

TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No 04

MEETING: POLICY AND PERFORMANCE COMMITTEE 17 JUNE 2013

SUBJECT: END OF YEAR (APRIL – MARCH) PERFORMANCE REPORT 2012/13

JOINT REPORT OF THE CHIEF FIRE OFFICER

1 PURPOSE





- 1.1 This report provides the end of year (April – March) performance of the Authority against the targets for 2012/13. Members of the Performance and Policy Advisory Committee are requested to consider and scrutinise the contents of this report and provide comments.

2. THE PERFORMANCE MANAGEMENT REPORT

- 2.1 The report has been structured to demonstrate the Authority's performance in relation to performance indicators related to fire and local indicators reflecting organisational priorities. The full suite of Local Indicators has been provided within Appendix A and will be reported in greater detail at the end of the fiscal year.
- 2.2 The report is based on applying performance management against service wide targets that have been set over a three year period as featured within the Strategic Community Safety Plan (SCSP). However, for the purposes of this report performance is only reported against the target set for 2012/13.
- 2.3 In order to reflect the delivery of services and performance at a lower level this report also contains data relating to district performance. Through the provision of such data the Committee will be able to identify any issues which are contributing to the overall performance of the service and take remedial action if necessary.
- 2.4 To reflect the overall performance of the Service versus other Metropolitan FRS a comparison (where available) has been provided against the average and quartile performance. This level of comparative performance has also been reflected at district level to highlight the performance of each district when compared with each other.
- 2.5 The performance of each indicator (Appendix A) has been colour coded to reflect the following:
- Forecasted performance against the end of year performance for the previous year.

- Forecasted performance against the end of year target.

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

-  Where the target is likely to be missed by more than 2.5%, the colour is **red**;
-  Where the projected figure is within - 2.5% of the target, the colour is **yellow**;
-  Where the target is forecast to be achieved the colour is **green**;
-  Where no target has been set the cell remains **white**.

- 2.6 Members will note that during 2012/13 Control experienced 3 spate events (2 x flooding and Bonfire Night) this contributes to mobilising targets (LI20, LI41, and LI42) not being achieved.
- 2.7 During 2012/13 we also achieved success in being assessed as an Excellent Service in terms of Fire and Rescue Service Equality Framework (LI70).
- 2.8 The report also contains action plans based on commentary provided by the relevant head of service. This will enable members of the committee to scrutinise the delivery of services in relation to performance and provide those delivering the services to highlight what is being done to improve and react to performance.
- 2.9 The report is supported by Appendix B that provides greater detail on the performance of the Authority in relation to the outcome of all the measures against their targets and previous performance.
- 2.10 Appendix C further analyses the performance of our priorities compared to the other Metropolitan FRS over the last two years.

3. LEGISLATIVE IMPLICATIONS

- 3.1 No additional implications are envisaged.

4. LEARNING AND DEVELOPMENT IMPLICATIONS

- 4.1 No additional implications are envisaged.

5. ICT IMPLICATIONS

- 5.1 No additional implications are envisaged.

6. FINANCIAL IMPLICATIONS

- 6.1 No additional implications are envisaged

7. RISK MANAGEMENT IMPLICATIONS

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

8. STRATEGIC COMMUNITY SAFETY PLAN LINK

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

9. EQUALITY AND FAIRNESS IMPLICATIONS

- 9.1 No additional implications are envisaged.

10. HEALTH AND SAFETY IMPLICATIONS

- 10.1 No additional implications are envisaged.

11. RECOMMENDATIONS

- 11.1 The Committee is requested to:
- Note and endorse the contents of this report.
 - Agree to the publication of the Performance Report.

BACKGROUND PAPERS

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

- Strategic Community Safety Plan 2011 – 15



**Performance Report for Policy and Performance
Committee
End of Year (April – March) 2012/13**

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

his 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):

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

Arson Incidents:

- Total number of deliberate primary and secondary fires per 10,000 population (**LI 33**)
- Total number of deliberate secondary fires per 10,000 population (**LI 16**)

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
- **LI 21** Number of malicious false alarm calls attended
- **LI 22** Number of false alarms due to automatic fire detection from non-domestic properties per 1000 non domestic premises.

Diversity and Equality:

- **LI 86** % of workforce from ethnic minority communities
- **LI 85** % of workforce who are women

Absence and Retirement:

- **LI 82** 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.

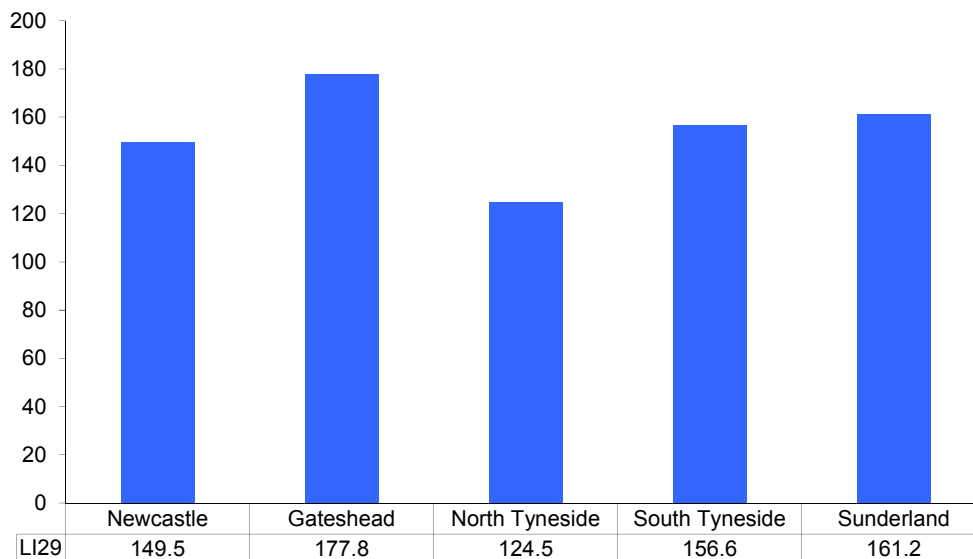
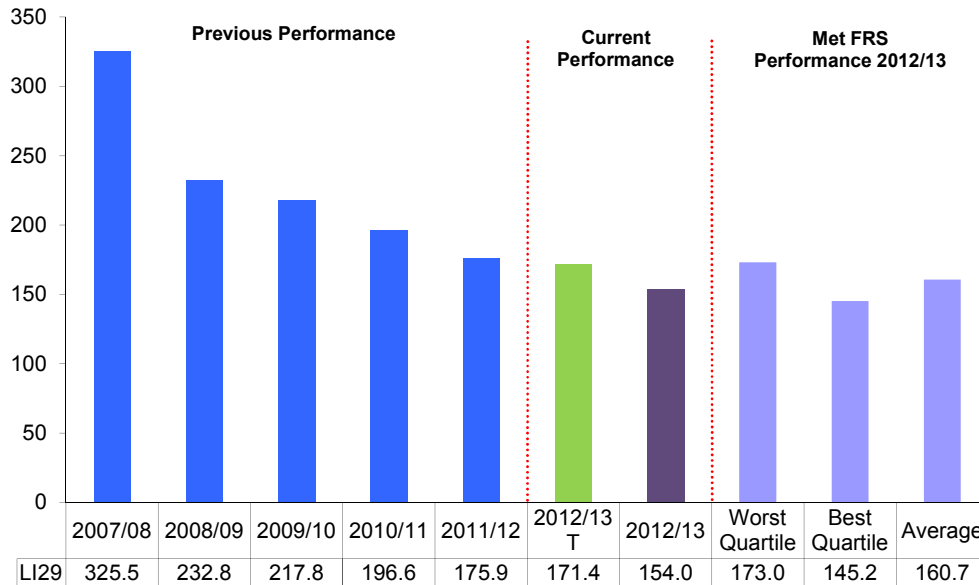
Service Led Priorities

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

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

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. Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances.



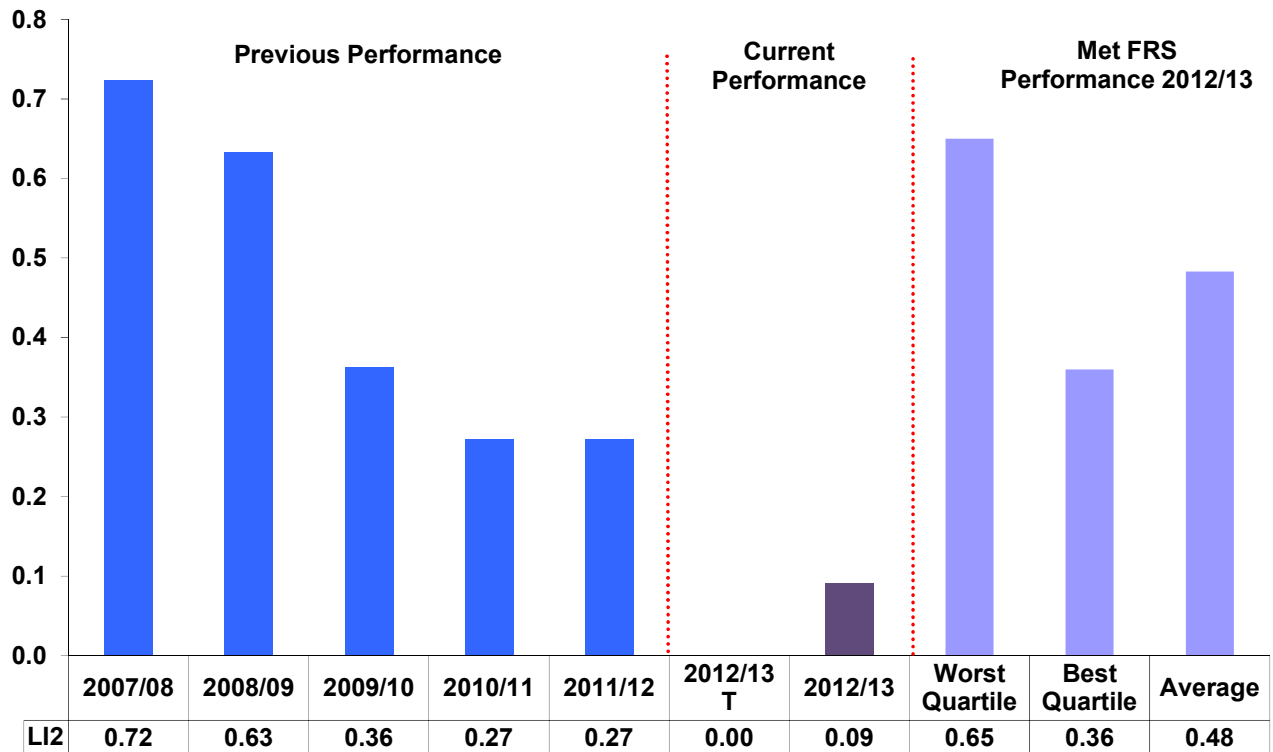
Key Performance Information:

- We attended 154 (1,701) primary fires per 100,000 population during 2012/13; this is 12.4% (241) less than in 2011/12.
- This saw us achieve our target of 171.4 (1,894) and record our lowest ever figures.
- This performance sees us remain above the average of the Metropolitan FRS and better than the worst quartile.
- All districts except North Tyneside reported reductions compared to the previous year.
- Deliberate primary fires saw a 22.6% (189) reduction from 837 to 648, this reduction was reflected in all districts except South Tyneside where 14 more incidents were reported. The majority of this reduction was in the incidence of vehicles being deliberately set on fire.

