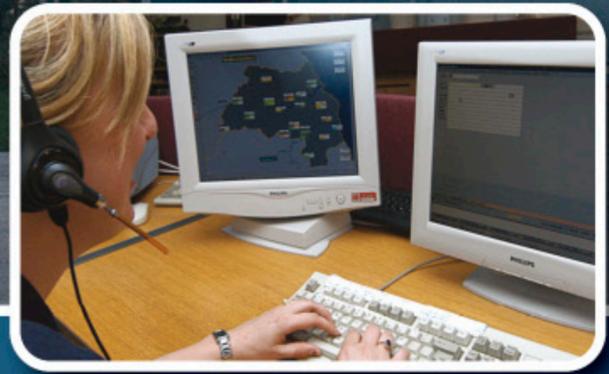


# Tyne and Wear Fire and Rescue Authority



*Best Value*  
*Performance Plan* **2008 / 2009**

توجد نسخة مترجمة من ملخص الخطة. للحصول على تفاصيل أكثر الرجاء  
الاتصال مع هاتف: 0191 4441546

اس پلان کے ترجمے کا خلاصہ دستیاب ہے۔ مزید معلومات کے لیے 0191 4441546 پر فون کریں۔

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# Foreword

As the new Chairman of the Authority I am pleased to present to you the Authority's Best Value Performance Plan (BVPP) for 2008/09, which I hope you will find both interesting and informative. The purpose of this plan is to provide members of the Authority and the public with an overview of our improved performance against targets.

I trust that you will take the opportunity to read through this Plan in order to appreciate the performance achievements that the Authority has worked towards throughout 2007/08. The overall picture is a positive one, we have seen significant improvements within our performance indicators and the services we provide as a whole.

The Authority is actively seeking to continuously improve and throughout 2008/09 we will continue to work to our best abilities in order to provide all of our communities with a safer environment to work and live in. As Chairman of the Authority I would like to thank all staff, partners and stakeholders for their continued support and contributions.

I would welcome any comments you may have in relation to the services we provide.

**Councillor Tom Wright**  
**Chairman**

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# Introduction

As part of the Authority's statutory requirements under Section 6 of the Local Government Act 1999, we are required to prepare an annual Best Value Performance Plan (BVPP). The production of this plan is also of significant interest to the Communities and Local Government (CLG) which will use the Best Value Performance Plan to monitor performance against the Fire and Rescue Public Service Agreement and the national framework.

The BVPP has been developed in order to clearly highlight the performance, objectives and priorities of the Tyne and Wear Fire and Rescue Authority. Through a process of regular recording, monitoring and reporting of key performance indicators we are able to provide an accurate account of our performance. To allow the Authority to plan and develop its services it monitors performance information from the current year as well as previous years. This provides us with a comprehensive overview of our performance and it enables the Authority to compare its performance against other Fire and Rescue Authorities as well as against its own targets.

Through the process of monitoring and reviewing performance we are able to make informed decisions. This is supported through the implementation of our improvement plans including the Integrated Risk Management Plan (IRMP) which ensures that we have the right resources, in the right place at the right time. By targeting the areas with the highest risk of incidents occurring we are able to use our resources efficiently and meet our performance targets.

The Performance Plan provides both internal and external stakeholders with a comparison of our past and current performance against our current targets and priorities for the coming year. This allows the Authority to focus on the performance within our four Goals (Prevention, Response, Emergency Preparedness and Organisation). The Performance Plan has also been developed in order to provide the community, partners and employees of the Authority with an overview of our performance compared with that of other Metropolitan Fire and Rescue Authorities for 2007/08.

Further information relating to the performance of the Authority will be published in the Annual Report 2008/09.

# Vision and Mission

Through the implementation of our Goals the Authority ensures that it provides the services necessary to prevent and respond to risks and incidents to achieve its Vision of creating safer communities. In order to ensure that we are able to meet our Goals the Authority have implemented seven key Priorities enabling it to focus on the development and improvement of specific areas of its services. To demonstrate improvement each of our Priorities are linked to Plans and Strategies which are measured through the implementation of our Performance Indicators.

