformed) staff from ethnic minority communities

Appendix C

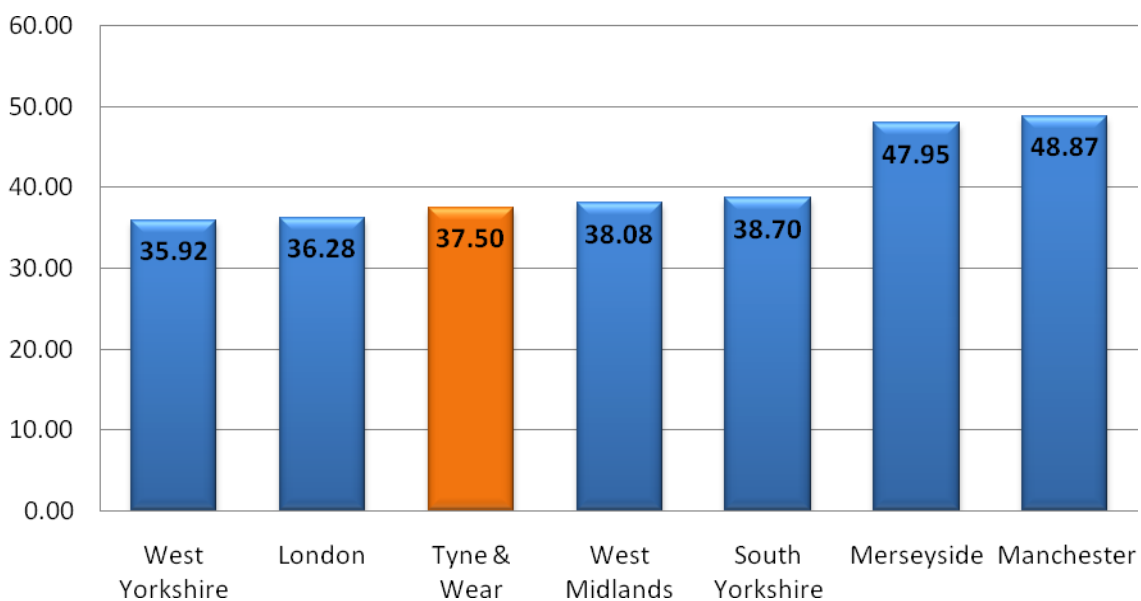
Comparison of TWFRS performance against
the Metropolitan FRS Family Group
Quarter 1 2012/13

PPC Performance Report: (April – September 2012/13)

We compare our quarterly performance with the Metropolitan FRS Family Group. This precise compares our performance for our Service Led and Local Priorities for **Quarter 1 2012/13**. To allow accurate comparisons to be made the actual figures are divided by per 10,000 or 100,000 population or 1,000 dwellings.

As you will see, despite reporting positive performance against our targets, there are areas where our performance is somewhat worse than our colleagues. Conversely there are areas where our performance excels and we may be in a position to share our best practice.

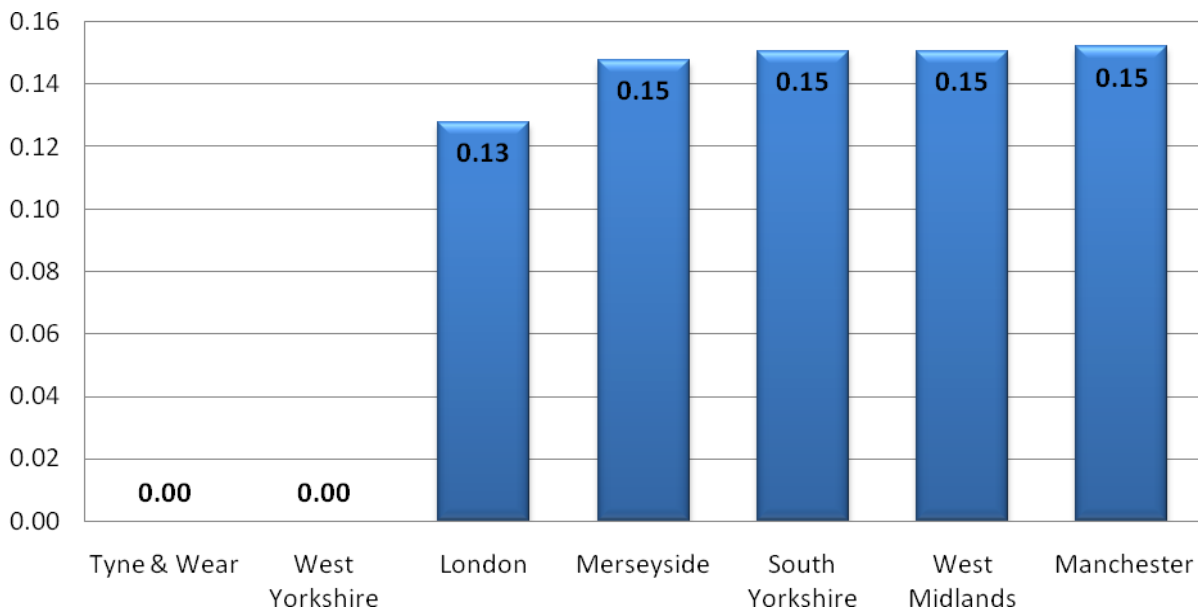
Number of primary fires per 100,000 population (LI29)