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

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

The following 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 even if the death occurred weeks or months later.



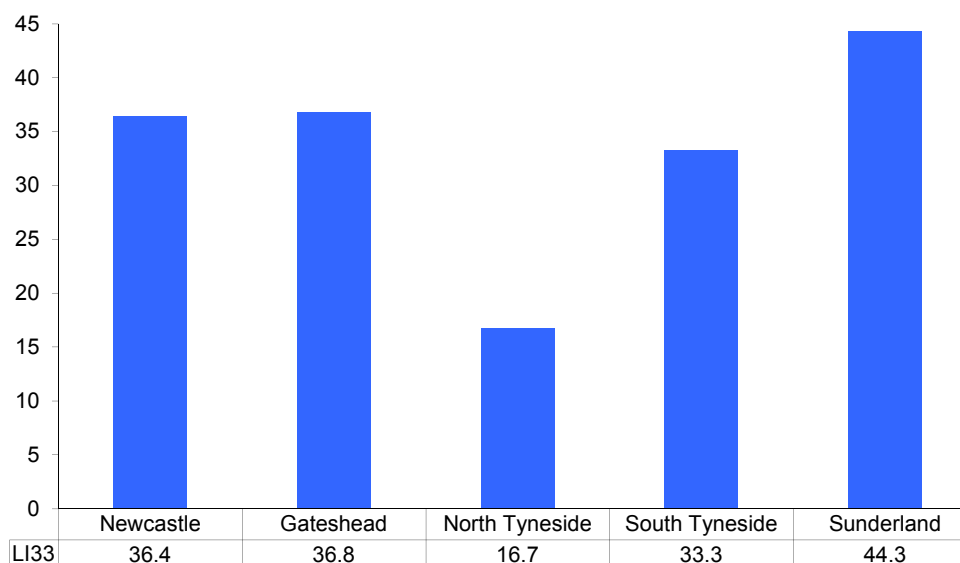
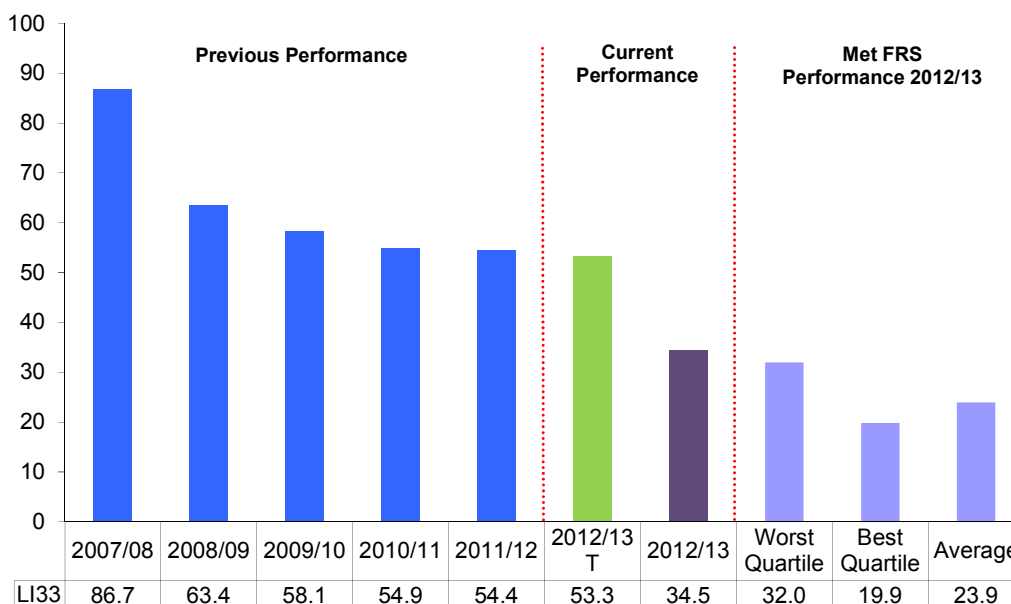
Key Performance Information:

- During 2012/13 there was one fatality caused by a primary fire, this was a result of a fire that was deliberately started.
- The incident occurred in South Tyneside.
- As throughout previous years, we continue to report performance below the Mets FRS average figure reported of 0.09 fatalities per 100,000 population and remain in the top quartile. We have the lowest figure for this indicator reflecting our positive performance.
- We have not seen any accidental fire deaths in Tyne and Wear during 2012/13, this is the first time we have ever achieved this.

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

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

The following 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.



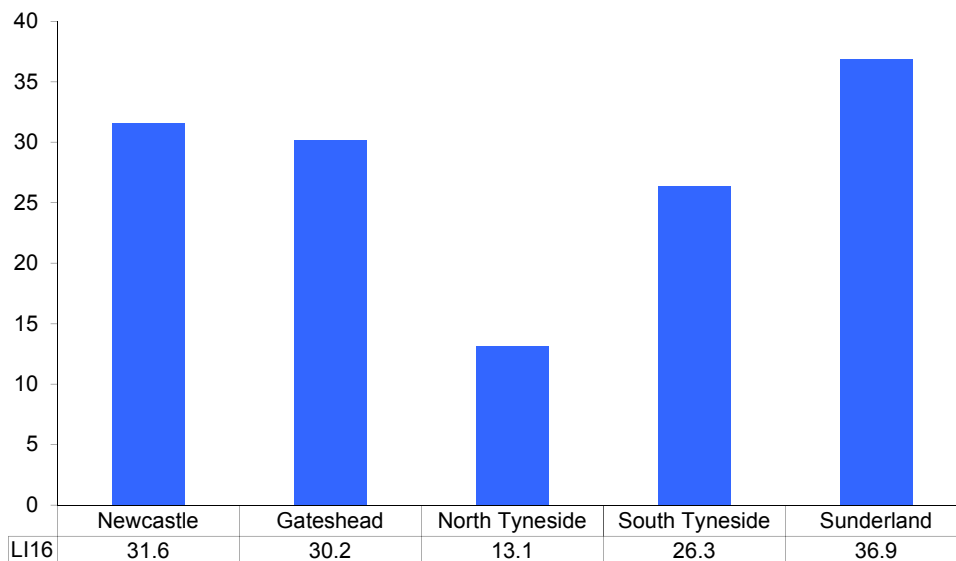
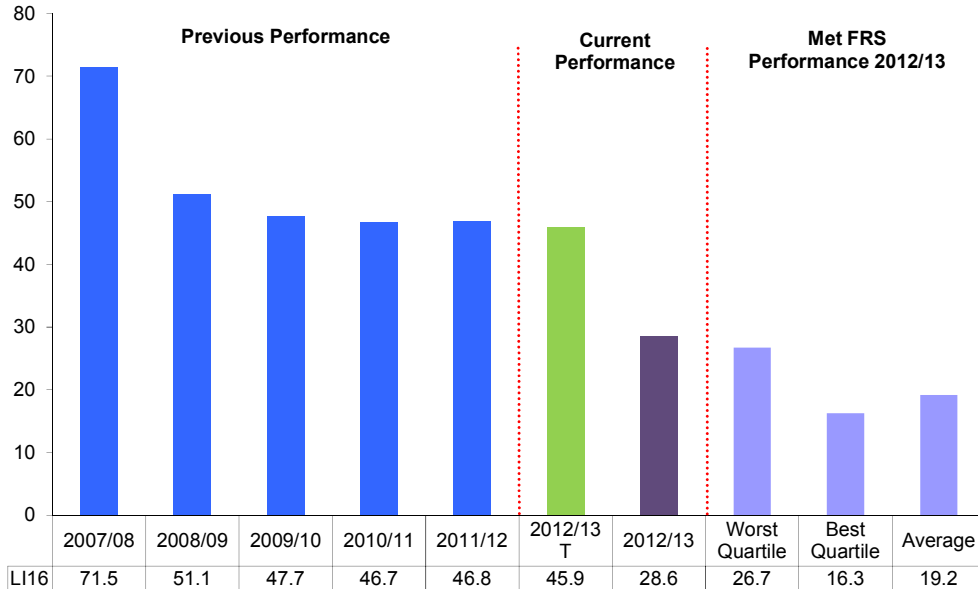
Key Performance Information:

- We recorded 34.5 (3,807) deliberate fires per 10,000 population during 2012/13, a decrease of 36.4% (2,178) compared to 2011/12.
- We surpassed the target of 53.2 (5,891) by 35.4% recording 2,084 fewer fires than the target was set at.
- This performance was supported by a 22.6% (189) reduction in the number of deliberate primary fires.
- Our performance has improved significantly over recent years despite this we still face significant challenges, as demonstrated by Met benchmarking.
- All districts recorded similar significant decreases.

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

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 28.6 (3,159) deliberate secondary fires per 10,000 population in 2012/13, 38.6% (1,984) less than 2011/12.
- As a result of this we surpassed the target by 37.7% recording 1,910 fewer incidents than what the target was set at.
- All Met FRS have reported similar reductions in this area, the average reduction comparing 2011/12 to 2012/13 was 42.7%
- Compared to the Met FRS we reported the highest number of deliberate secondary fires per 10,000 population in 2012/13.
- All districts recorded significant decreases.

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

Actions

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

Initiative	Activity	Success Criteria	Milestones	Delivery Area
Home Safety Check Initiative	30,574 HSC completed by 30 Mar 13	30,000 Completed HSC by April 2013	Minimum of 30,000 successful HSC to be carried out in 2012/13	Service Wide
Smoke Alarm fitting by partner agencies	Partners to fit smoke alarms and carry out HSC to TWFRS standards.	HSC carried out and smoke alarms fitted by Gateshead Housing, Your Homes Newcastle, North Tyneside Homes, South Tyneside Homes, Gentoo and Telecare Services.	Numbers of HSC and smoke alarms fitted to be recorded on CFRMIS.	Service Wide.
Domiciliary Care Referral Initiative	Work with Domiciliary Care providers to identify those at risk of a fire. Train the carers to recognise fire risk and then refer to TWFRS	Effective referral processes implemented leading to reduction in deaths, injuries and primary fires for the at risk groups.	Any change in trend to be captured in PAG and quarterly performance reports.	Service Wide

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

Actions

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

Initiative	Activity	Success Criteria	Milestones	Delivery Area
Partnership Activities	Work with Local Authority Problem Solving Groups such as LMAP, SNAP & CAF. Work with environmental services and housing groups to remove refuse.	Reduction in ASB fires and arson. Service targets achieved	Ongoing reduction in ASB fires.	Service Wide
Phoenix Project	Fire Service activity programme for Young people aged between 11 and 16 years old who have offended or are at risk of offending. Raises awareness of ASB and arson.	Delivery of scheduled courses. Reduction of ASB fires and arson. Perception of ASB is reduced.	Deliver scheduled activity by end March 2013	Newcastle, Sunderland, South Tyneside and Gateshead Districts.
Schools Education Programme	All Year 1 and Year 6 pupils given fire safety education.	Reduction in ASB fires and arson. Service targets achieved	Ongoing reduction in ASB fires.	Service Wide
Bonfire Campaign	Schools and media campaign including educative DVD highlighting bonfire and fireworks dangers	Reduction in bonfire firework related fires and injuries over bonfire period	Reduction in incidents compared with 2011/12 figures	Service Wide