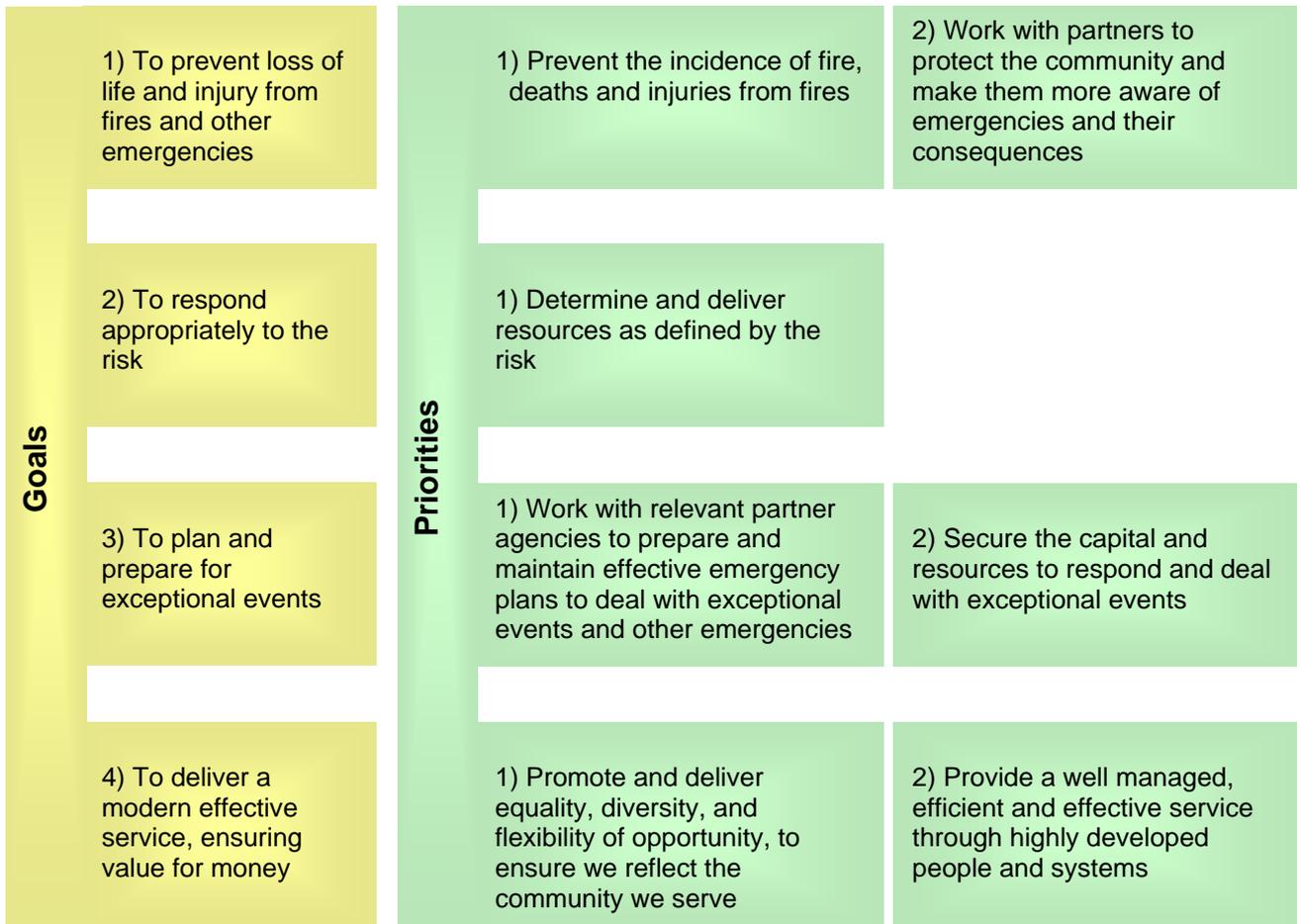
## 1.1 Strategic delivery of the Vision and Mission

### Vision

### Creating the Safest Community

### Mission

To save life, reduce risk, provide humanitarian services and protect the environment



# Vision and Mission

Through a structured planning process the Authority is able to ensure that it succeeds in achieving its Vision and Mission. The plans are produced in order to support each other and to provide a robust and accurate picture of performance. The plans not only inform our external partners and stakeholders of our performance but they are also a key element of identifying how our staff and departments contribute to the continuous improvement of the Fire and Rescue Authority.

The table below reflects the key plans that support the Authority in achieving and delivering its Goals and Priorities.

