



**Performance Report for PPC  
Quarter 2 (April – September) 2011/12**

## PPC Performance Report: (April – September 2011/12)

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):

- 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 31** % of fires attended in dwellings where a smoke alarm was fitted
- **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

#### Environmental:

- **EM 5** CO<sub>2</sub> reduction from local authority operations (reported at end of year)

These indicators represent a small proportion of our entire suite of Local Indicators which can be found 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.

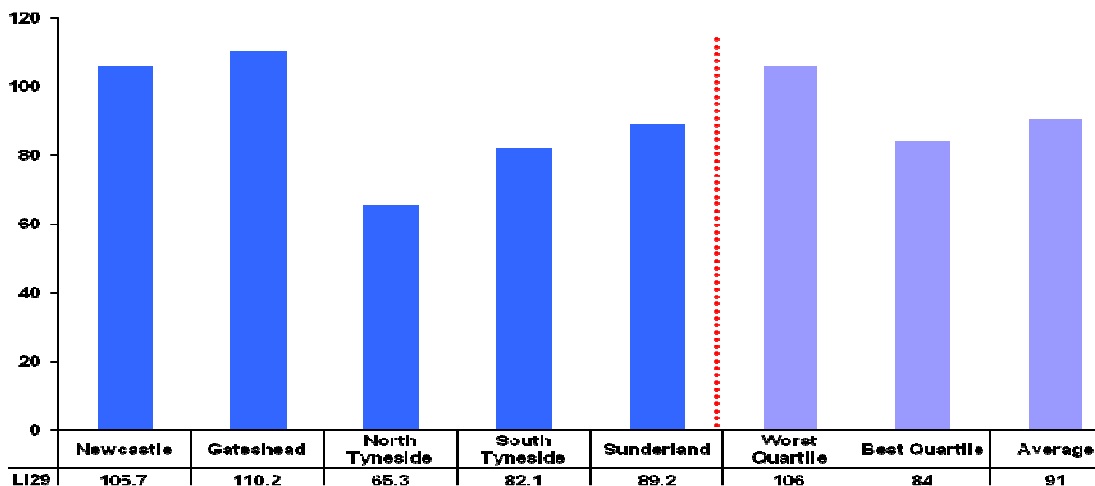
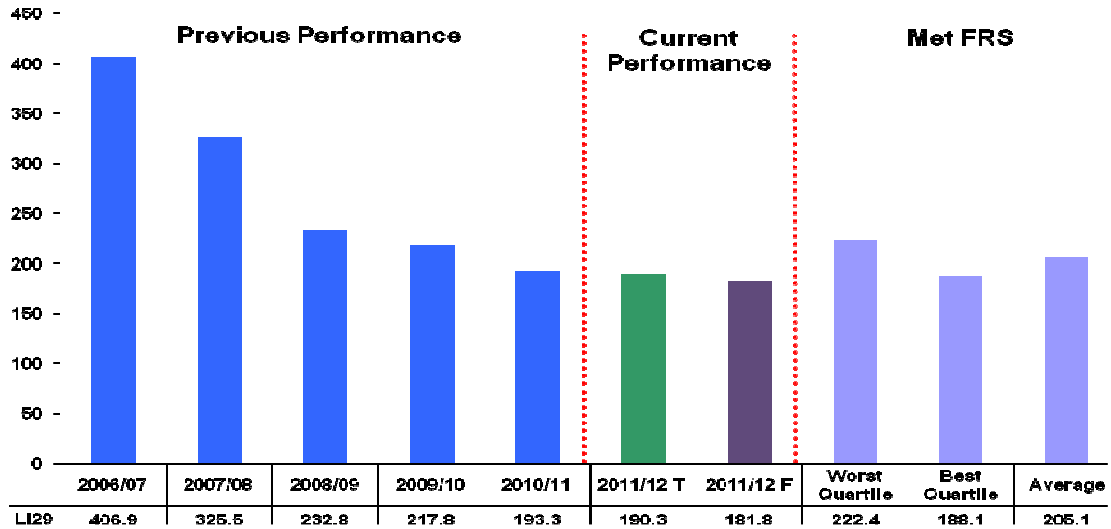
## **Service Led Priorities**

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 – September 2011/12)

### 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.



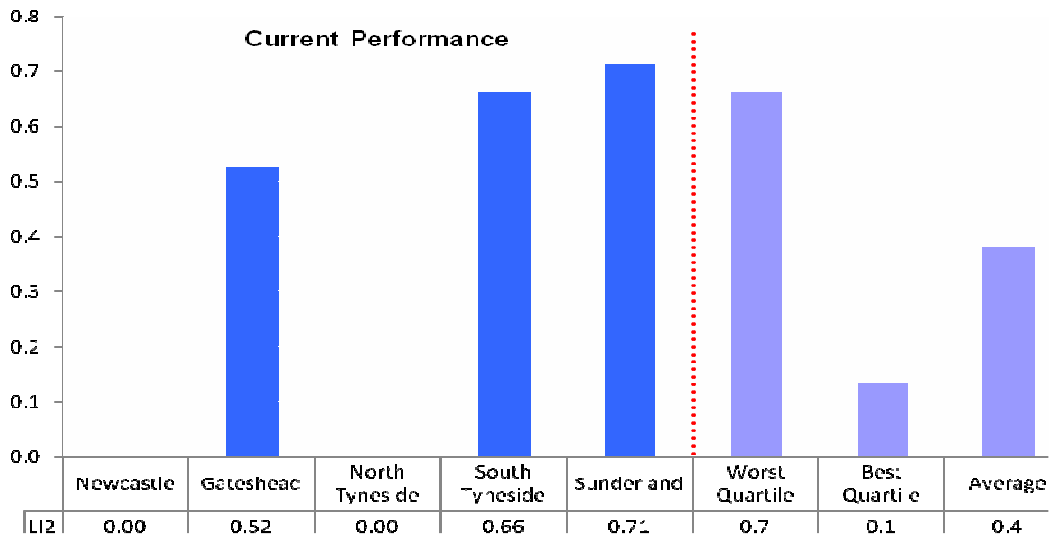
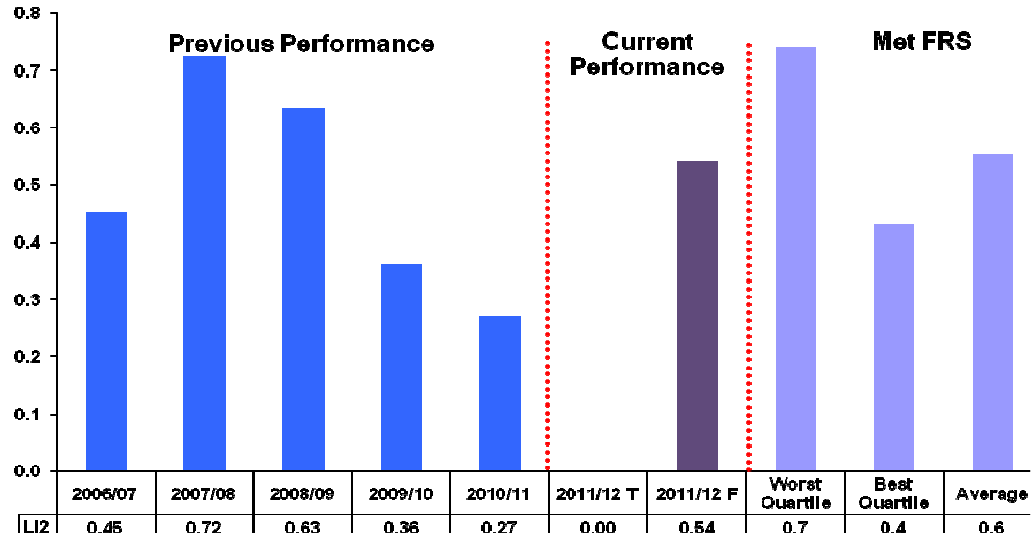
#### Key Performance Information:

- We attended 89.8 (993) primary fires per 100,000 population by the end of Q2 2011/12. This reflects a reduction of 11% (127) when compared against the same period in 2010/11.
- Based on the forecasted end of year performance of 181.8 (2,011), we are set to achieve our target of 190.3 (2,105) primary fires per 100,000 population by 5% (248).
- This performance sees us remain below the average of the Metropolitan FRS and within the best quartile, reflecting the positive comparison of performance.
- Only Gateshead District saw an increase when compared to the same period last year.
- North Tyneside District reported a reduction of 26% (45) compared with the same period in 2010/11.
- As a result of the 997 incidents there were 118 victims.