- Our performance is better than average.
- It is above worst quartile.
- There was a 24% improvement on Q1 11/12.

PPC Performance Report: (April – September 2012/13)

Number of fire fatalities per 100,000 population (LI2)



- We continue to be top performer for this indicator.
- In the best quartile and well below average performance.

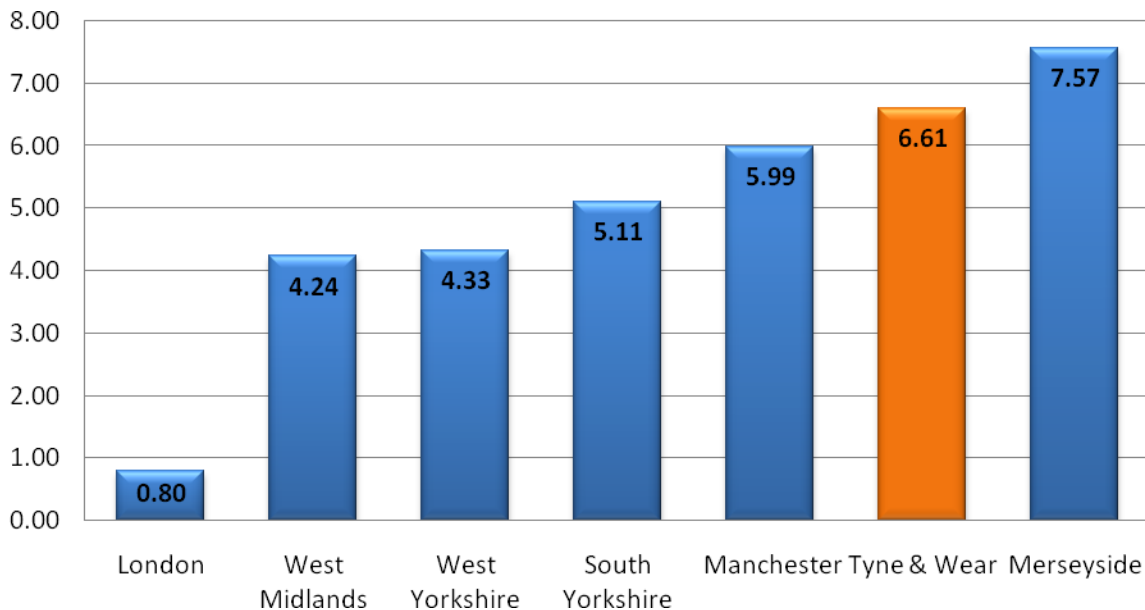
All deliberate fires per 10,000 population (LI33)



- In the worst quartile.
- Our performance is getting closer to Manchester's.
- London report differently to the rest of the group.