## 1.2 Key Strategic Plans



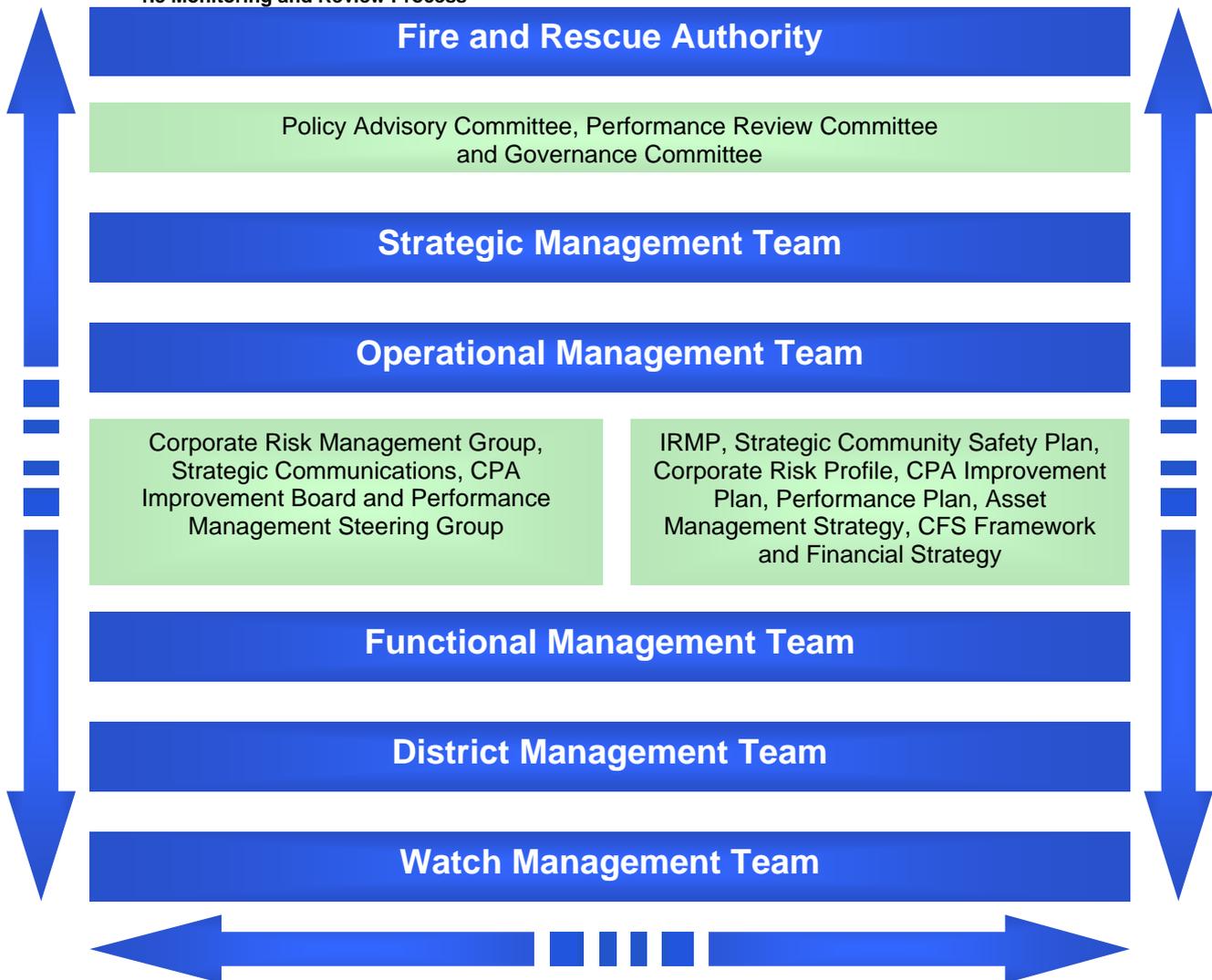
<b>Strategic Community Safety Plan</b>	Links the performance of the Authority with its plans and sets the goals, objectives and strategies for the future
<b>Integrated Risk Management Plan</b>	Highlights specific risks associated with Tyne and Wear and provides actions to provide adequate response
<b>Performance Plan</b>	Reports performance and targets of the Authority against its BVPI's and that of other Fire and Rescue Services.
<b>Department Plans</b>	Developed by individual departments with indicators and targets to reflect the strategies and actions.
<b>District Plans</b>	Specific to each of our 5 District areas reflecting their risks, performance and targets
<b>Station Plans</b>	Specific to each of our 17 Community Fire Station areas reflecting their risks, performance and targets

To ensure the Authority succeeds in the delivery of its Goals and Priorities each of our Departments, Districts and Community Fire Stations are responsible for their own action plans. The plans are all monitored through the implementation of Performance Indicators and targets which are monitored and reported on throughout the year through our management structure and Performance Reporting Process as highlighted on the following pages.