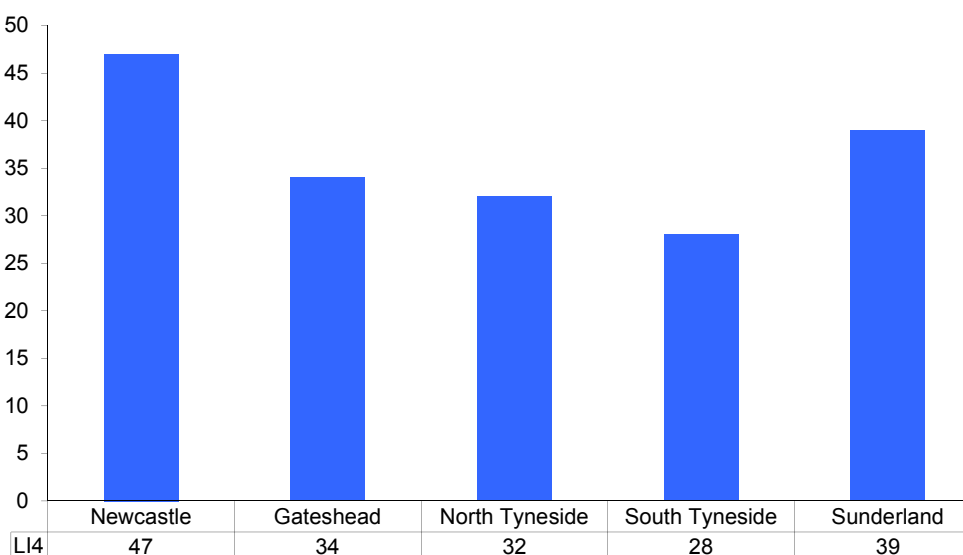
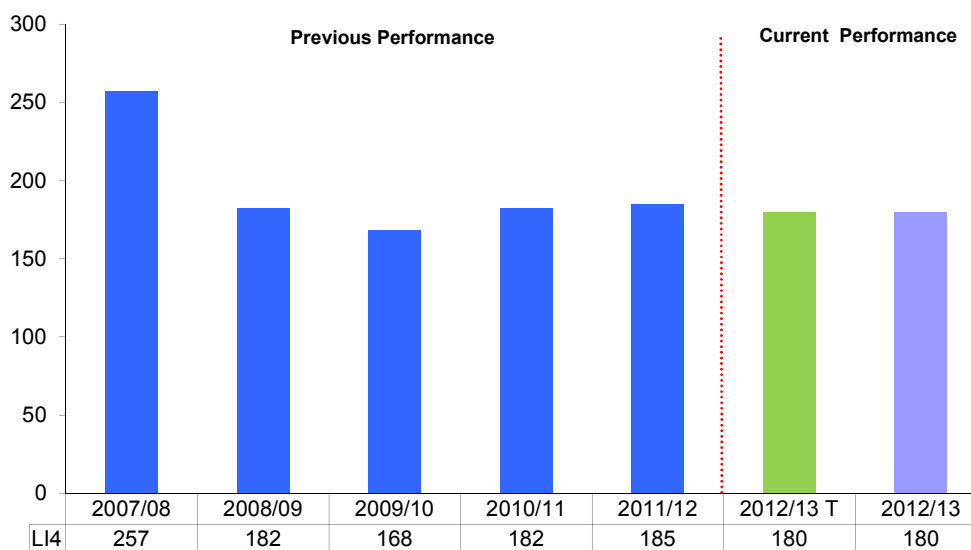
Local Priorities

Reflecting the Local Indicators that have been set as organisational priorities for 2011/12

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

LI 4 Number of injuries from accidental dwelling fires

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).



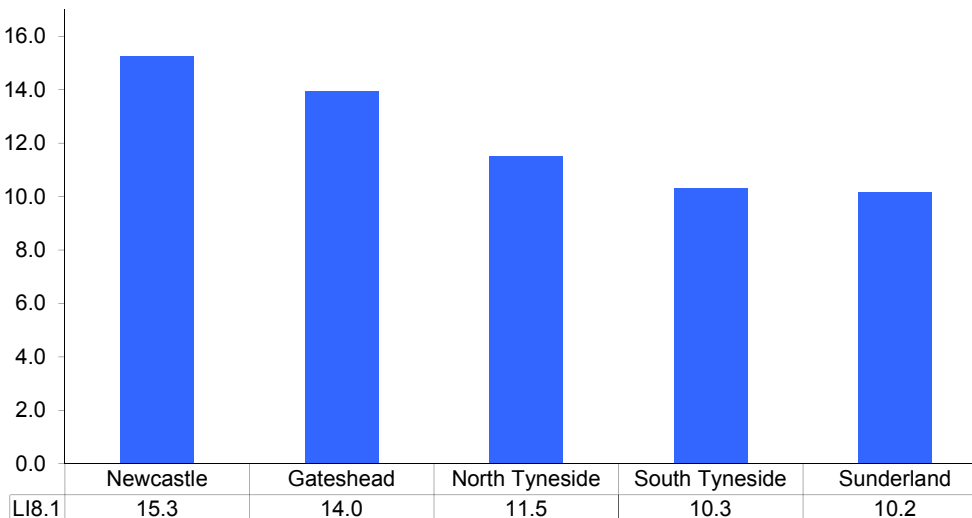
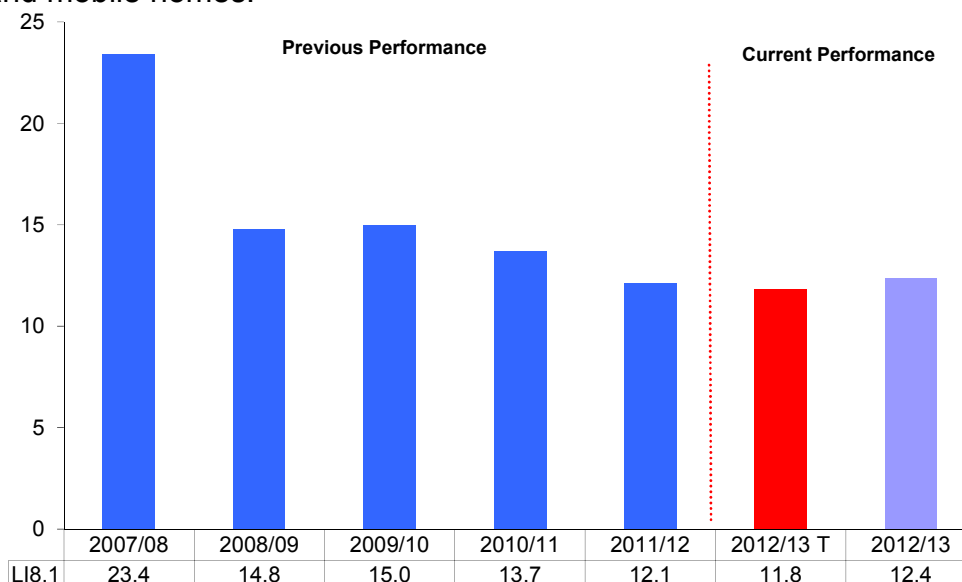
Key Performance Information:

- We recorded 180 injuries from accidental dwelling fires in 2012/13, 5 fewer than in 2011/12 and achieving our target of 180 injuries.
- This performance shows continued improvement despite the increase reported elsewhere in this report for the number of accidental dwelling fires attended.
- In total 38.3% (69) of such injuries resulted in the casualty being admitted to hospital, 4 fewer than last year.
- 11 of the 180 injuries from accidental dwelling fires were classified as serious, an increase of 6 on last year's figure. However 5 of these serious injuries occurred in one incident in Gateshead district.
- Gateshead and North Tyneside districts both recorded increases whilst the remaining three districts recorded reductions.

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

LI 8.1 Number of accidental fires in dwellings per 10,000 dwellings

The following indicator highlights our performance in relation to the number of accidental fires in dwellings. An accidental fire is defined as caused by accident or carelessness (not thought to be deliberate) this includes fires, which accidentally get out of control. A dwelling is defined as a building occupied by households, excluding residential institutions and short-stay accommodation eg hotels/motels and hostels. The definition of a dwelling (for fire reporting purposes) includes non-permanent structures used solely as a dwelling, such as caravans, houseboats and mobile homes.



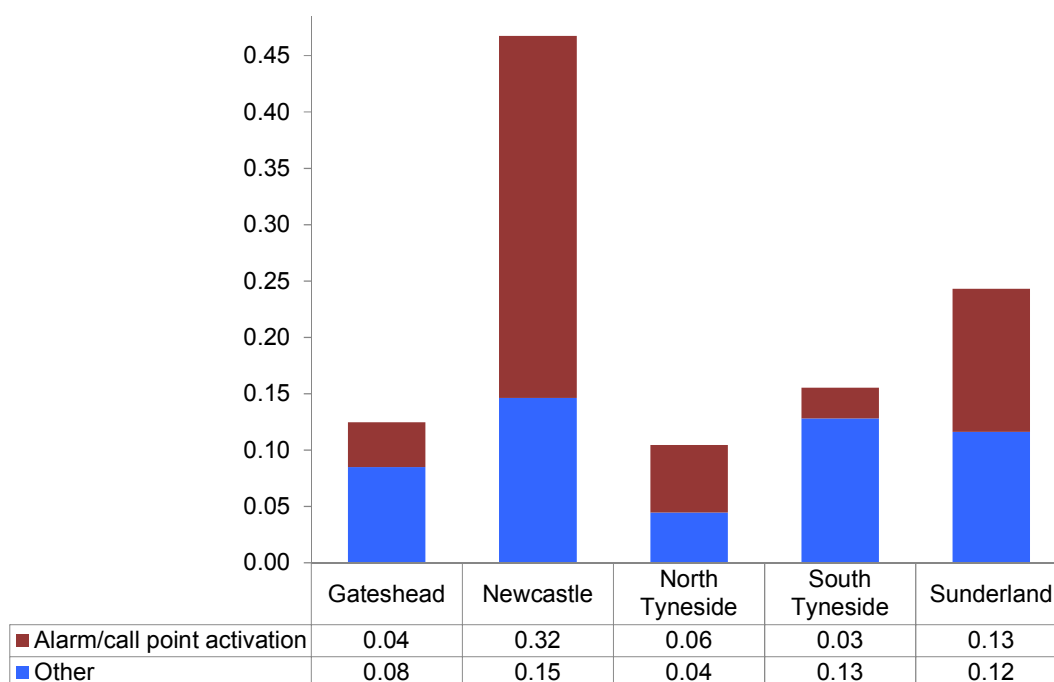
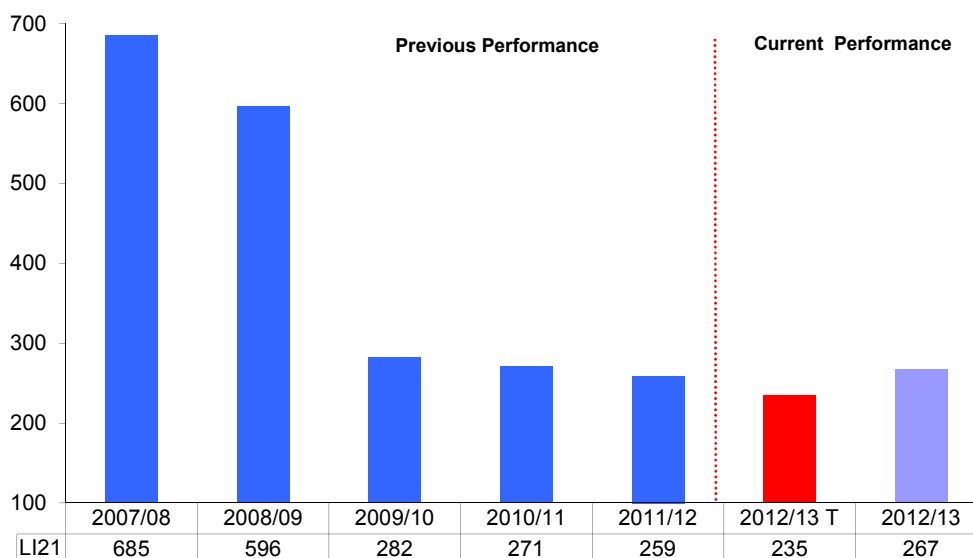
Key Performance Information:

- We attended 12.4 (588) accidental dwelling fires per 10,000 dwellings in 2012/13, an increase of 14 compared with the previous year.
- As a result of this performance we did not meet the target (11.8) by 5% (28).
- The majority of such incidents occurred in the kitchen (61%), with South Tyneside (65.7%), accounting for the highest percentage of incidents occurring in the kitchen at district level.
- North Tyneside and Sunderland reported the largest percentage of accidental non kitchen fires with approximately 41.8% each.
- Walker Ward accounted for almost 5% of the Service's total accidental dwelling fires by reporting 28 incidents.