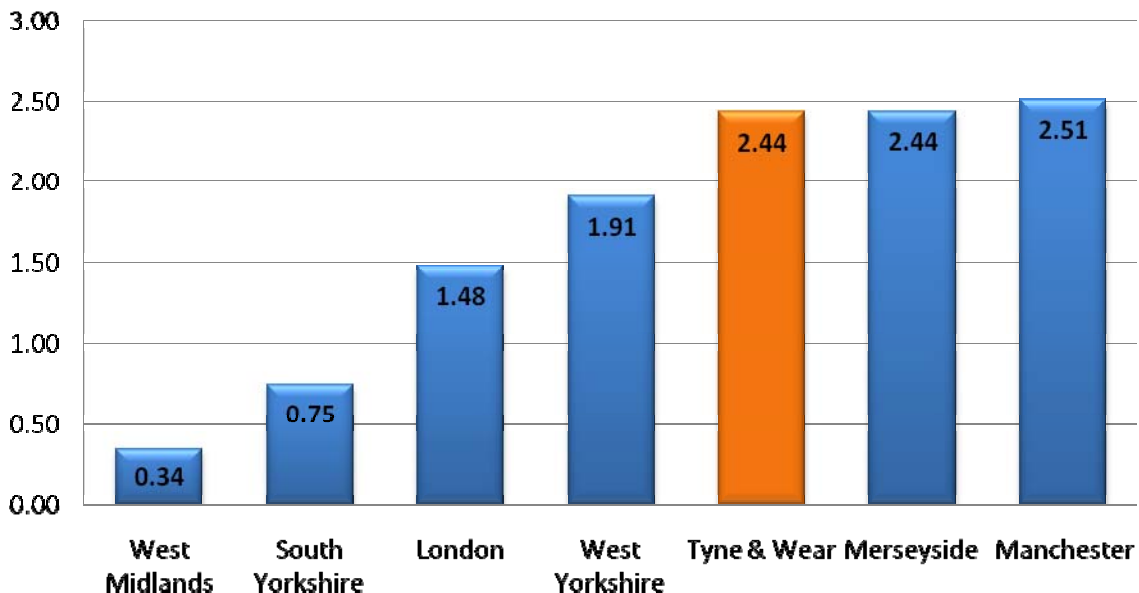
PPC Performance Report: (April – September 2012/13)

Deliberate secondary fires per 10,000 population (LI16)



- We were worst performer for this indicator at end of 2011/12.
- Still in worst quartile and well above average performance.
- London report differently to the rest of the group.

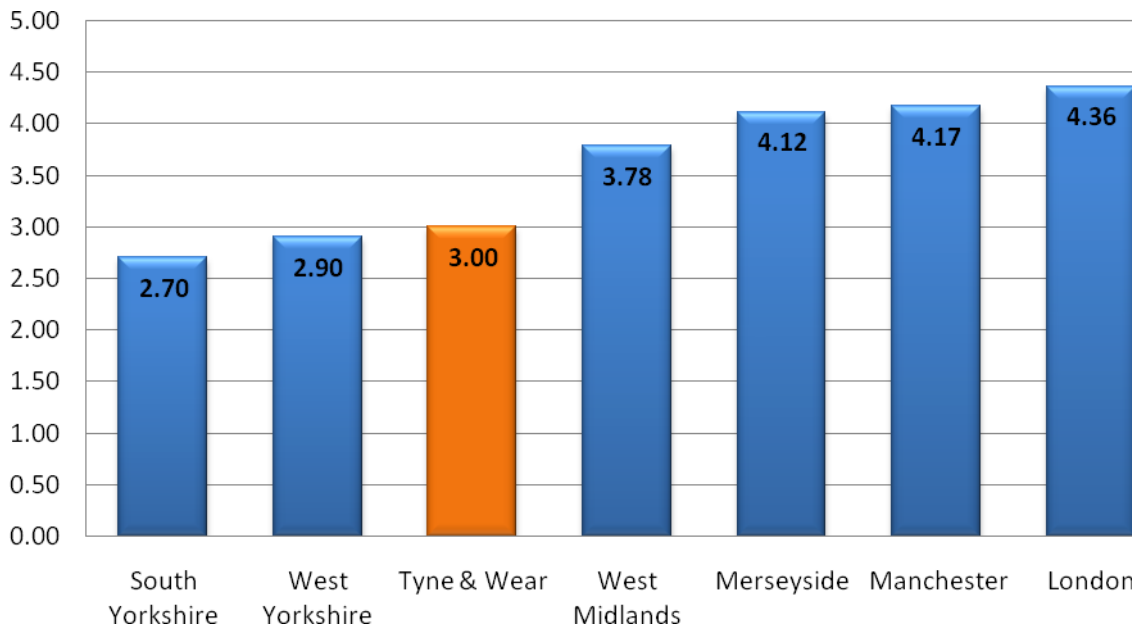
Number of injuries arising from accidental fires in dwellings per 100,000 population (LI3)



- This excludes precautionary checks and first aid at scene.
- In the worst quartile
- Manchester's figures have more than halved when compared to last year.