# Monitoring and Review

Through the development of a robust management structure the Authority is able to effectively scrutinise, monitor and report on its performance, plans and strategies. The structure highlighted below reflects the flow of information between all staff, from Operational Crews through to the Strategic Management Team and the Fire and Rescue Authority.

## 1.3 Monitoring and Review Process



The process highlighted above enables our managers to communicate freely and effectively with their relevant teams and departments. As a result of this all performance issues can be addressed and scrutinised to ensure that our services are being targeted based on the risks within our communities and the resources available within Departments, Stations, Districts and at Service Level.

In addition to the monitoring and reviewing of performance by our managers the Authority also has a set number of Committees which focus on performance. Through the development of the Committees the Authority is able to scrutinise performance in greater detail and assign responsibility at

# Monitoring and Review

individual Authority Member level. This level of scrutiny is reflected in the delivery of our Comprehensive Performance Assessment (CPA) Improvement Plan. It is the role of the Performance Review Committee to ensure that the Authority are continuously working towards its BVPI targets and improving service delivery via scrutiny of the Quarterly Performance Reports and delivery at community level via the Station and District Plans.

In order to provide continuous improvement and to scrutinise performance effectively the Service Delivery function of the Authority follow a structured process of reporting Station and District Performance as highlighted below.

## 1.4 Performance Reporting Process



## Monitoring and Review

As a result of applying the process outlined above all levels of the Authority's Service Delivery Management structure are involved in the monitoring of performance. The process ensures that the initiatives and projects that are being delivered within our Station and District areas are linked to performance and robustly evaluated.

The process plays a key role in demonstrating how the contributions of all our staff support our Vision of creating safer communities. In addition to this the process also enables the Authority to ensure that its services are delivered efficiently, effectively and provide value for money by learning from examples of best practice.

The Performance Reporting Process not only informs the Strategic Management Team and Performance Review Committee of the Authority's performance but also provides the individual managers at Station and District level with the necessary information to produce robust annual Station and District Plans as referred to previously within this plan.

## Our Performance

As set out in Section 6 of the Act the Authority are required to provide an overview of its performance in relation to its Best Value Performance Indicators (BVPIs). All of the Fire and Rescue Authorities in England and Wales are required to measure their performance using the same set of BVPI's, but in addition they are able to develop their own local indicators to focus on specific areas of delivery.

The following pages focus on BVPI's that are specific to certain areas of the delivery of our services, including; accidental fires, deliberate fires, unwanted calls and Equal Opportunities. The performance of the Tyne and Wear Fire and Rescue Authority (TWFR) has been reported under the following headings:

- **BVPI Performance: Tyne and Wear Fire and Rescue Authority 2007/08**

For each of the BVPI's the Authority is required to provide it's performance for the previous 12 months (April – March 2007/08). The previous four years performance data has been included to provide a true reflection of performance. In addition to this we have also included targets relating to 2007/08 and 2008/09.

The Performance Plan highlights the success of these BVPI's against our current targets and previous performance via the use of a traffic light system as highlighted below:

**(A) Actual 2007/08:**

**Red** = failed to improve on previous years performance by more than 2.5% variance

**Amber** = failed to improve on previous year performance but within 2.5% variance

**Green** = improved on previous year performance

**(T) Target 2007/08:**

**Red** = failed to achieve target by more than the 2.5% variance

**Amber** = failed to achieve target but within the 2.5% variance

**Green** = target achieved and/or exceeded

- **BVPI Performance: Metropolitan Fire and Rescue Authority 2007/08**

In order to provide a true comparison of performance with the other Fire and Rescue Authorities who face similar risks, the TWFR compares itself against the other six Metropolitan Fire and Rescue Authorities.