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

LI 21 Number of malicious false alarm calls attended

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 1,000 population figures to reflect the proportion of incidents attended.

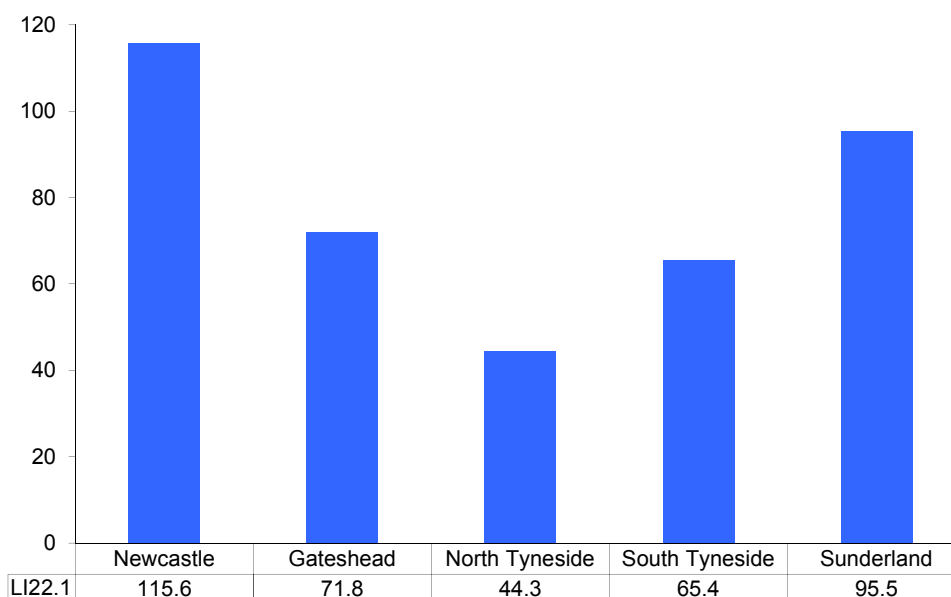
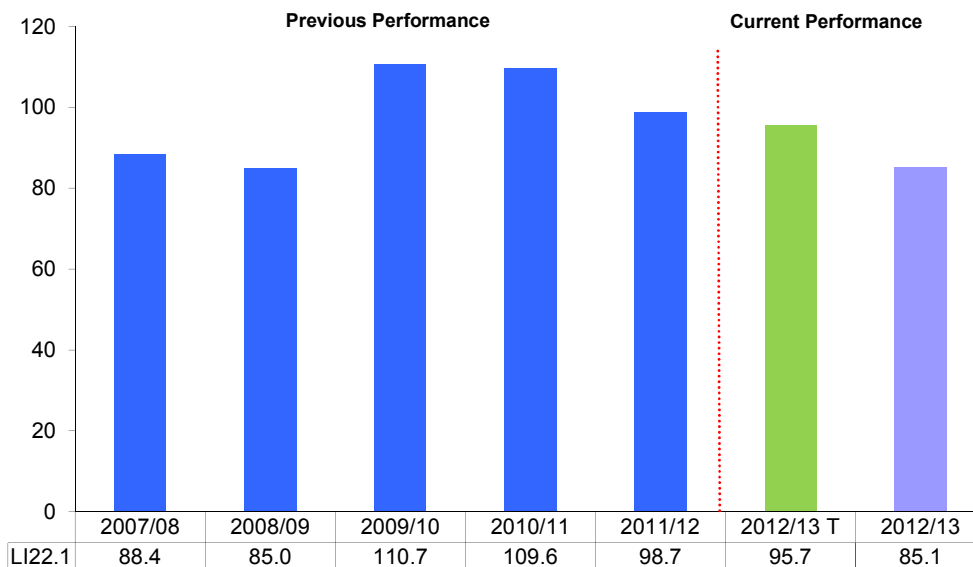
Key Performance Information:

- We attended 268 malicious false alarms in 2012/13, 3% (9 calls) more than in 2011/12.
- The reporting parameters for this indicator changed earlier in the year to include the malicious activation of fire call point/alarm, these false alarms accounted for 55.8% (149) of all malicious false alarms attended.
- This meant we did not achieve the target of 235.
- The majority of incidents occurred in Newcastle District and 69% were from fire call point/alarm activations. These were mainly from city centre properties including Newcastle General Hospital.

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

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

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



Key Performance Information:

- We attended 85.1 (2,671) false alarms from non-domestic premises in 2012/13, reflecting a reduction of 13.7% (423) on last year's figure.
- As a result of this performance we surpassed the target of 95.7 (3,003) by 11.1% (332).
- Newcastle accounted for 40% of all FAA and reported an overall reduction of 14.5% (183) compared to 2011/12. 14.6% (157) of FAA in Newcastle were from hospitals.
- Hospitals remain the main premises type throughout the Service for these incidents but the ratio is decreasing. Hospitals accounted for 17.3% in 2012/13, this was over 20% last year.

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

Actions

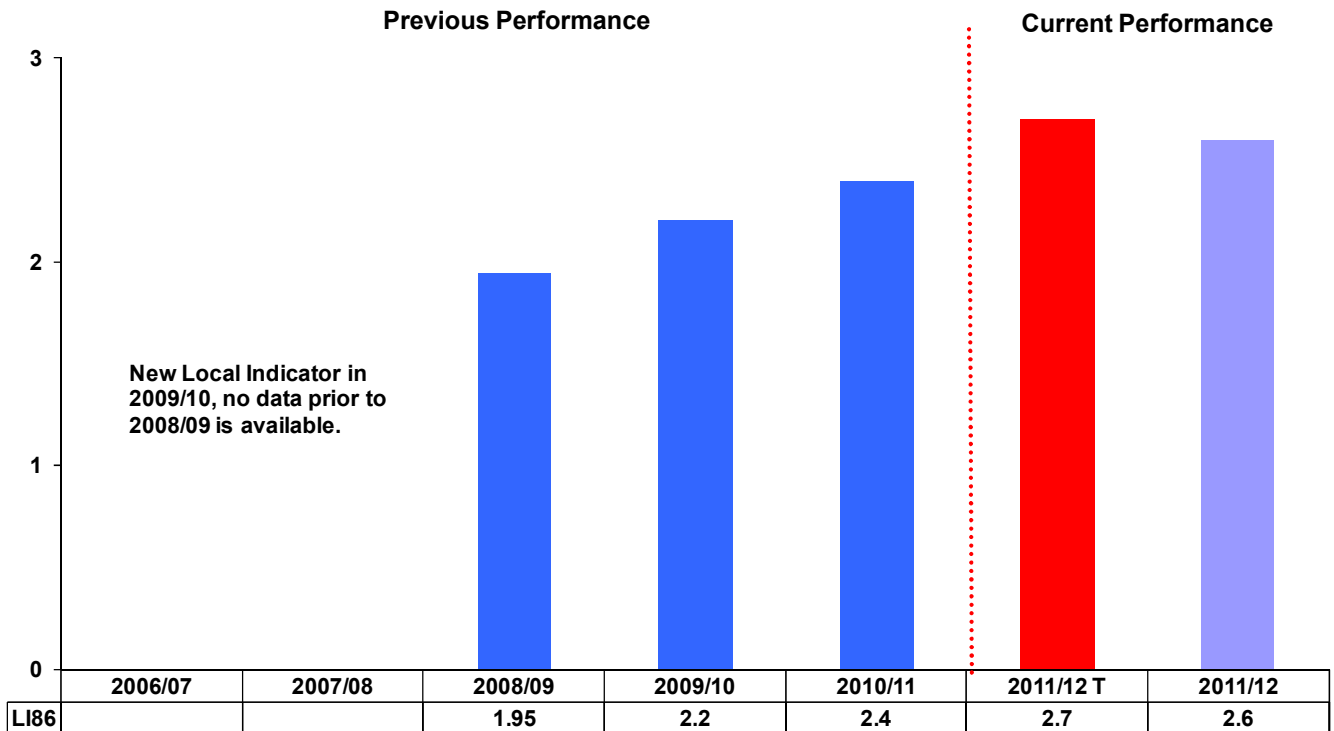
The table below highlights the actions that are being taken to address the key performance issues highlighted above. Upon completion of the initiative the action will be taken off the list below:

LI	Initiative	Activity	Success Criteria	Milestones	Delivery Area
8	HSC Programme	30,574 successful HSC carried out by Operational and P&E staff during 2012/13	Service HSC target achieved. Subsequent reduction in Accidental dwelling fires.	Minimum of 30,000 successful HSC to be carried out in 2012/13	Service Wide
13.1	HSC Programme/ Partnership Activities	Service and partner initiatives to increase smoke alarm ownership.	Reduction in incidents attended where no smoke alarm was fitted.	Continuous monitoring via monthly/quarterly reports and PAG	Service Wide
21	Schools Education Programme	Reduction in malicious false alarm calls	Continuous monitoring via monthly reports and PAG	Continuous monitoring via monthly/quarterly reports and PAG	Service Wide
22.1	UwFS reduction initiative	Successful reduction initiatives particularly in specific hospitals implemented across Service area. Supported by reforming of UwFS group.	Reduction in FAA and UwFS to non-domestic premises.	Continuous monitoring via monthly reports and PAG	Service Wide