## PPC Performance Report: (April – September 2011/12)

### 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 up to three months after the incident occurred.

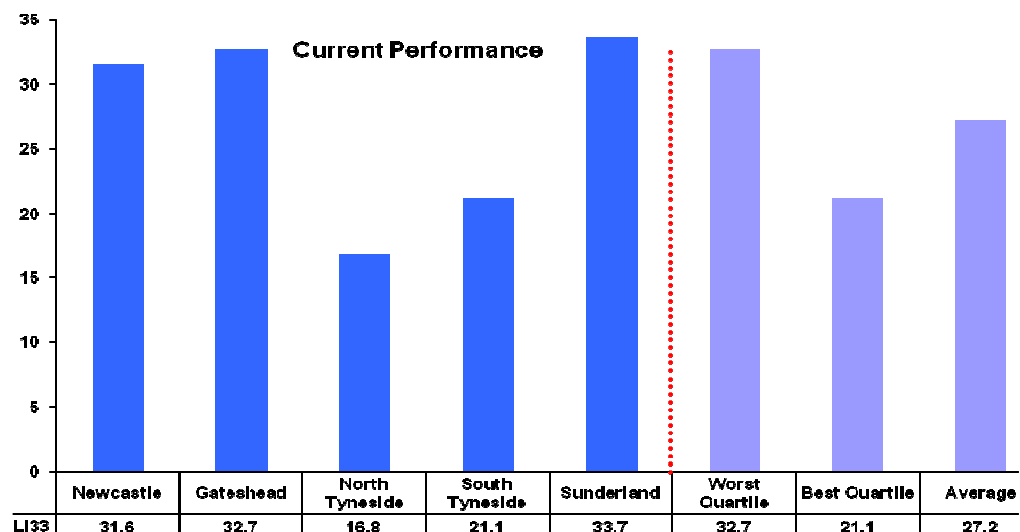
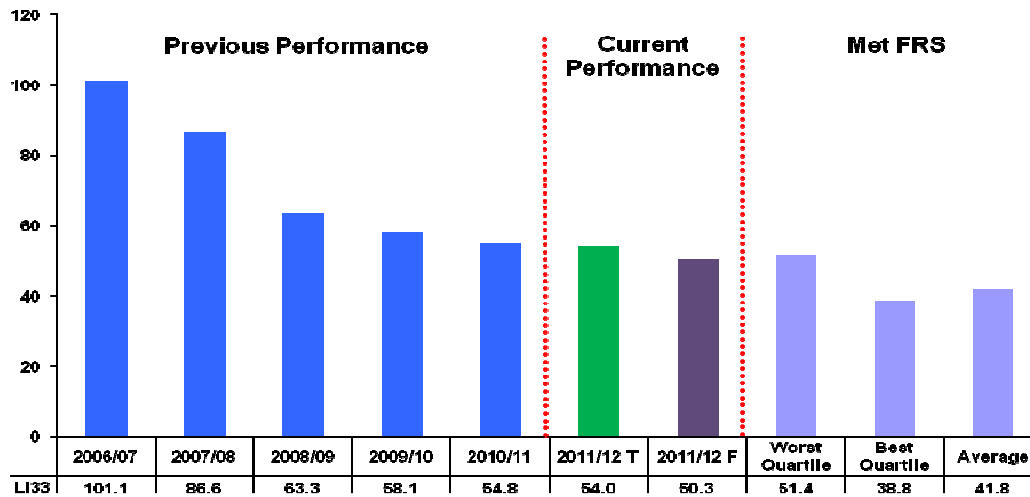


#### Key Performance Information:

- There have been 4 fatalities reported from primary fires by the end of Q2 2011/12, with 3 of these as a result of an accidental dwelling fire. By the end of Q2 2010/11 there had been 1 fatality reported
- Based on the forecast end of year performance of 0.54 (6) fatalities due to primary fires per 100,000 population, we will fail in our aim to record no deaths from such incidents.
- As throughout previous years, we continue to report performance below the Mets FRS average figure reported of 0.6 fatalities per 100,000 population and remain below the best quartile. This reflects the performance reported in other key indicators.
- The fatalities occurred within Gateshead, Sunderland and South Tyneside districts and the casualties were 2 females and 2 males.

### 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.



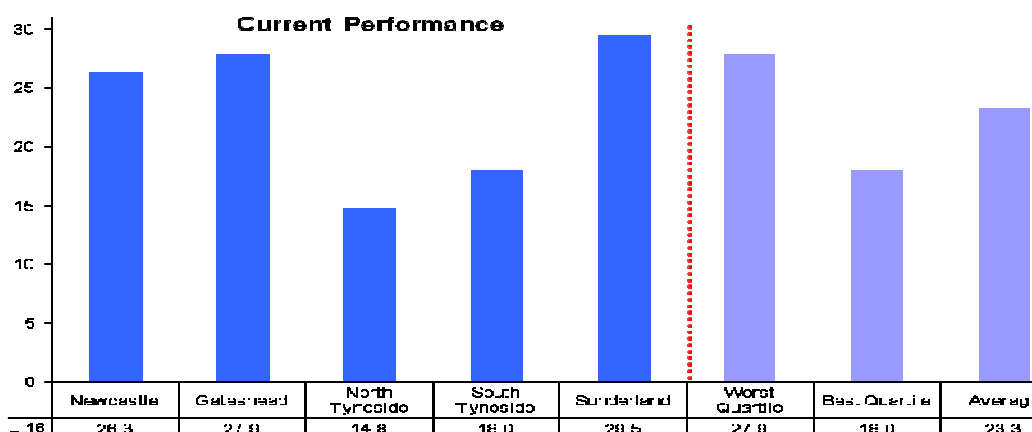
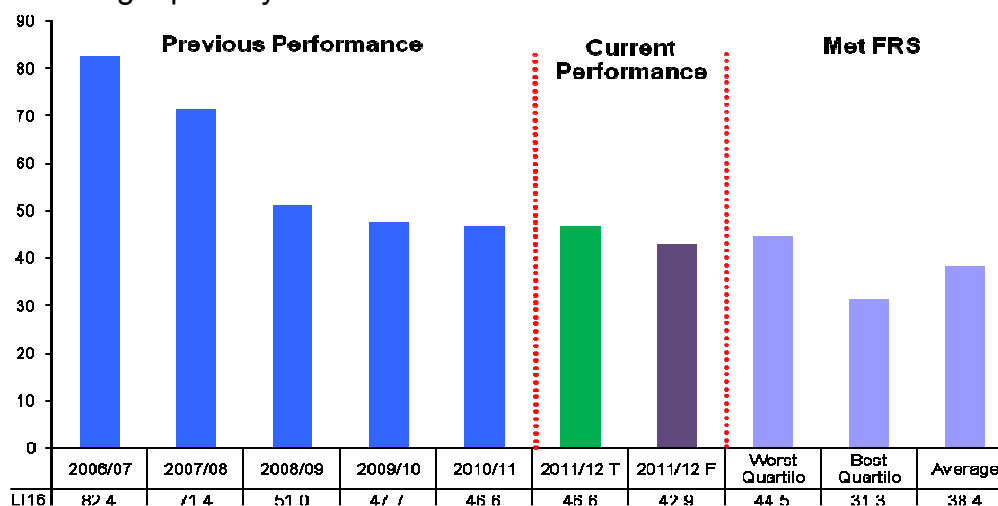
#### Key Performance Information:

- We recorded 27.8 (3,075) deliberate fires per 10,000 population by the end of Q2 2011/12, a decrease of 14% (501) compared to the same period in 2010/11.
- This positive performance was supported by a 18% (94) reduction in the number of deliberate primary fires by the end of Q2 2011/12.
- As a result of this we are forecast to achieve the target of 54.0 (5,977), reflecting a forecast reduction of 7% (410). In addition, this performance would result in a reduction of 8% (501) compared to 2010/11.
- The forecast end of year performance remains outside the average for the Met FRS and it is above the worst quartile. Only Merseyside FRS reported a greater number (68.9) of such incidents in 2010/11.
- Gateshead District reported the highest number of such incidents despite a 7% (27) reduction.