# Our Performance:

Tyne and Wear Fire and Rescue Authority 2007/08

BVPI	Definition	A 04/05	A 05/06	A 06/07	A 07/08	T 07/08	T 08/09	
<b>Deaths and Injuries</b>	143i	Number of deaths arising from accidental fires in dwellings per 100,000 population	0.47	0.37	0.37	0.37	0.47	0.37
	143ii	Number of injuries arising from accidental fires in dwellings per 100,000 population	14.81	7.26	5.57	4.32	5.46	3.34
<b>Fire Attendance</b>	142ii	Number of primary fires per 10,000 population	45.5	43.7	41.1	33.1	39.9	31.9
	207	Number of fires in non domestic premises per 1,000 non domestic premises	40.1	38.1	22.3	18.2	20.69	16
	144	% of accidental fires in dwellings confined to the room of origin	95	95.3	95.7	94.22	95.78	95.7
<b>Accidental Fires</b>	142iii	Number of accidental fires in dwellings per 10,000 dwellings	45.5	43.7	41.1	23.4	39.9	22.5
	208	% of people in accidental dwelling fires in dwellings who escape unharmed without FRA assistance	nda	91	93	95	94.09	96
	209i	% of fires attended in dwellings where a smoke alarm had activated	49.5	54.8	60.8	53.6	62.36	54.94
	209ii	% of fires attended in dwellings where a smoke alarm was fitted but did not activate	8.9	8.3	8.2	10.9	8.12	8.9
	209iii	% of fires attended in dwellings where no smoke alarm was fitted	41.6	36.9	31.1	35.5	29.54	33.6
<b>Deliberate Fires</b>	206i	Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population	9.5	8.8	8	6.7	7.7	6.4
	206ii	Number of deliberate primary fires in vehicles per 10,000 population	13.6	12.5	11	8.9	10.58	7.5
	206iii	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population	70.9	68.3	83.2	72.3	78.5	70.7
	206iv	Number of deliberate secondary fires in vehicles per 10,000 population	0.8	0.6	0.5	0.35	0.46	0.21
<b>Unwanted Alarms</b>	146i	Number of calls to malicious false alarms NOT ATTENDED per 1,000 population	0.2	0.2	0.2	0.19	0.19	0.18
	146ii	Number of calls to malicious false alarms ATTENDED per 1,000 population	0.7	0.6	0.6	0.63	0.56	0.62
	149i	Number of false alarms caused by automatic fire detection, per 1,000 non domestic properties	94.6	113.4	98.6	89	93.7	87.1
	149ii	Number of those properties in BV149i with more than 1 attendance by the FRS	New 05/06	562	471	439	462	430
	149iii	% of false alarms caused by automatic fire detection which are to a non domestic property with more than one attendance	nda	79	79	79	75.1	76.6

# Our Performance:

## Tyne and Wear Fire and Rescue Authority 2007/08

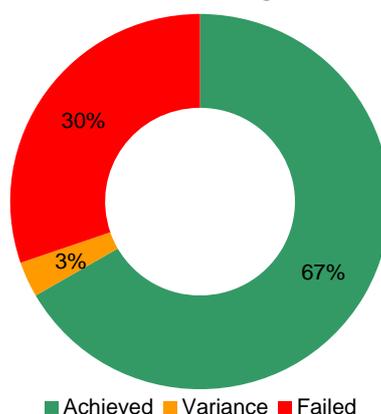
BVPI	Definition	A 04/05	A 05/06	A 06/07	A 07/08	T 07/08	T 08/09
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Equal Opportunities		A 04/05	A 05/06	A 06/07	A 07/08	T 07/08	T 08/09
2a	The level of the Equality Standard for Local Government to which the Authority conforms	1	1	2	3	3	4
2b	The duty to promote race equality	74	84	95	100	97	100
11a	% of top 5% of Authority earners that are women	5.19	5.3	15.6	13.9	5.72	14
11b	% of the top 5% of Authority earners who are from an ethnic minority	0.74	0.75	1.6	2.5	1.6	2.51
11c	% of top 5% of earners who have a disability	nda	1.5	1.6	1.3	1.25	1.32
16ai	% of wholetime and retained duty system firefighters with a disability			0.75	0.64	0.76	nts
16aii	% of control and non uniformed staff with a disability			2.8	2.6	2.85	nts
17	% of uniformed staff from ethnic minority communities	0.85	0.65	0.66	0.72	0.75	nts
210	% of women firefighters	1.3	2.3	3.1	4.3	3.1	4.7