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

LI 86 % of workforce from a black minority ethnic community

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



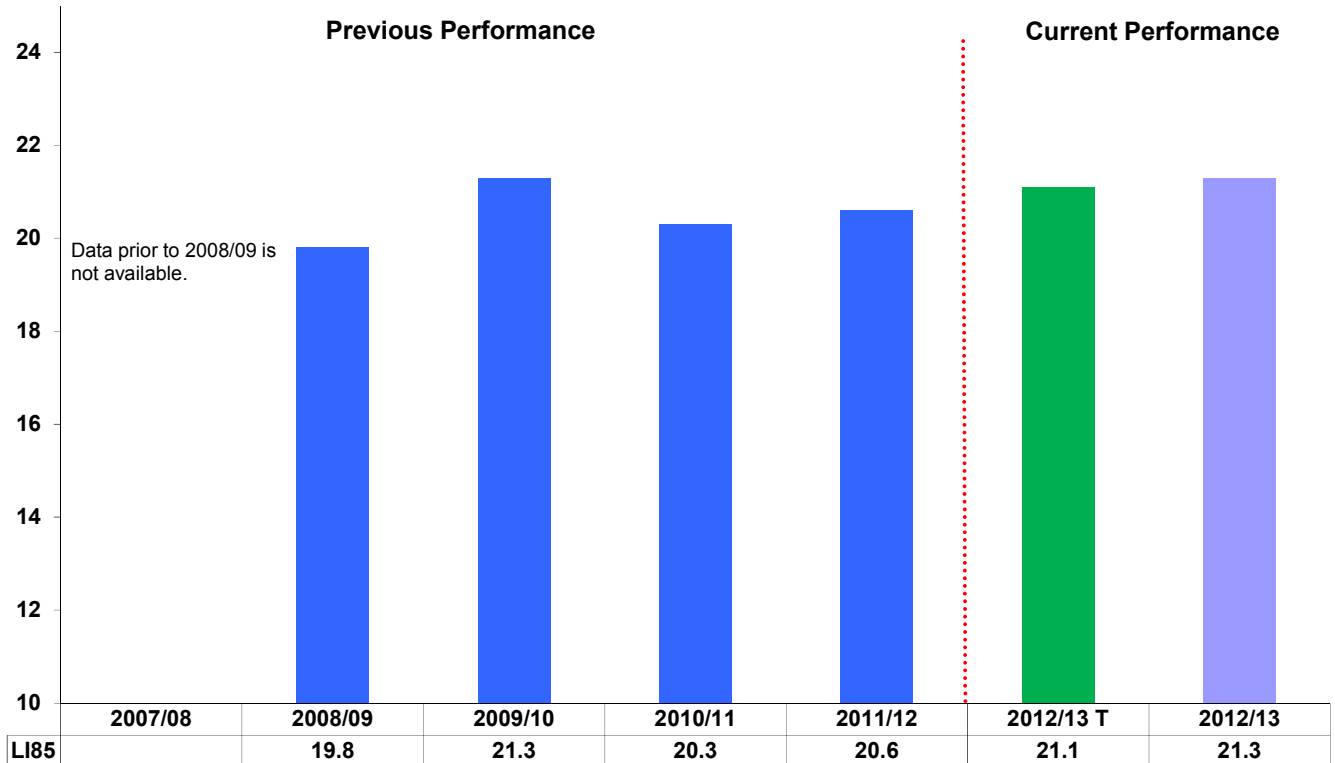
Key Performance Information:

- Although we did not achieve the target by a small margin, this represents an improvement of 8.3% compared to last year's performance.
- This performance reflects a total of 29 staff from a workforce of 1,093.54.
- There are 19 operational members of staff within the organisation who are from an ethnic minority community, reflecting 2.3% of the operational workforce.

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

LI 85 % of workforce who are women

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



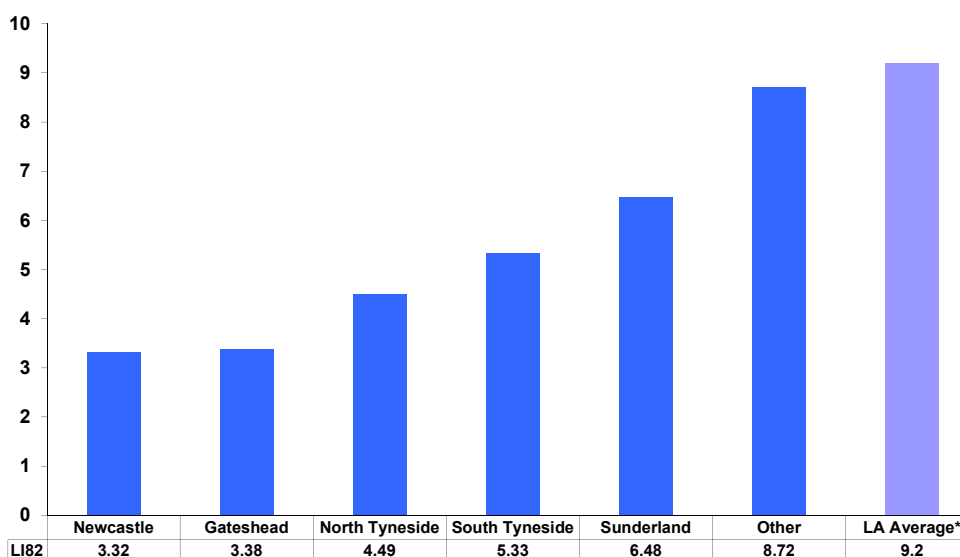
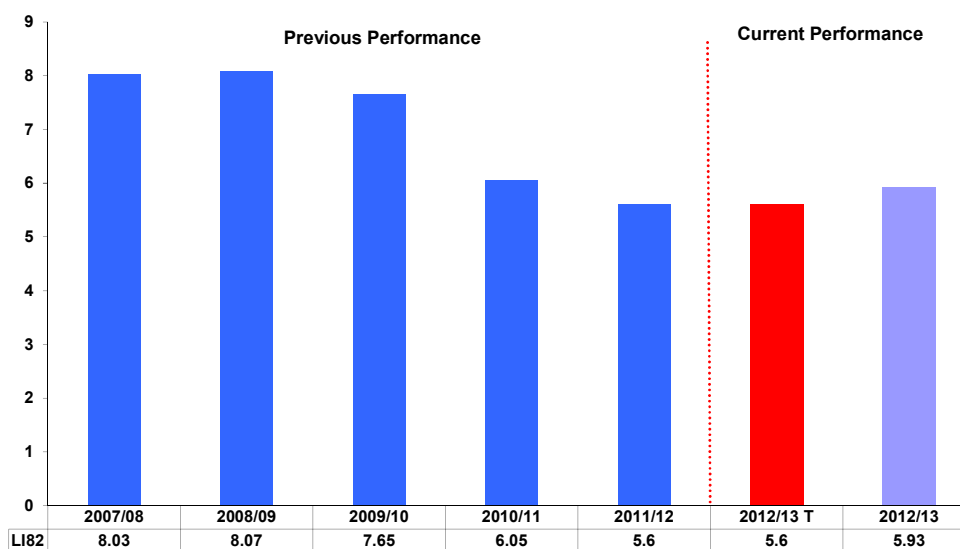
Key Performance Information:

- The percentage of women working for the organisation currently stands at 21.3%, an increase of 0.7% compared against the performance reported at the end of 2011/12.
- Based on this performance, we surpassed the target of 21.1%.
- This performance reflects 233 employees including 47 firefighters out of a total workforce of 1,093.54 posts.

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

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

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



* Data obtained from the Municipal Journal 10 Jan 2013 and is based upon the average local authority per person sickness day for the North East region.

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 during 2012/13 was 5.93. This reflects an increase of 0.33 days when compared to 2011/12.
- Despite this increase our performance is considerably lower than the average local authority per person sickness day of 9.2 for the North East region as reported in the Municipal Journal on 10 Jan 2013.
- All districts reported reductions on last year's figures except Sunderland district which saw an increase.

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

Actions

Equality and Diversity

LI	Initiative	Activity	Success Criteria	Milestones	Delivery Area
86	Positive Action and Recruitment Initiatives	Low levels of recruitment linked to service reviews have means that no targeted actions are being taken to date.	We continue to support initiatives such as Northern Pride and Stonewall		HR
85	Positive Action and Recruitment Initiatives	Low levels of recruitment linked to service reviews have means that no targeted actions are being taken to date.	We continue to support initiatives such as Northern Pride and Stonewall		HR

Absence and Retirement

82	Attendance Management Task and finish Group	Analyse absence data and develop interventions to reduce absence at work	Reduce days/shifts lost due to absence to 5.6 by the end of 2013/14	Revised intervention policy and procedure now in place.	HR
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Appendix A

A performance summary of all Local Indicators

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

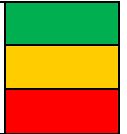
Note:

A 12/13 performance is colour coded against **A 11/12** to reflect improvement.
T 12/13 performance is colour coded against **A 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 03 April 2013 from the Performance Management System

A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	A 12/13	% V with T	T 12/13
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Deaths and Injuries

LI1	Number of deaths from accidental fires in dwellings	5	5	3	3	2	0	n/a	0
LI1.1	Number of deaths from accidental fires in dwellings per 100,000 population	0.46	0.46	0.28	0.27	0.16	0		0
LI2	Number of deaths from ALL fires	8	7	4	3	3	1		0
LI4	Number of injuries from accidental fires in dwellings	257	182	168	182	185	180		180
LI5	Number of injuries from ALL fires	340	241	238	228	241	227		236

Fire Attendance

LI24	Total number of fire calls attended	12381	8876	8382	7952	7864	5315	30.9%	7687
LI25	Number of primary fires excluding road vehicles (part 1 of LI29)	2343	1558	1533	1401	1332	1178	8.6%	1289
LI26	Number of primary fires involving road vehicle (part 2 of LI29)	1258	1017	877	736	620	523	13.4%	604
LI29	Number of primary fires per 100,000 population	325.5	232.8	217.8	193.3	175.5	154	10.0%	171.2
LI35	Number of fires in non-domestic premises per 1,000 non-domestic premises.	18	12.25	10.8	10.6	9.6	7.7	18.1%	9.4

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

		A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	A 12/13	% V with T	T 12/13
Accidental Fires									
LI8	Number of accidental fires in dwellings (LI8.1 as a whole number)	1110	704	710	649	574	588	-5.0%	560
LI8.1	Number of accidental fires in dwellings per 10,000 dwellings	23.4	14.8	15.0	13.7	12	12.4	-3.3%	11.8
LI9	Number of accidental kitchen fires (part 1 of LI8)	801	476	422	410	355	359	-3.8%	346
LI10	Number of accidental non kitchen fires (part 2 of LI8)	309	228	288	239	219	229	-7.0%	214
Deliberate Fires									
LI33	Number of deliberate primary fires and secondary fires	9581	7007	6423	6068	6010	3807	35.4%	5891
LI16	Number of deliberate secondary fires	7895	5645	5272	5156	5173	3159	37.7%	5069
LI18	Number of refuse fires started deliberately	5397	4115	3685	3580	3796	2515	32.4%	3720
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	3094	2671	11.1%	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	98.6	85.1	11.1%	95.7
LI23	Number of false alarms due to automatic fire detection from domestic premises	2698	2502	2451	2381	2445	2671	-12.7%	2371

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

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

		A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	A 12/13	% V with T	T 12/13
Home Safety Checks									
LI34	Number of HSC successfully delivered by Operational Crews to a high priority dwelling	17087	16657	17749	17779	18242	17799	-1.1%	18000
Control									
LI20	Number of malicious false alarm calls NOT ATTENDED	207	150	83	123	105	73	-27%	100
LI21	Number of malicious false alarm calls ATTENDED	685	596	282	271	260	268	-3.5%	235
LI41	Percentage of emergency callers engaged within 7 seconds	98.1%	98.3%	98.9%	99.4%	99.2%	96.5%	2.5%	99%
LI42	Percentage of fire appliances dispatched within 60 seconds	57.90%	60.0%	51.5%	59.8%	62.6%	58.0%	5%	63%