## PPC Performance Report: (April – September 2011/12)

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

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



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

#### Key Performance Information:

- We recorded 28.9 (2,638) deliberate secondary fires per 10,000 population by the end of Q2 2011/12, reflecting a decrease of 14% (410) on the figure reported at the end of Q2 2010/11.
- As a result of the forecasted end of year 2011/12 performance, the Authority is forecast to achieve the target of 46.6 (5,156), a reduction of 8% (410).
- Compared to the Met FRS, our forecast performance remains above the average but below the worst quartile, only Merseyside FRS reported a higher number (50.8) in 2010/11.
- Sunderland continues to record the highest number (828) of such incidents by the end of Q2 2011/12 when compared against the other districts. However, it reported a decrease of 21% (215) incidents when compared against the same period in 2010/11.
- North and South Tyneside districts have made noteworthy reductions in this indicator of 27% (108) and 25% (89) respectively when compared to the same period last year.

PPC Performance Report: (April – September 2011/12)

**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:

<b>Initiative</b>	<b>Activity</b>	<b>Success Criteria</b>	<b>Milestones</b>	<b>Delivery Area</b>
Home Safety Check Initiative	15,387 Completed HSC by 30 Sep 11	30,000 Completed HSC by April 2011	Minimum of 30,000 successful HSCs to be carried out in 2011/12	Service Wide
Smoke Alarm fitting by partner agencies	Partners to fit smoke alarms and carry out HSCs to TWFRS standards.	HSCs carried out and smoke alarms fitted by Gateshead Housing, Your Homes Newcastle, North Tyneside Homes, South Tyneside Homes, Gentoo and Telecare Services.	Numbers of HSCs 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 – September 2011/12)

**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:

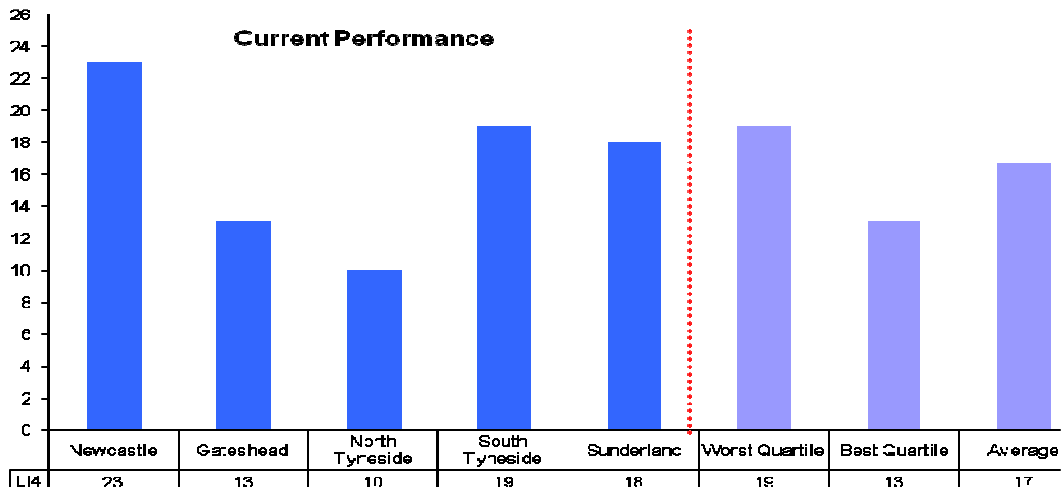
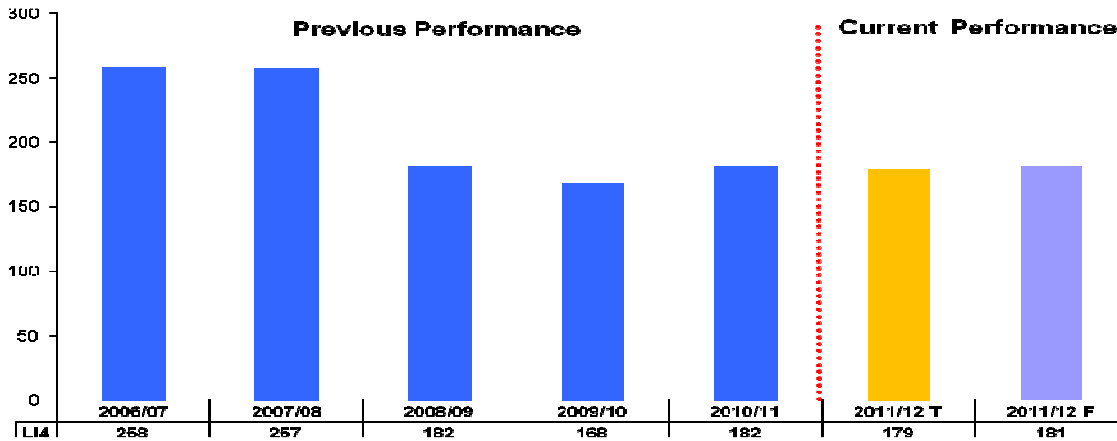
<b>Initiative</b>	<b>Activity</b>	<b>Success Criteria</b>	<b>Milestones</b>	<b>Delivery Area</b>
Partnership Activities	Work with Local Authority Problem Solving Groups such as LMAP, SNAP & CAF. Work with environmental services and housing groups to remove refuse.	Reduction in ASB fires and arson. Service 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 2011	Newcastle, Sunderland, South Tyneside and Gateshead Districts.
Schools Education Programme	All Year 1 & 6 pupils given Fire safety Education.	Reduction in ASB fires and arson. Service targets achieved	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 2009/10 figures	Service Wide