Absence/Retirement		A 04/05	A 05/06	A 06/07	A 07/08	T 07/08	T 08/09
12a	Working days/shifts lost to sickness absence by wholetime uniformed staff	9.69	9.52	7.57	7.3	7.34	7.27
12b	Working days/shifts lost to sickness absence by all staff	10.26	9.53	8.72	8.03	8.5	8.25
15a	% of wholetime fire fighters retiring on grounds of ill-health as a % of the total workforce	0.63	0.63	0.65	0.32	0.54	0.31
15b	% of control and non-uniformed staff retiring on grounds of ill-health as a % of the total workforce	2.65	2.39	1.06	0	0.9	0.5

Finance		A 04/05	A 05/06	A 06/07	A 07/08	T 07/08	T 08/09
8	% of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	79.2	93.96	92.24	96.83	100	100
150	Expenditure per head of population on the provision of fire and rescue services	45.87	51.88	50.65	tbc	nts	nts

**BVPI Performance:**  
% of BVPI's that achieved targets for 2007/08

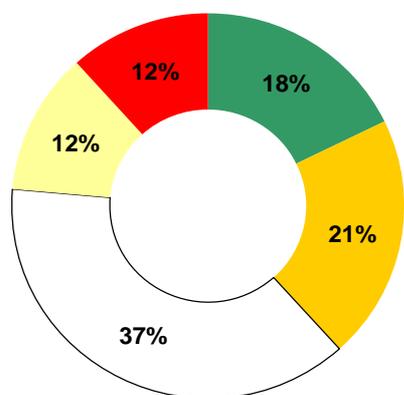


# Our Performance:

## Comparison between Metropolitan FRA's 2007/08

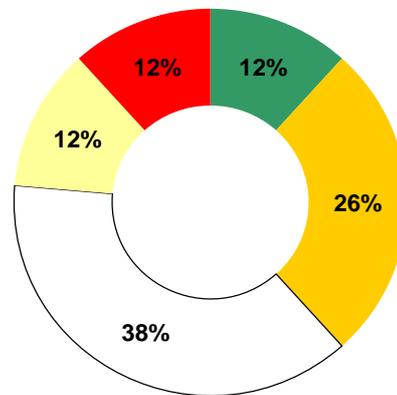
	BVPI	Definition	Tyne & Wear	Mersey side	Greater M'chester	West Mid's	South Yorks	West Yorks	London
Deaths and Injuries	143i	Number of deaths arising from accidental fires in dwellings per 100,000 population	0.37 (4)	0.59 (39)	0.75 (19)	0.31 (8)	0.54 (7)	0.46 (10)	0.52 (39)
	143ii	Number of injuries arising from accidental fires in dwellings per 100,000 population	4.32 (47)	5.05 (69)	3.57 (91)	5.27 (137)	6.42 (83)	6.94 (150)	16.45 (1236)
Fire Attendance	142ii	Number of primary fires per 10,000 population	33.1 (3602)	33.45 (4568)	34.26 (8729)	24.38 (6339)	33.27 (4302)	25.41 (5492)	18.66 (14016)
	207	Number of fires in non domestic premises per 1,000 non domestic premises	18.2 (566)	12.47 (486)	14.59 (1322)	10.72 (982)	13.75 (504)	8.66 (650)	10.20 (2865)
	144	% of accidental fires in dwellings confined to the room of origin	94.2%	97.9%	94.9%	87.6%	91.6%	92.7%	90.1%
Accidental Fires	142iii	Number of accidental fires in dwellings per 10,000 dwellings	23.4 (1109)	21.66 (1286)	23.52 (2661)	18.4 (1959)	16.64 (910)	15.19 (1347)	18.10 (5857)
	208	% of people in accidental dwelling fires in dwellings who escape unharmed without FRA assistance	95%	93.6%	81.5%	87.2%	86.9%	90.9%	94.1%
	209i	% of fires attended in dwellings where a smoke alarm had activated	53.6%	53.8%	43.8%	38.1%	43.5%	45.8%	23.6%
	209ii	% of fires attended in dwellings where a smoke alarm was fitted but did not activate	10.9%	9.0%	16.3%	11.8%	12.4%	18.5%	8.2%
	209iii	% of fires attended in dwellings where no smoke alarm was fitted	35.5%	37.2%	39.9%	50.1%	44.1%	35.7%	67.8%
Deliberate Fires	206i	Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population	6.7 (726)	8.44 (1153)	7.48 (1905)	5.2 (1353)	7.42 (959)	4.73 (1022)	2.78 (2089)
	206ii	Number of deliberate primary fires in vehicles per 10,000 population	8.9 (967)	9.16 (1251)	9.83 (2505)	6.07 (1578)	12.27 (1587)	9.81 (2120)	3.25 (2442)
	206iii	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population	72.3 (7859)	75.87 (10363)	52.00 (13248)	36.65 (9530)	65.40 (8455)	51.64 (11160)	11.57 (8691)
	206iv	Number of deliberate secondary fires in vehicles per 10,000 population	0.35 (38)	0.63 (86)	0.29 (75)	0.50 (129)	0.76 (98)	0.74 (161)	0.78 (585)
Unwanted Alarms	146i	Number of calls to malicious false alarms NOT ATTENDED per 1,000 population	0.19 (208)	0.16 (220)	1.10 (2792)	1.14 (2972)	0.09 (112)	0.90 (1955)	0.93 (6985)
	146ii	Number of calls to malicious false alarms ATTENDED per 1,000 population	0.63 (685)	0.59 (806)	0.67 (1698)	0.83 (2158)	0.44 (566)	0.64 (1373)	0.39 (2896)
	149i	Number of false alarms caused by automatic fire detection, per 1,000 non domestic properties	89 (2774)	93.80 (3655)	122.39 (11087)	75.17 (6886)	67.84 (2486)	82.17 (6171)	112.06 (31473)
	149ii	Number of those properties in BV149i with more than 1 attendance by the FRS	439	603	1167	924	388	829	4407
	149iii	% of false alarms caused by automatic fire detection which are to a non domestic property with more than one attendance	79.0%	41.2%	38.4%	63.4%	55.8%	48.0%	73.8%