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

A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	A 12/13	% V with T	T 12/13
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Diversity and Equality

			Working towards excellent			Excellent		Excellent
LI70 The level (if any) of the Equality Standard for Local Government to which the Authority conforms	3	4						Excellent
LI72 % of top 5% of Authority earners that are women	13.9	13.9	14.8	16.0	14.3	14.9	12.9%	17.1
LI73 % of the top 5% of Authority earners from ethnic minority communities	2.5	5	4.9	5.3	2.9	3	49.2%	5.9
LI74 % of top 5% of earners that have a disability	1.3	2.53	1.2	1.3	1.4	0		1.8
LI87 % of workforce with a disability		2.6	3.8	3.6	3.8	4.1	2.5%	4
LI78 % of uniformed staff from ethnic minority communities	0.72	1.66	1.7	1.9	2.1	2.5	19%	2.1
LI86 % of workforce from an ethnic minority community		1.95	2.2	2.4	2.6	3	11.1%	2.7
LI88 % of new entrants from minority ethnic groups employed across the whole organisation		6.7	14.7	9.3	33	9		nts
LI80 % of women firefighters	4.3	4.82	4.84	5.5	5.6	5.9	0%	5.9
LI89 % of new women entrants joining the operational sector of the Service		17.3	0	18.2	0	0		nts
LI85 % of workforce who are women		19.8	21.3	20.3	20.6	21.3	1%	21.1

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

		A 07/08	A 08/09	A 09/10	A 10/11	A 11/12	A 12/13	% V with T	T 12/13
Absence and Retirement									
LI81	Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	7.3	7.3	7.33	5.57	4.67	5.04	16%	<=6
LI90	Proportion of working days/shifts lost to sickness absence by riders		6.82	7.04	4.86	4.17	4.56	24%	<=6
LI91	Proportion of working days/shifts lost to sickness absence by non-riders		8.37	7.41	6.75	7.38	6.13	2.1%	<=6
LI92	Proportion of working days/shifts lost to sickness absence by control staff		10.97	10.97	11.85	4.32	9.36	56%	<=6
LI82	Proportion of working days/shifts lost to sickness absence by all staff	8.03	8.07	7.65	6.05	5.6	5.93	1.2%	<=5.6
LI93	Proportion of working days/shifts lost to sickness absence by corporate staff		10.78	8.73	7.64	8.78	9.09	51.5%	<=6
LI83	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.32	0	0	0	0.2	0.1	10%	0
LI84	Control and corporate ill-health retirements as a % of the total workforce	0	0.6	0.9	0	0	0	0	0

Finance and Procurement									
LI 64	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	95.1	4.9%	100

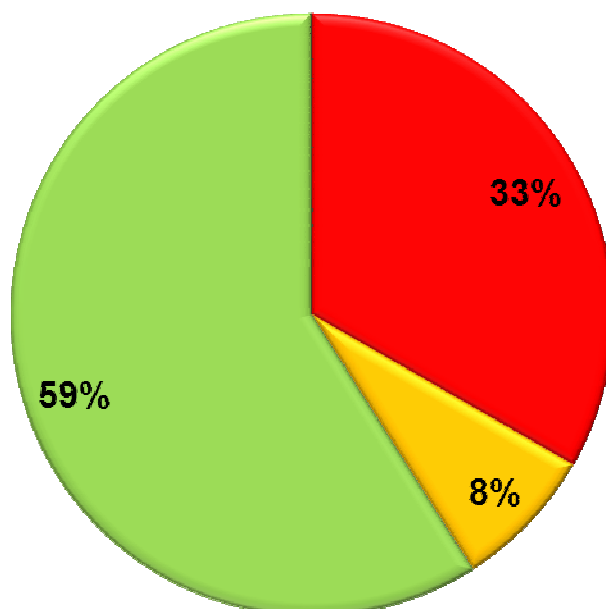
Population: 1106300 (Mid 2010 Population Estimates ONS)
Dwellings: 474000 (Estimate for Dwellings from TWRI May 2010)
Non Domestic: 31381 (Estimate for Non Domestic from CLG 31st December 2008)

Appendix B

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

Comparison of 2012/13 performance against 2011/12

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



Within Variance:

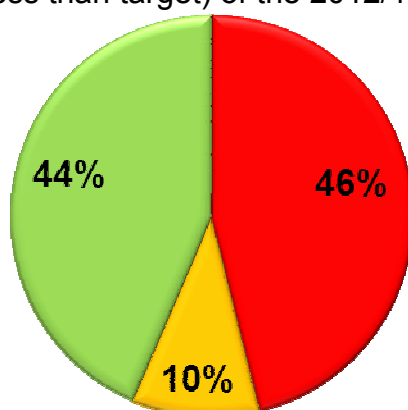
- LI 34 Number of HSC successfully delivered by Operational Crews to a high priority dwelling
- LI 41 % of emergency callers engaged within 7 seconds
- LI 64 % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms

Not improved on 2011/12 performance:

- LI 8 Number of accidental fires in dwellings
- LI 9 Number of accidental kitchen fires
- LI 10 Number of accidental non kitchen fires
- LI 20 Number of malicious false alarm calls NOT ATTENDED
- LI 21 Number of malicious false alarm calls ATTENDED
- LI 23 Number of false alarms due to automatic fire detection from domestic premises
- LI 42 Percentage of fire appliances despatched within 60 seconds
- LI 74 % of top 5% of earners that have a disability
- LI 81 Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff
- LI 82 % of women fire fighters
- LI 90 Proportion of working days/shifts lost to sickness absence by riders
- LI92 Proportion of working days/shifts lost to sickness absence by control staff

End of year performance 2012/13 against target

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



Within Variance (Yellow):

- LI 34 Number of HSC successfully delivered by Operational Crews to a high priority dwelling
- LI 41 % of emergency callers engaged within 7 seconds
- LI 87 % of workforce with a disability
- LI 91 Proportion of working days/shifts lost to sickness absence by non-riders

Missed Target (Red):

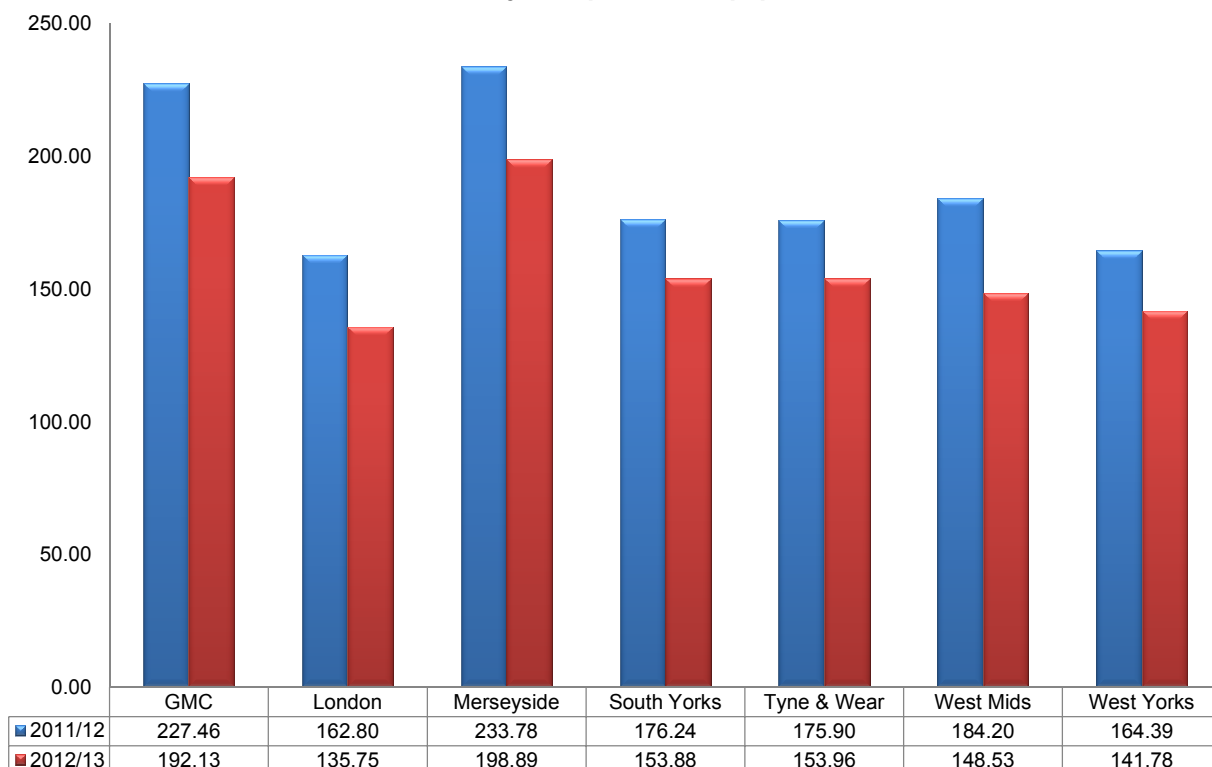
- LI 2 Number of deaths from all fires
- LI 8 Number of accidental fires in dwellings
- LI 9 Number of accidental kitchen fires
- LI 10 Number of accidental non kitchen fires
- LI 20 Number of malicious false alarm calls NOT ATTENDED
- LI 21 Number of malicious false alarm calls ATTENDED
- LI 23 Number of false alarms due to automatic fire detection from domestic premises
- LI 42 Percentage of fire appliances despatched within 60 seconds
- LI 64 % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
- LI 72 % of top 5% of Authority earners that are women
- LI 73 % of the top 5% of Authority earners from ethnic minority communities
- LI 74 % of top 5% of earners that have a disability
- LI 78 % of uniformed staff from ethnic minority communities
- LI 82 % of women fire fighters
- LI 83 Wholetime fire fighters ill-health retirements as a % of the total workforce
- LI 86 % of workforce from an ethnic minority community
- LI 92 Proportion of working days/shifts lost to sickness absence by control staff
- LI 93 Proportion of working days / shifts lost to sickness absence by corporate staff