## **Local Priorities**

Reflecting the LI's that have been set as organisational priorities for 2011/12

**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).

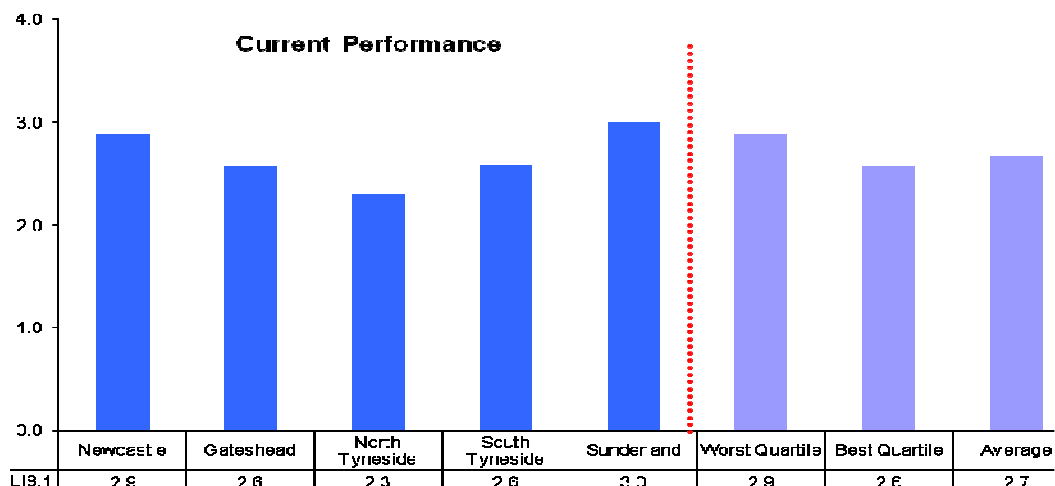
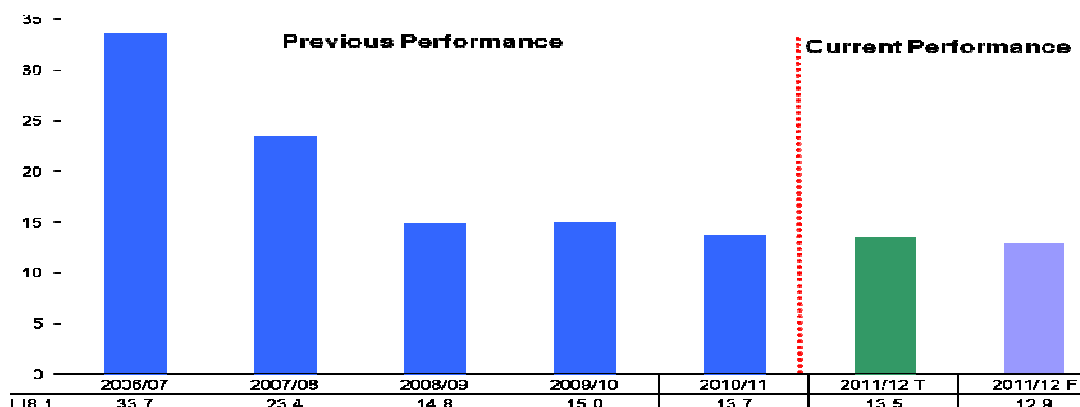


**Key Performance Information:**

- We recorded 83 injuries from accidental dwelling fires by the end of Q2 2011/12, a slight decrease of one injury when compared with the same period in 2010/11.
- This performance is supported by the reduction reported further on in the report for the number of accidental dwelling fires attended.
- As a result of this performance the Authority is forecast to achieve its target of 179 injuries. In total 45% (15) of such injuries resulted in the casualty being admitted to hospital.
- Average age of a fire victim was 47 years old with 52% (44) male and 48% (40) female. The average age of a casualty suffering from serious injuries resulting in hospital treatment was 49 years old with 52% (20) casualties being female.
- Newcastle reported the highest number (23) of injuries from accidental dwelling fires, with the average age of a casualty being 35 years of age.
- Newcastle and South Tyneside reported a greater number of such injuries by the end of Q2 2011/12 when compared against the same period in 2010/11. North Tyneside recorded a 47% (9) reduction during the same period.

## **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 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.

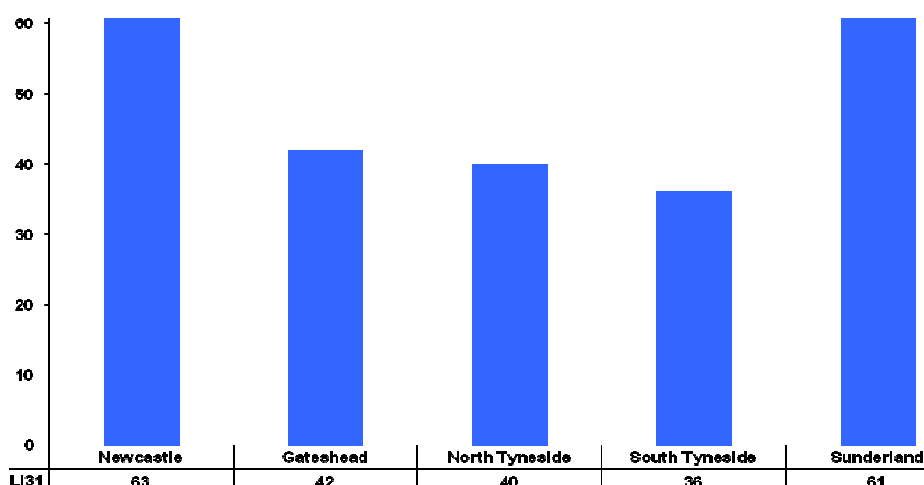
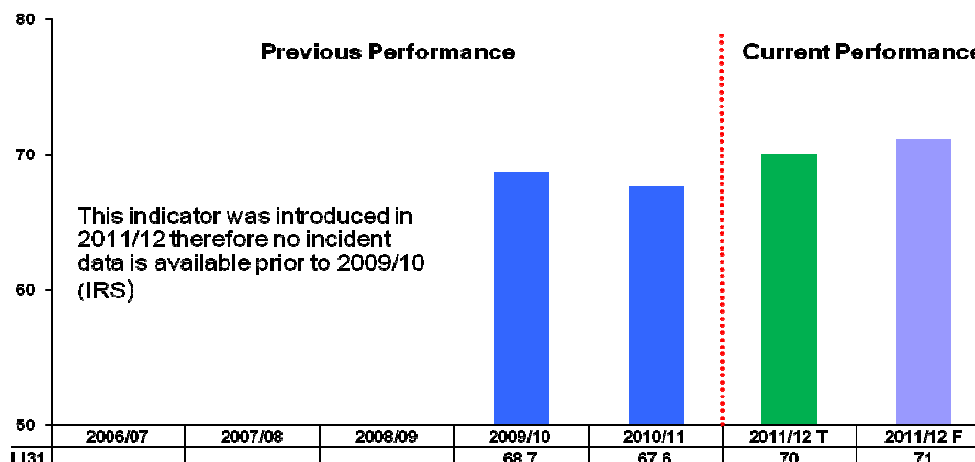


### **Key Performance Information:**

- We attended 5.9 (278) accidental dwelling fires per 10,000 dwellings by the end of Q2 2011/12, a decrease of 11% (35) compared with the same period in 2010/11, continuing to reflect the lowest number of such incidents reported by the Authority.
- A total of 69 people were either injured or rescued from the 278 incidents, with 32% (22) occurring in a single occupancy purpose built flat.
- As a result of this performance the Authority is forecast to achieve its target (13.5) for 2011/12 by 4% (28).
- The majority of such incidents occurred within the kitchen (63%), with Gateshead (69%), accounting for the highest percentage of such incidents occurring in the kitchen at district level.
- Sunderland reported the largest percentage of accidental non kitchen fires with a total of 41% (27), reflecting the targeted Home Safety Check initiatives carried out within the area.
- The wards of Walker (10), Westgate (9), Deckham (9), Lobley Hill and Bensham (8) and Millfield (8) account for the majority of such incidents with 16% of the service total.

## LI 31 % of fires attended in dwellings where a smoke alarm was fitted

This indicator highlights our performance in relation to the number of all (accidental and deliberate) dwelling fires we attended where a smoke alarm was fitted. This LI only includes where there was a smoke alarm present. There are additional measures (see Appendix A) that focus on smoke alarm ownership, regardless of them activating or not.