**BVPI Performance:**  
TWFR performance compared against Metropolitan FRA's 2007/08



■ First ■ Second □ Other ■ Sixth ■ Seventh

**BVPI Performance:**  
TWFR performance compared against Metropolitan FRA's 2006/07



■ First ■ Second □ Other ■ Sixth ■ Seventh

# Our Performance:

## Comparison between Metropolitan FRA's 2007/08

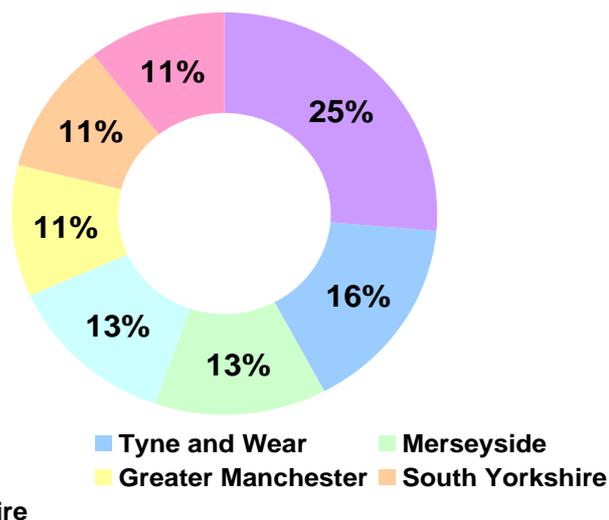
BVPI	Definition	Tyne & Wear	Mersey side	Greater M'chester	West Mids	South Yorks	West Yorks	London
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Equal Opportunities	2a	The level of the Equality Standard for Local Government to which the Authority conforms	3	2	2	2	1	3	5
	2b	The duty to promote race equality	100%	100%	Tbc	100%	74%	95%	74%
	11a	% of top 5% of Authority earners that are women	13.9%	6.5%	10.5%	7.5%	4.2%	4.2%	11.1%
	11b	% of the top 5% of Authority earners who are from an ethnic minority	2.5%	0%	0.8%	3.3%	2.1%	0%	7.3%
	11c	% of top 5% of earners who have a disability	1.3%	0%	0%	1.4%	1.0%	3.4%	4.3%
	16ai	% of wholetime and retained duty system firefighters with a disability	0.64%	1.73%	1.91%	2.16%	1.09%	1.95%	1.51%
	16aai	% of control and non uniformed staff with a disability	2.6%	1.7%	Tbc	5.5%	3.9%	13.3%	7.2%
	17	% of uniformed staff from ethnic minority communities	0.7%	3.8%	1.8%	6.6%	2.2%	2.3%	10.5%
	210	% of women firefighters	4.3%	2.7%	Tbc	3.3%	3.5%	2.5%	3.5%