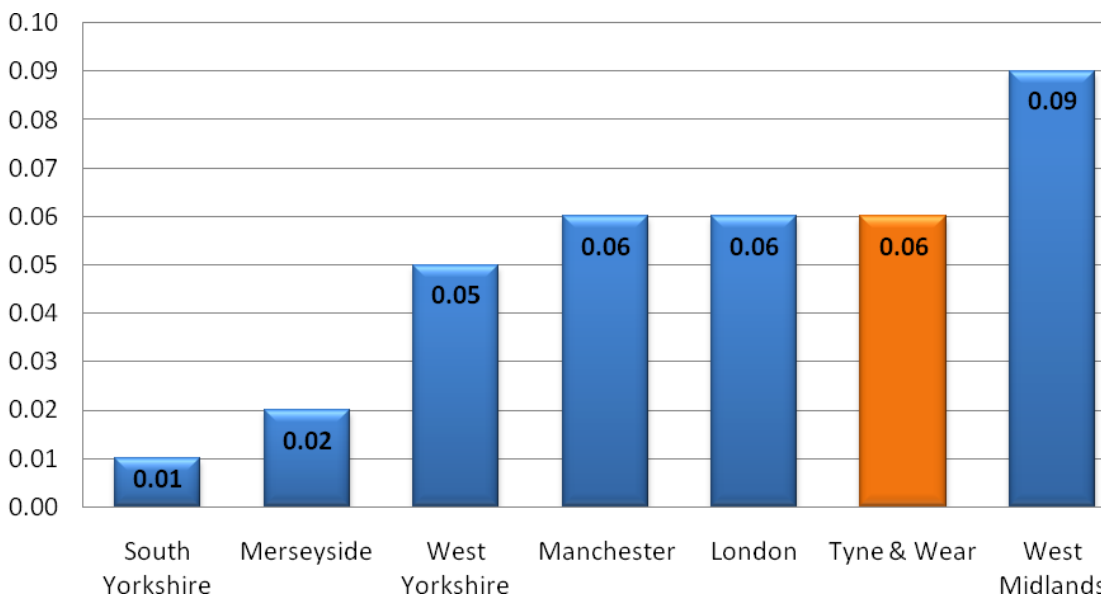
PPC Performance Report: (April – September 2012/13)

Accidental Dwelling Fires per 10,000 dwellings (LI8)



- Above average performance and just outside best quartile.
- Similar performance to last year.

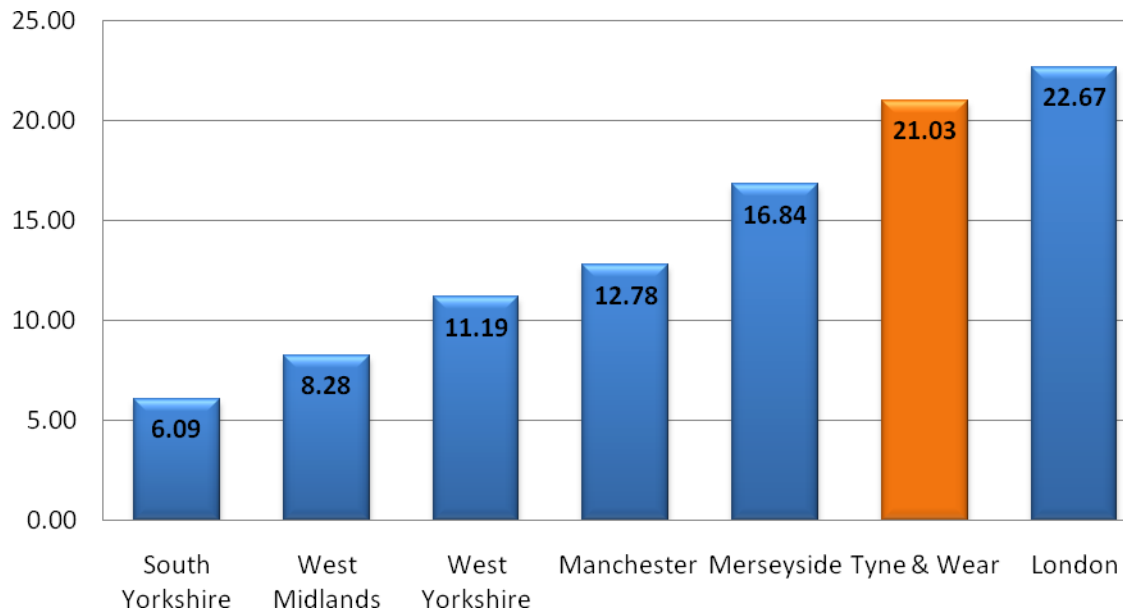
Number of calls to malicious false alarms attended per 1,000 population (LI21)



- Performance below average.
- Slight improvement on Q1 11/12
- Inside the worst quartile but looking at the similarity of figures this cannot be considered.

PPC Performance Report: (April – September 2012/13)

False alarms caused by automatic fire detection apparatus per 1,000 non domestic properties (LI22)



- In the worst quartile
- Below average performance, despite achieving showing improvement.