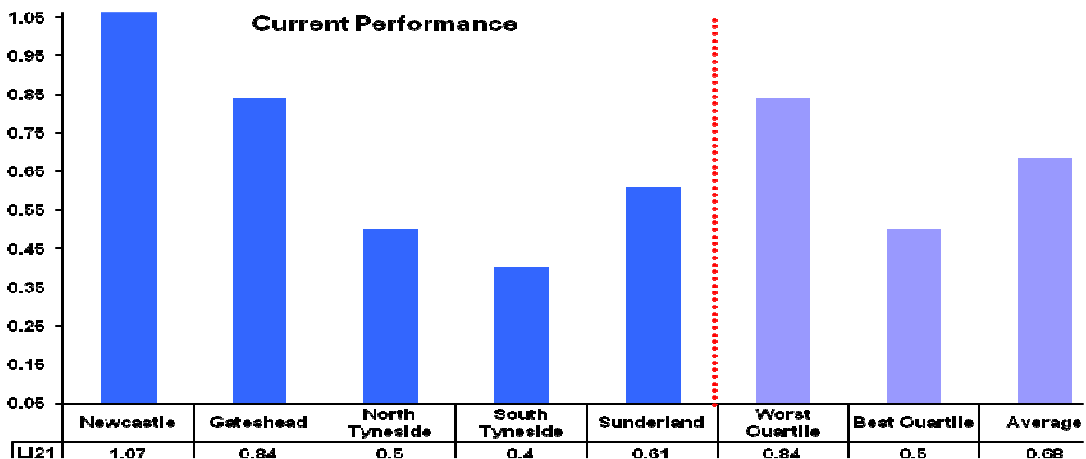
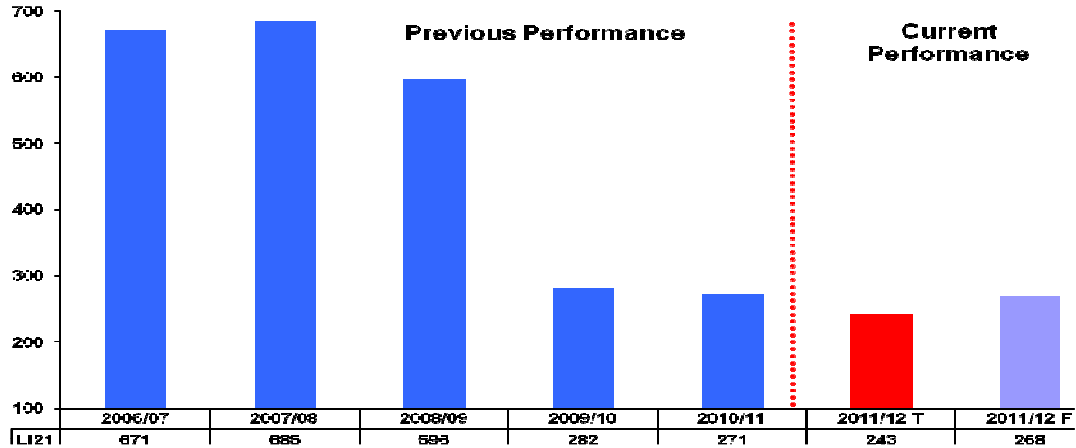
### Key Performance Information:

- We attended 72% (242) of dwelling fires where a smoke alarm was fitted with 71% (173) alarms activating and 29% (69) not activating. In addition, only 11% (26) operated and failed to raise an alarm to the fire.
- Gateshead continued to report the lowest percentage of such incidents, reflecting the number of attendances to such incidents in 2010/11.
- South Tyneside reported the highest percentage (6%) of such incidents with 67% (24) alarms activating and 33% (12) failing to do so.
- This indicator was introduced in 2011/12 to reflect the overall level of smoke alarm ownership regardless of an alarm activating. Through using this measure we are able to demonstrate a clearer link between the successful delivery of Home Safety Checks and reduced risk to the community.

## PPC Performance Report: (April – September 2011/12)

### 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 the Fire and Rescue Service to attend a non-existent event (both fire and special service).



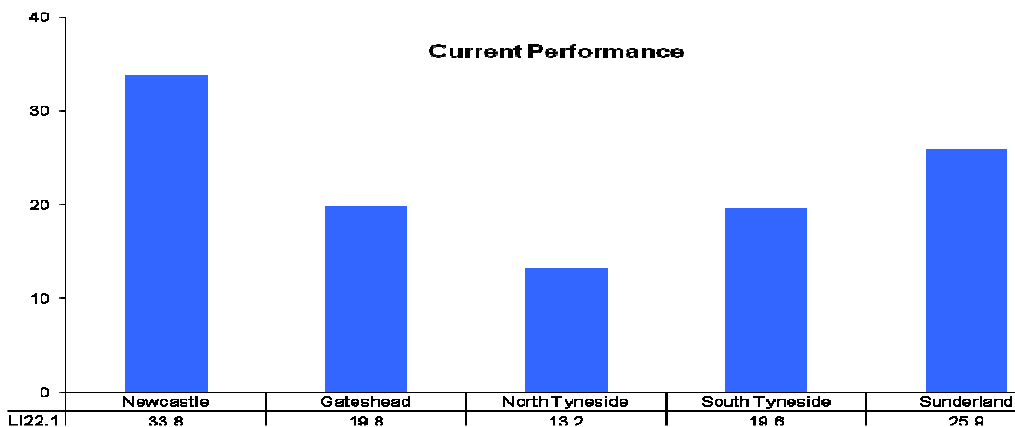
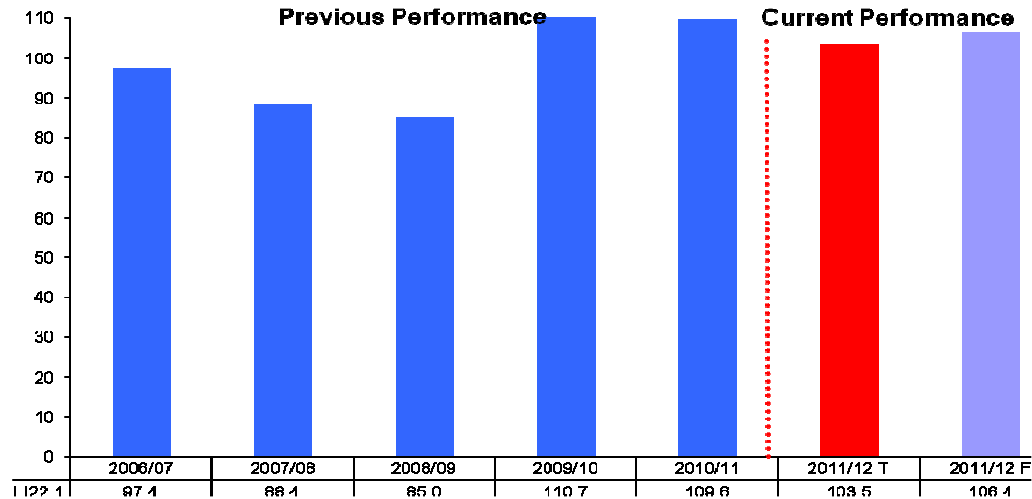
\* This graph is based on district per 10,000 population figures to reflect the proportion of incidents attended.

### Key Performance Information:

- We attended 141 malicious false alarm calls by the end of Q2 2011/12, 3% (4 calls) fewer when compared against Q2 2011/12.
- Despite forecasting that we will reduce the number of such attendances by 1% (3) we are set not to achieve the target of 243 such incidents. However, the forecasted figure will result in us reporting the lowest ever number of such incidents.
- Newcastle reported the greatest number (61) of such incidents by the end of Q2 2011/12, an increase of 53% when compared against Q2 2011/12. Westgate Ward accounted for the greatest number (21%) of any ward.
- Sunderland recorded the greatest decrease in these incidents with 47% (25) fewer call when compared against Q2 2011/12.
- Historically we have reported the greatest number of such incidents during Q1, reflecting the increased number of deliberate fires reported during this period.

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

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



**Key Performance Information:**

- We attended 47.6 (1,595) false alarms from non domestic premises by the end of Q2 2011/12, reflecting a reduction of 6% (99) compared against Q2 2010/11.
- As a result of this performance the Authority is forecast to improve on the 2010/11 performance, however it is set to fail to achieve the target of 103.5 (3249).
- Despite Newcastle accounting for 42% of all FAA to the end Q2 2011/12 it has reported an overall reduction of 10% (72) compared to the same period in 2010/11. 25% (166) of FAA in Newcastle were from hospitals.
- Hospitals are the main premises type for such incidents accounting for 21% of all FAA up to the end of Q2 2011/12.
- In total 259 properties were attended more than once by the end of Q2 2011/12, an increase of 3% (8) when compared against the same period in 2010/11. This reflects the fact that attendance to premises on a single occasion have reduced.