Appendix C

Comparison of TWFRS performance against
the Metropolitan FRS Family Group

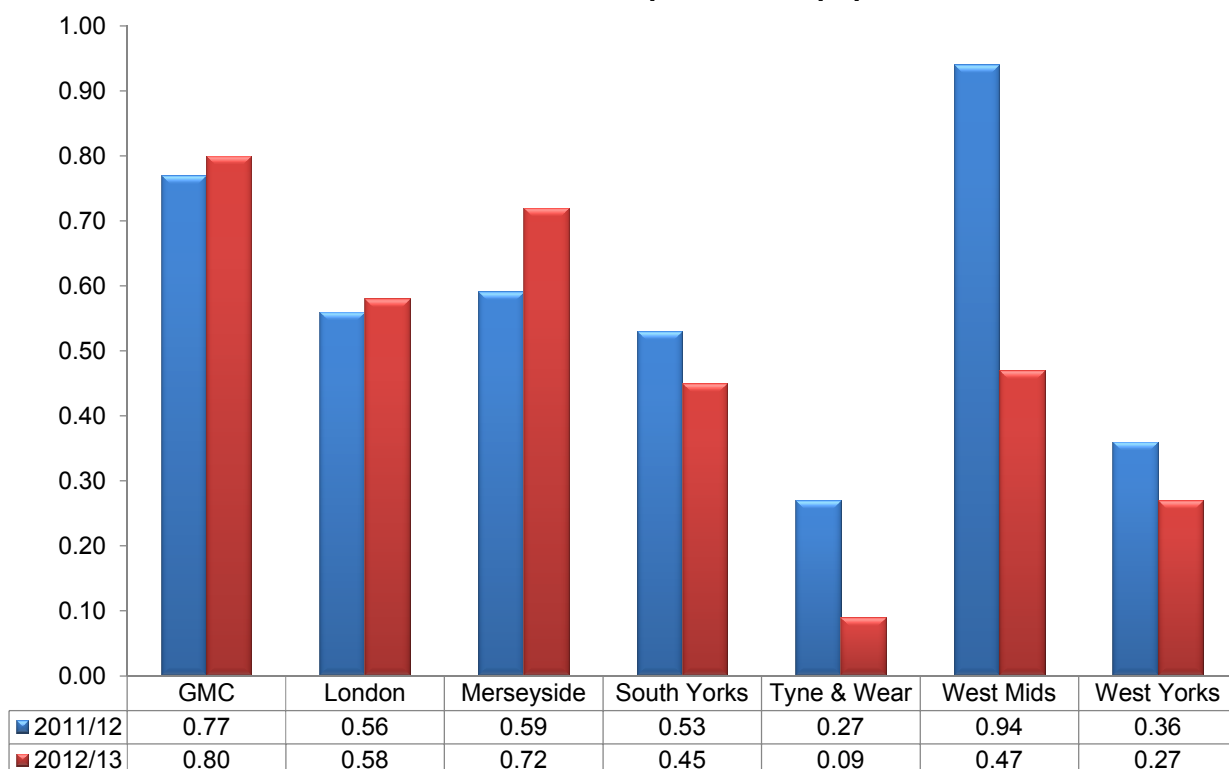
PPC Performance Report: (April – March 2012/13)

LI29: Primary fires per 100,000 population



- At the end of 2012/13 we were ranked 5th, we were ranked 2nd in 2011/12

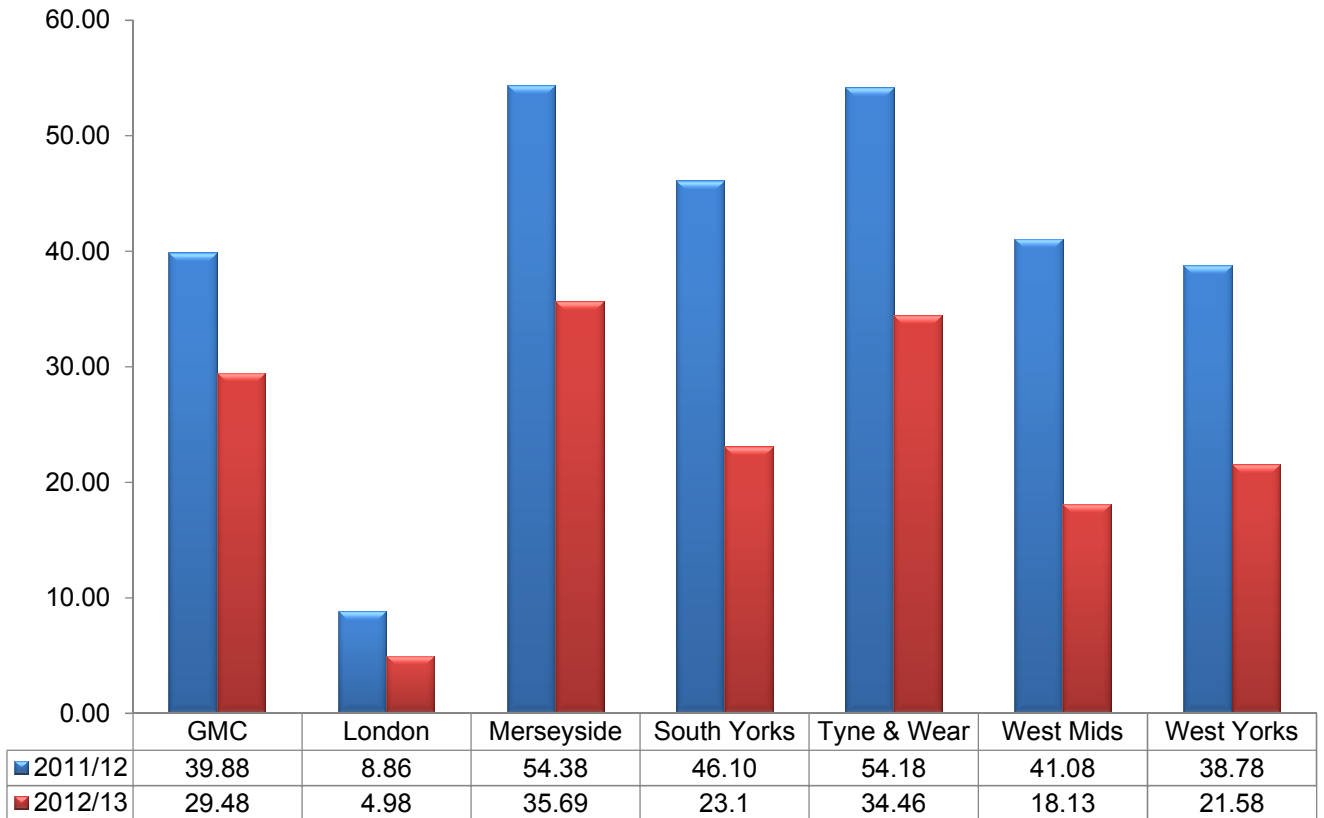
LI2: Fatalities from all fires per 100,000 population



- We are ranked at 1st for both years.

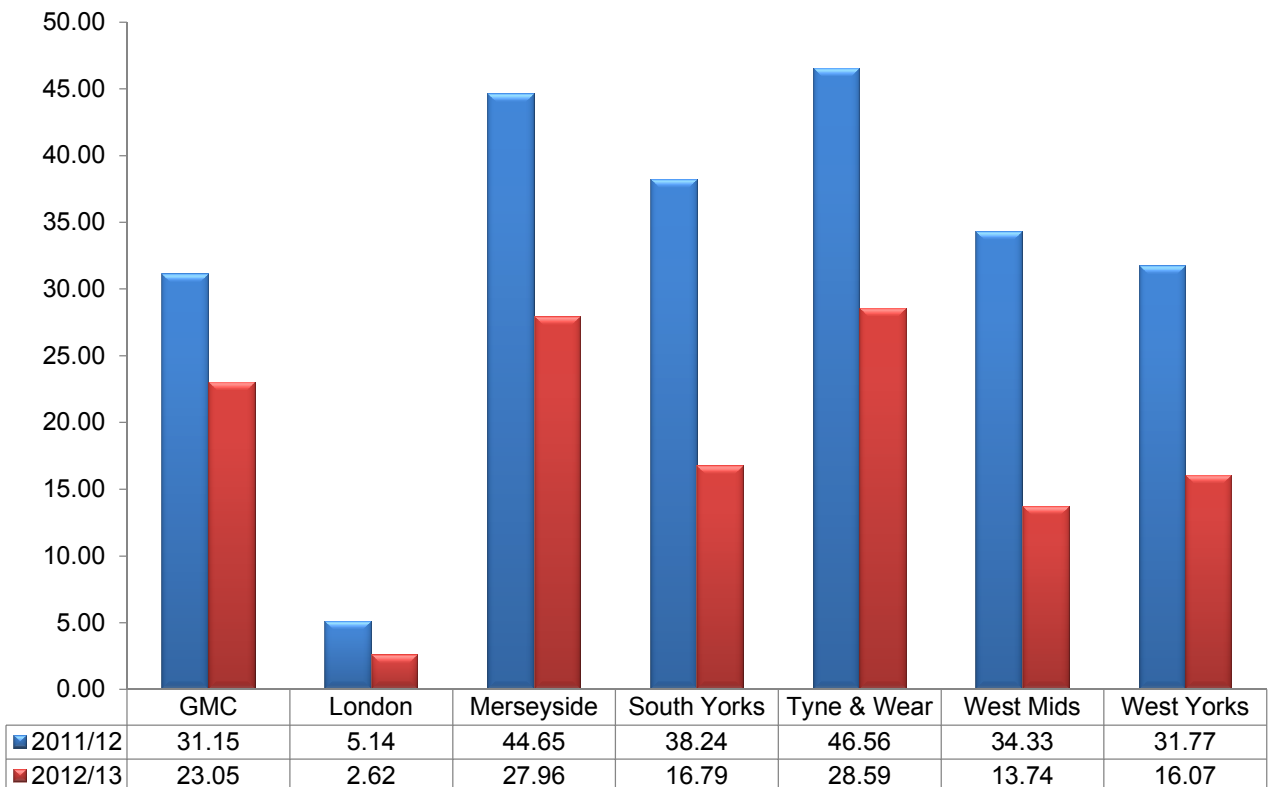
PPC Performance Report: (April – March 2012/13)

LI33: All deliberate fires per 10,000 population



- We are ranked 6th for both years.

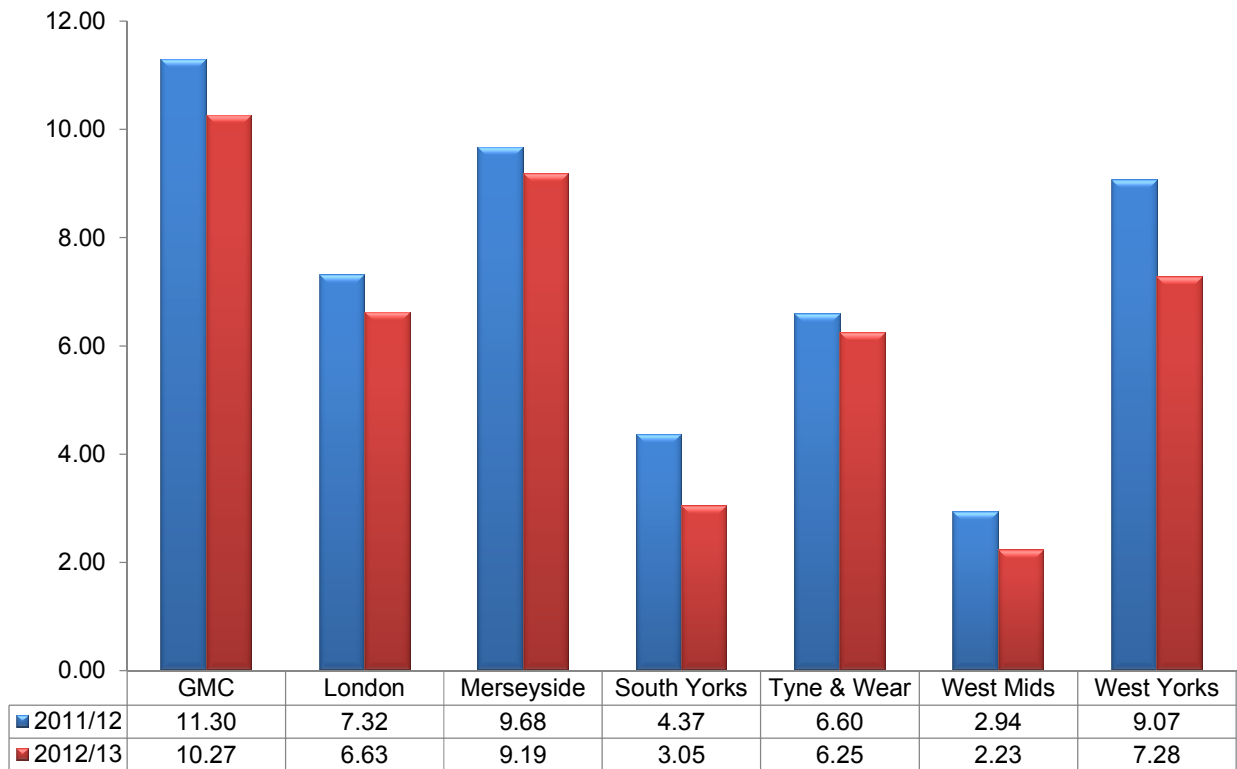
LI16: Deliberate secondary fires per 10,000 population



- We are ranked 7th for both years.