PPC Performance Report: (April – September 2011/12)

**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:

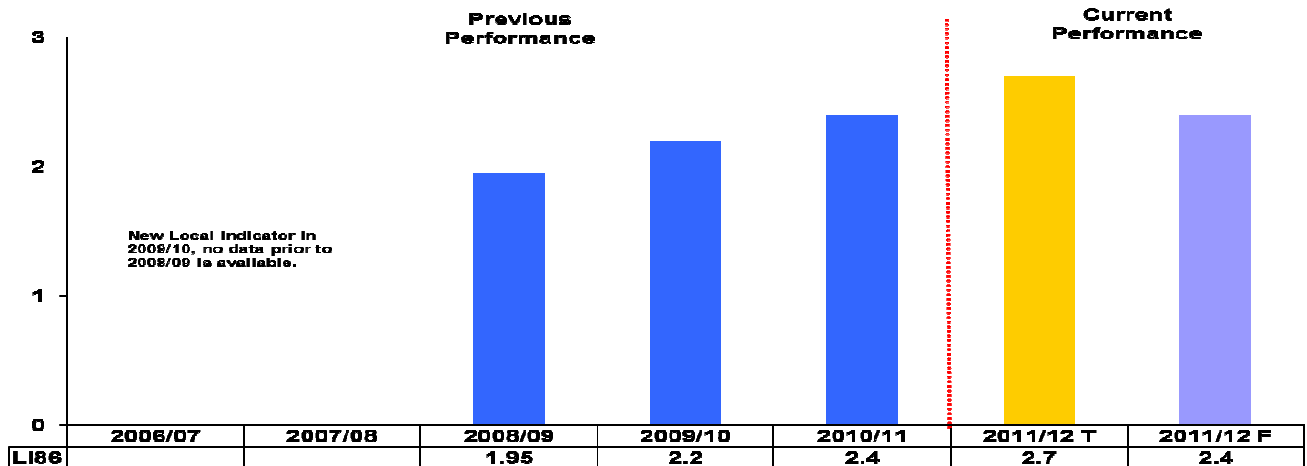
LI	Initiative	Activity	Success Criteria	Milestones	Delivery Area
8	HSC Programme	30,160 successful HSC carried out by Operational and P&E staff during 2010/11	Service HSC target achieved. Subsequent reduction in Accidental dwelling fires.	Minimum of 30,000 successful HSC to be carried out in 2011/12	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 – September 2011/12)

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

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

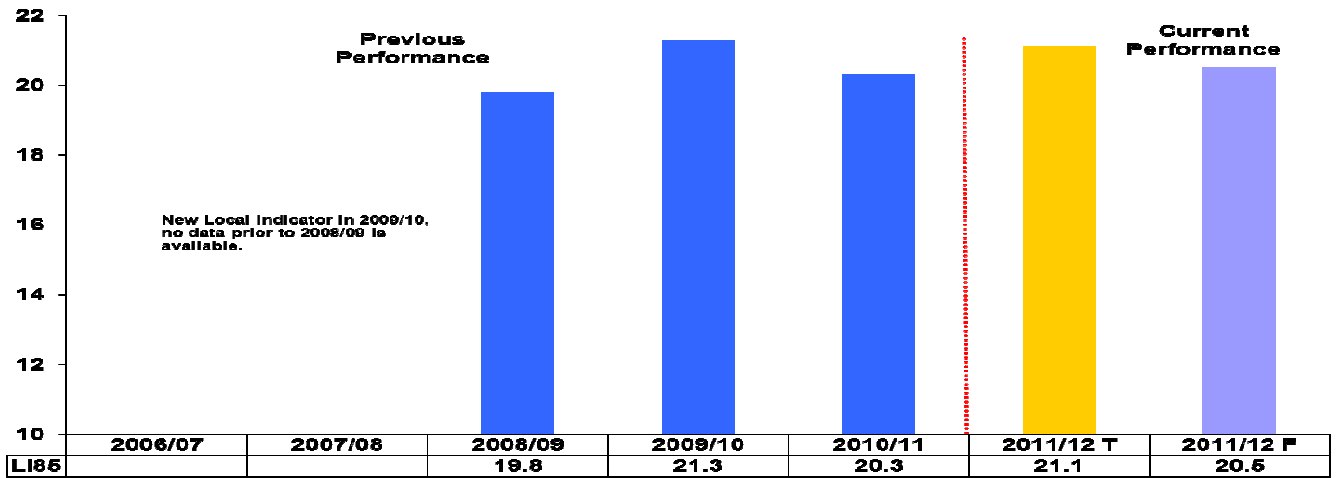


#### **Key Performance Information:**

- The performance of this indicator in 2011/12 reflects that achieved at the end of 2010/11 and will result in the Authority being within the variance of the 2.7% target.
- This performance reflects a total of 28 staff from a total workforce of 1175.15. This is a reduction in the overall total number employed, reducing by 13% (4) when compared with the same period in 2010/11.
- There are 19 uniformed staff within the organisation who are from an ethnic minority community, reflecting 1.9% of the uniformed workforce.

**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.



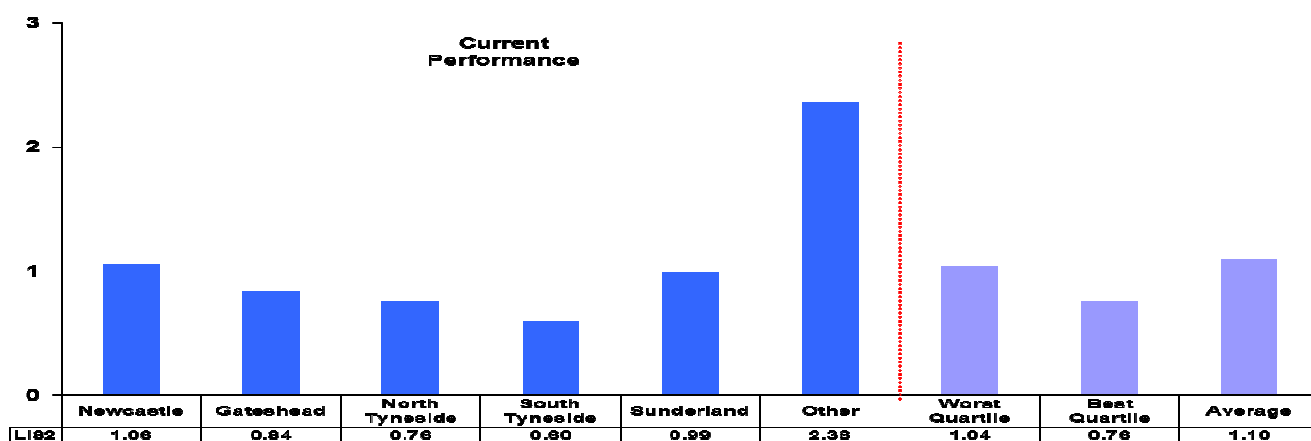
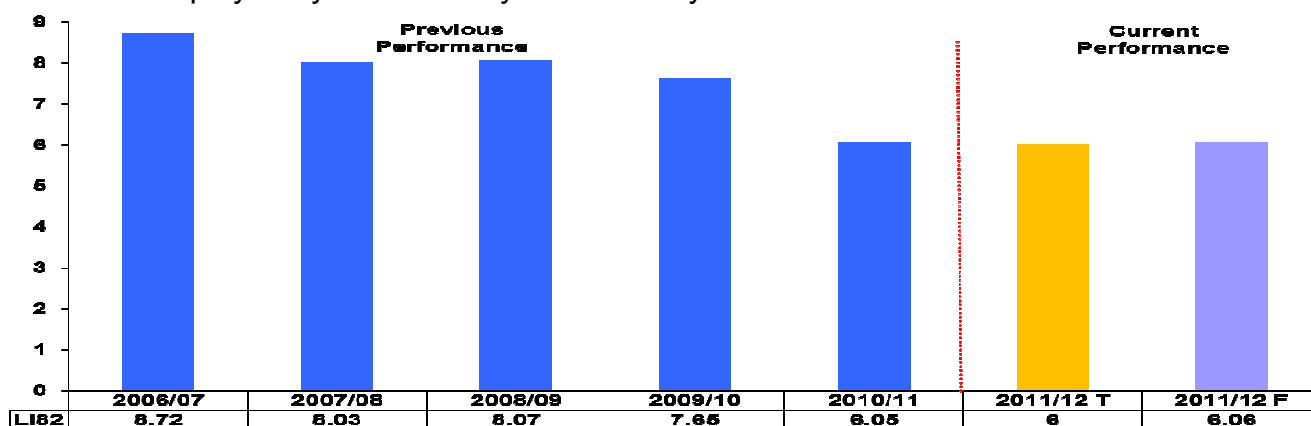
**Key Performance Information:**

- The percentage of women working for the Authority currently stands at 20.5%, an increase of 0.2% compared against the performance reported at the end of 2010/11.
- Based on this performance, the Authority is within the variance of its target of 21.1%, based on current staffing levels this equates to a shortfall of 7 women.
- This performance reflects 241 employees out of a total workforce of 1175.15 posts, reflecting a reduction on the number (254) reported at the end of Q1 2010/11.

## PPC Performance Report: (April – September 2011/12)

### **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 by the Authority for under a year.



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

### **Key Performance Information:**

- The proportion of working days / shifts lost to sickness absence by all staff by the end of Q1 2011/12 is 1.46. This reflects a slight increase of 0.1 days compared with the same period in 2010/11.
- The forecasted performance of 6.06 days / shifts reflects an increase of 0.01 compared to 2010/11, continuing the positive performance reported.
- Despite the target for all staff to be exceeded the targets for both wholetime uniformed and rider staff are forecast to be achieved based on the Q1 2011/12 performance.
- The district of Newcastle reported the highest level of sickness for any district, reporting an increase of 0.08 days / shifts when compared to the end of Q1 2010/11.
- The 'other' members of staff reflect the highest number of days / shifts lost to sickness across the Authority, with 2.36 days / shifts by the end of Q1 2011/12.

PPC Performance Report: (April – September 2011/12)

<b>Actions</b>					
<b>Equality and Diversity</b>					
<b>LI</b>	<b>Initiative</b>	<b>Activity</b>	<b>Success Criteria</b>	<b>Milestones</b>	<b>Delivery Area</b>
86	Positive Action and Recruitment Initiatives	The Service is currently operating a recruitment freeze therefore 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	The Service is currently operating a recruitment freeze therefore no targeted actions are being taken to date.	We continue to support initiatives such as Northern Pride and Stonewall		HR
<b>Absence and Retirement</b>					
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 6 by the end of 10/11	Revised intervention policy and procedure now in place which has resulted in a decrease in sickness absence to 6.05 days during 2010/11	HR

# **Appendix A**

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

## PPC Performance Report: (April – September 2011/12)

**Note:**  
**YTD 11/12** performance is colour coded against **YTD 10/11** to reflect improvement.  
**T 11/12** performance is colour coded against **F 11/12** 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 12 Oct 11 from the Performance Management System#	A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12#	F 11/12	T 11/12
<b>Deaths and Injuries</b>								
<b>LI1</b> Number of deaths from accidental fires in dwellings	4	5	5	3	3	3	5	0
<b>LI1.1</b> Number of deaths from accidental fires in dwellings per 100,000 population (BV143i)	0.37	0.46	0.46	0.28	0.27	0.27	0.45	0
<b>LI2</b> Number of deaths from ALL fires	5	8	7	4	3	4	6	0
<b>LI4</b> Number of injuries from accidental fires in dwellings	258	257	182	168	182	86	181	179
<b>LI5</b> Number of injuries from ALL fires	327	340	241	238	228	109	226	224
<b>Fire Attendance</b>								
<b>LI24</b> Total number of fire calls attended	14337	12381	8876	8382	7952	4290	7378	7822
<b>LI25</b> Number of primary fires excluding road vehicles (part 1 of LI29)	3044	2343	1558	1533	1401	701	1308	1379
<b>LI26</b> Number of primary fires involving road vehicle (part 2 of LI29)	1457	1258	1017	877	736	364	703	726
<b>LI29</b> Number of primary fires per 100,000 population	406.9	325.5	232.8	217.8	193.3	49.4	187.7	190.3
<b>LI35</b> Number of fires in non-domestic premises per 1,000 non-domestic premises.	22.3	18	12.25	10.8	10.6	2.4	10.2	10.5

## PPC Performance Report: (April – September 2011/12)

		A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12#	F 11/12	T 11/12
<b>Accidental Fires</b>									
<b>LI8</b>	Number of accidental fires in dwellings (LI8.1 as a whole number)	1593	1110	704	710	649	295	613	641
<b>LI8.1</b>	Number of accidental fires in dwellings per 10,000 dwellings	33.7	23.4	14.8	15.0	13.7	6.2	12.9	13.5
<b>LI9</b>	Number of accidental kitchen fires (part 1 of LI8)	1295	801	476	422	410	186	382	404
<b>LI10</b>	Number of accidental non kitchen fires (part 2 of LI8)	298	309	228	288	239	109	231	236
<b>LI11.1</b>	The percentage of fires attended in dwellings where a smoke alarm had activated (BV209i)	60.8	53.6	43.5	50.9	52.5	Measure no longer reported due to introduction of LI31		NTS
<b>LI12.1</b>	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	8.2	10.8	12.3	19.7	15.1			NTS
<b>LI31</b>	The percentage of fires attended in dwellings where a smoke alarm was fitted	New LI in 2011/12 to replace LI11 and LI12			68.7	67.6	70.3	68.2	0

## PPC Performance Report: (April – September 2011/12)

	A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12#	F 11/12	T 11/12
<b>Deliberate Fires</b>								
<b>LI33</b> Number of deliberate primary fires and secondary fires	11188	9581	7007	6423	6068	3265	5567	5980
<b>LI16</b> Number of deliberate secondary fires	9113	7895	5645	5272	5156	2792	4746	5128
<b>LI18</b> Number of refuse fires started deliberately	5738	5397	4115	3685	3580	1887	3540	3580



## PPC Performance Report: (April – September 2011/12)

		A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12#	F 11/12	T 11/12
<b>False Alarms</b>									
<b>LI22</b>	Number of false alarm calls due to automatic fire alarms from non domestic premises (LI22.1 as a whole number)*	3058	2774	2667	3475	3438	1678	3339	3249
<b>LI22.1</b>	Number of false alarms due to automatic fire detection, per 1,000 non domestic properties	97.4	88.4	85.0	110.7	109.6	53.5	106.4	103.5
<b>LI23</b>	Number of false alarms due to automatic fire detection from domestic premises	3112	2698	2502	2451	2381	571	2351	2246
<b>LI30</b>	Number of those properties in LI22 with more than 1 attendance by the FRS	471	439	404	413	532	109	536	502
* Due to a revised definition of non domestic premises performance prior to and after 2009/10 is not comparable									
<b>Home Safety Checks</b>									
<b>LI34</b>	Number of HSCs successfully delivered by Operational Crews to a high priority dwelling*	16713	17087	16657	17749	17779	10136	17880	18000
* The YTD 2011/12 will not take in to account any HSC's that have yet to be uploaded onto CFRMIS for Q1									
<b>Control</b>									
<b>LI20</b>	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)	243	207	150	83	123	64	119	115
<b>LI21</b>	Number of malicious false alarm calls ATTENDED	671	685	596	282	271	149	259	243
<b>LI41</b>	Percentage of emergency callers engaged within 7 seconds	97.6	98.1	98.3	98.9	99.4	99.1	99.3	99
<b>LI42</b>	Percentage of fire appliances despatched within 60 seconds	56	57.9	60.0	51.5	59.8	62.6	63.8	61.6