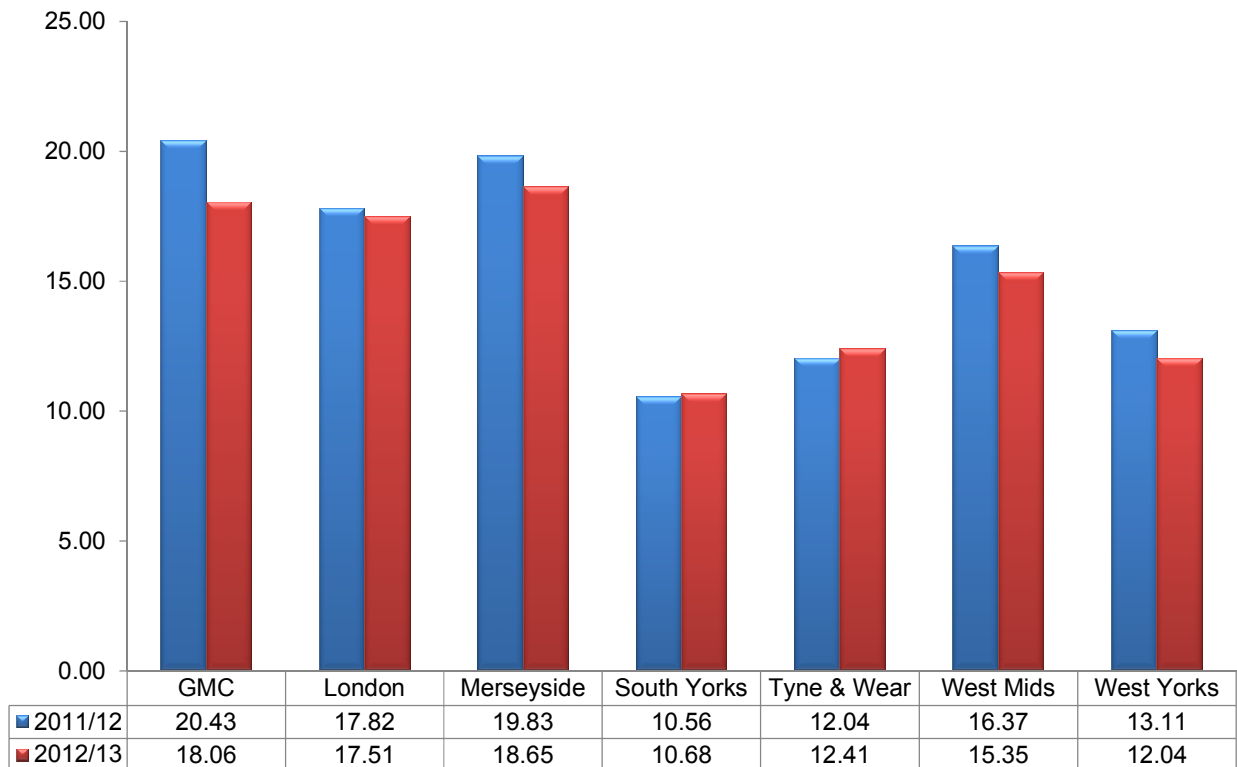
PPC Performance Report: (April – March 2012/13)

Injuries arising from ADF per 100,000 population



- This excludes first aid and precautionary checks
- We were ranked 3rd in both years

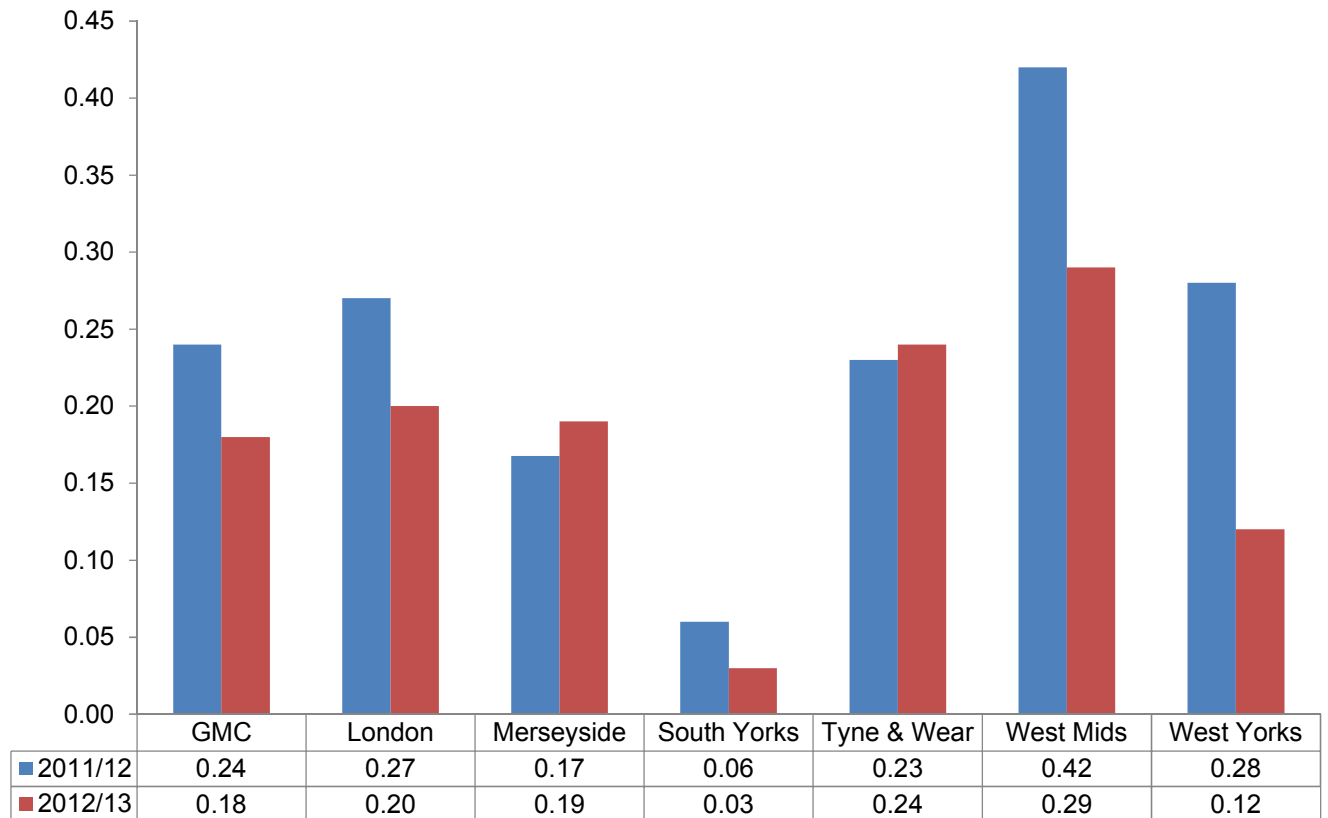
LI8: Accidental dwelling fires per 10,000 dwellings



- We are ranked 3rd in 2012/13
- In 2011/12 we were ranked 2nd

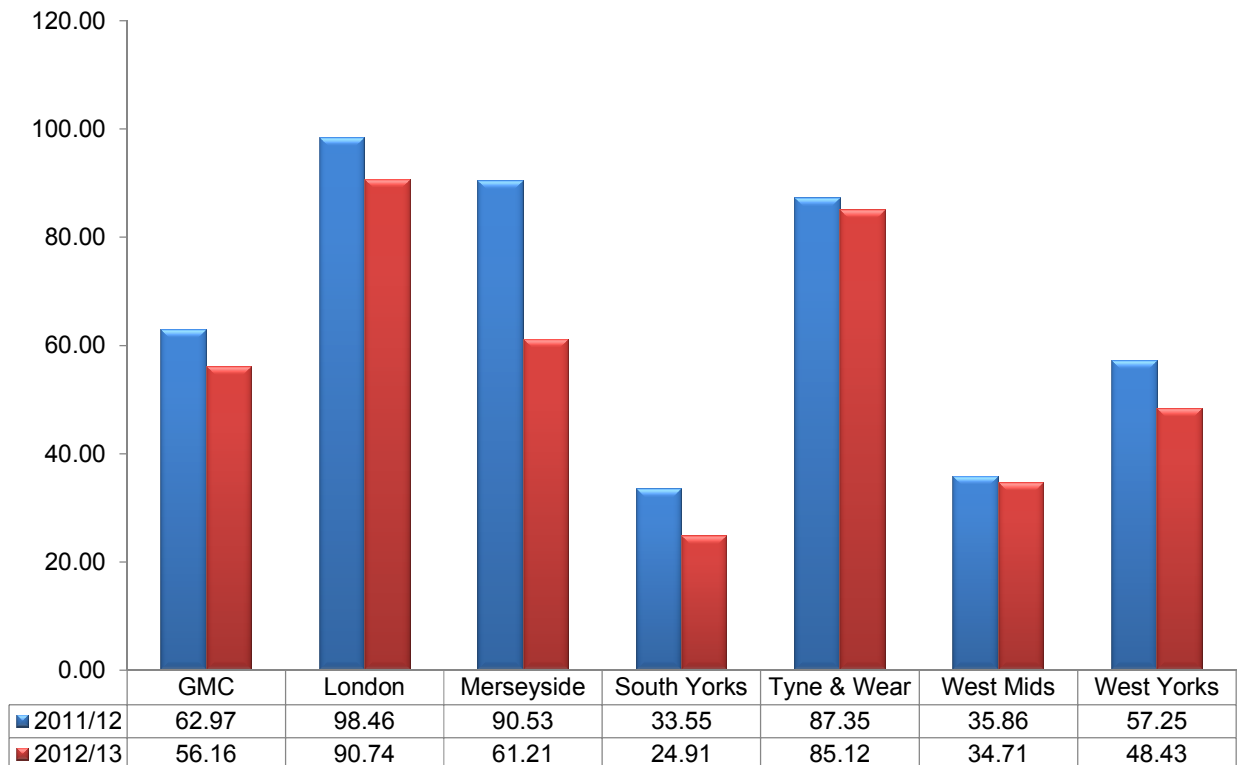
PPC Performance Report: (April – March 2012/13)

LI21: Malicious false alarms attended per 1,000 population



- We are ranked 6th in 2012/13
- We are ranked 3rd in 2011/12

LI22: FAA non-domestic per 1,000 non-domestic premises



- We are ranked 6th in 2012/13
- In 2011/12 we were ranked 5th