**Creating the Safest Community**

## PPC Performance Report: (April – September 2011/12)

		A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12#	F 11/12	T 11/12
<b>Diversity and Equality</b>									
<b>LI70</b>	The level (if any) of the Equality Standard for Local Government to which the Authority conforms	2	3	4	Working towards excellent	Working towards excellent	Working towards excellent		Excellent
<b>LI72</b>	% of top 5% of Authority earners that are women	15.6	13.9	13.9	14.8	16.0	15.5		17.1
<b>LI73</b>	% of the top 5% of Authority earners from ethnic minority communities	1.6	2.5	5	4.9	5.3	2.8		5.9
<b>LI74</b>	% of top 5% of earners that have a disability	1.6	1.3	2.53	1.2	1.3	1.4		1.8
<b>LI87</b>	% of workforce with a disability	New LI in 2009/10		2.6	3.8	3.6	3.7		4
<b>LI78</b>	% of uniformed staff from ethnic minority communities	0.66	0.72	1.66	1.7	1.9	1.9		2.1
<b>LI86</b>	% of workforce from an ethnic minority community	New LI in 2009/10		1.95	2.2	2.4	2.4		2.7
<b>LI88</b>	% of new entrants from minority ethnic groups employed across the whole organisation	New LI in 2009/10		6.7	14.7	9.3	50 (1)		nts
<b>LI80</b>	% of women firefighters	3.1	4.3	4.82	4.84	5.50	5.5		5.9
<b>LI89</b>	% of new women entrants joining the operational sector of the Service	New LI in 2009/10		17.3	0	18.2	0		nts
<b>LI85</b>	% of workforce who are women	New LI in 2009/10		19.8	21.3	20.3	20.5		21.1

**Creating the Safest Community**

## PPC Performance Report: (April – September 2011/12)

Absence and Retirement									
<b>LI81</b>	Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	7.72	7.3	7.3	7.33	5.57	1.16	5.41	<=6
<b>LI 90</b>	Proportion of working days/shifts lost to sickness absence by riders	New LI in 2009/10		6.82	7.04	4.86	0.93	4.49	<=6
<b>LI 91</b>	Proportion of working days/shifts lost to sickness absence by non-riders	New LI in 2009/10		8.37	7.41	6.75	1.99	7.27	<=6
<b>LI 92</b>	Proportion of working days/shifts lost to sickness absence by control staff	New LI in 2009/10		10.97	10.97	11.85	1.36	12.06	<=6
<b>LI82</b>	Proportion of working days/shifts lost to sickness absence by all staff	8.72	8.03	8.07	7.65	6.05	1.46	6.06	<=6
<b>LI 93</b>	Proportion of working days/shifts lost to sickness absence by corporate staff	New LI in 2009/10		10.78	8.73	7.64	2.48	8.25	<=6
<b>LI83</b>	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.65	0.32	0	0	0	0	0	0
<b>LI84</b>	Control and corporate ill-health retirements as a % of the total workforce	1.06	0	0.6	0.9	0	0	0	0

**Creating the Safest Community**

## PPC Performance Report: (April – September 2011/12)

		A 06/07	A 07/08	A 08/09	A 09/10	A 10/11	YTD 11/12#	F 11/12	T 11/12
<b>Finance and Procurement</b>									
<b>LI64</b>	The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	92.2	96.8	97.0	97.9	97.5	95.5		100
<b>Environmental</b>									
<b>EM5</b>	CO2 (tonnes of Co2) reduction from local authority operations (NI185)	New LI 2010/11	4593	2865*	Reported late 2011		Reported Annually		4088
* Only reflects estates. Awaiting emissions from vehicles									
<b>Population:</b> 1106300 (Mid 2010 Population Estimates ONS) <b>Dwellings:</b> 474000 (Estimate for Dwellings from TWRI May 2010) <b>Non Domestic:</b> 31381 (Estimate for Non Domestic from CLG 31st December 2008)									

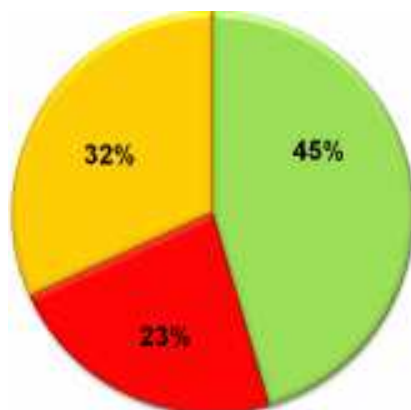
## **Appendix B**

**A snap shot of the Authority's LI performance against  
the 2011/12 targets and 2010/11 performance**

## PPC Performance Report: (April – September 2011/12)

### End of year performance 2011/12 against target

The chart below highlights the percentage of Local Indicators (LIs) that are exceeded, missed and were within the variance (2.5% less than target) of the 2011/12 service target. (Where data is available)



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

#### Within Variance:

- LI4 Number of injuries from accidental fires in dwellings
- LI5 Number of injuries from ALL fires
- LI72 % of top 5% of Authority earners that are women
- LI74 % of the top 5% of earners that have a disability
- LI78 % of uniformed staff from ethnic minority communities
- LI80 % of women fire fighters
- LI82 Proportion of working days/shifts lost to sickness absence by all staff
- LI85 % of workforce who are women
- LI86 % of workforce from an ethnic minority community
- LI87 % of the workforce with a disability

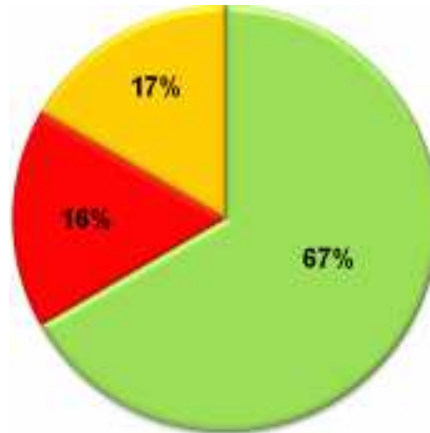
#### Missed Target:

- LI1 Number of deaths from accidental fires in dwellings
- LI1.1 Number of deaths from accidental fires in dwellings per 100,000 population
- LI2 Number of deaths from all fires
- LI20 Number of calls to malicious false alarms NOT ATTENDED
- LI21 Number of malicious false alarm calls ATTENDED
- LI22 Number of false alarm calls due to automatic fire alarms from non –domestic premises
- LI22.1 Number of false alarms due to automatic fire detection, per 1,000 non domestic properties
- LI23 Number of false alarms due to automatic fire detection from domestic premises
- LI30 Number of those properties in LI22 with more than 1 attendance by the FRS
- LI64 % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
- LI73 % of the top 5% of Authority earners from ethnic minority communities
- LI 91 Proportion of working days / shifts lost to sickness absence by non riders
- 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

## PPC Performance Report: (April – September 2011/12)

### Comparison of Q1 2011/12 performance against Q1 2010/11

The chart below highlights the percentage of LI's that are exceeded, missed and were within the variance (2.5% less than target) of the performance achieved in 2010/11. (Where data is available)



The local indicators that are within the variance or failed to improve on 2010/11 performance are:

#### Within Variance:

- LI20 Number of calls to malicious false alarms NOT ATTENDED
- LI21 Number of malicious false alarm calls ATTENDED
- LI 22 Number of false alarm calls due to automatic fire alarms from non –domestic premises
- LI22.1 Number of false alarms due to automatic fire detection, per 1,000 non domestic properties
- LI41 Percentage of emergency callers engaged within 7 seconds
  
- LI 91 Proportion of working days / shifts lost to sickness absence by non riders
- 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

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

- LI1 Number of deaths from accidental fires in dwellings
- LI1.1 Number of deaths from accidental fires in dwellings per 100,000 population
- LI2 Number of deaths from all fires
- LI5 Number of injuries from ALL fires
- LI18 Number of refuse fires started deliberately
- LI72 % of top 5% of Authority earners that are women
- LI81 Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff
- LI90 Proportion of working days/shifts lost to sickness absence by riders

**PPC Performance Report: (April – September 2011/12)**