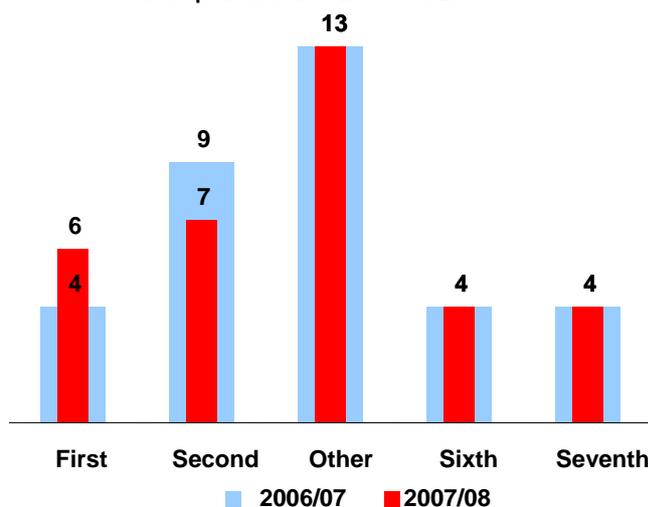
Absence/ Retirement	12a	Working days/shifts lost to sickness absence by wholetime uniformed staff	7.30	7.27	5.83	6.28	7.68	7.83	7.76
	12b	Working days/shifts lost to sickness absence by all staff	8.03	7.16	6.70	6.18	7.85	8.48	8.72
	15a	% of wholetime fire fighters retiring on grounds of ill-health as a % of the total workforce	0.32%	0.60%	0.05%	0.00%	0.24%	0.07%	0.08%
	15b	% of control and non-uniformed staff retiring on grounds of ill-health as a % of the total workforce	0.00%	0.00%	0.04%	0.16%	0.00%	0.00%	0.08%

Finance	8	% of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	96.8%	99.8%	Tbc	Tbc	92.6%	97.8%	90.2%
	150	Expenditure per head of population on the provision of fire and rescue services	Tbc	Tbc	Tbc	Tbc	Tbc	Tbc	Tbc

BVPI Performance: % of best performing BVPI's 2007/08



BVPI Performance: TWFRAs performance compared against Metropolitan FRA's 2006/07 v 2007/08



## Our Performance: Summary

Throughout 2007/08 the Tyne and Wear Fire and Rescue Authority has continued to demonstrate an improvement in its services provided to its communities and as a result there are a number of areas of strong performance.

- **BVPI Performance: Tyne and Wear Fire and Rescue Authority 2007/08**

The following points highlight specific areas of improvement recorded across the Authority when compared against its targets set for 2007/08:

- > 21% reduction in the number of injuries arising from accidental dwelling fires
- > 17% reduction in the number of primary fires attended
- > 28% reduction in the number of accidental dwelling fires
- > 16% reduction in the number of deliberate primary fires in vehicles
- > 5% reduction in the number of calls to malicious false alarms not attended
- > 3% increase in the Level of the Equality Standard for Local Government to which the Authority conforms
- > Average of ½ a day reduction in the proportion of working days/shifts lost to sickness absence by all staff

At the end of 2007/08 the Authority had exceeded the targets for 22 of its BVPI's, failed to achieve the targets for 11 of the BVPI's with one of these being within the 2.5% variance.

- **BVPI Performance: Tyne and Wear Fire and Rescue Authority 2007/08 v 2006/07**

The following points highlight specific areas of improvement recorded across the Authority when compared against its performance in 2006/07:

- > 22% reduction in the number of injuries from accidental dwelling fires
- > 43% reduction in the number of accidental fires in dwellings
- > 13% reduction in the number of deliberate secondary fires
- > 10% reduction in the number of false alarms caused by automatic fire detection
- > Achieved level 3 of the Equality Standard for Local Government
- > Increase in the % of women firefighters
- > Reduction in the number of working days/shifts lost to absence by all employees

As you can see from the diagrams provided within the performance section the Authority has seen a steady increase in the number of BVPI's improving on the performance recorded since 2004/05.

## Our Performance: Summary

The Authority has demonstrated its continuous improvement in the services it delivers through the positive performance highlighted above. However, TWFRAs understands that there is still room for further improvements in 2008/09 and beyond.

- **BVPI Performance: Comparison between Fire and Rescue Authorities 2007/08**

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

- > 18% of Tyne and Wear Fire and Rescue Authority's BVPI's are the best performing
- > 6% increase in the number of BVPI's that are the best performing when compared with 2006/07
- > 12% of Tyne and Wear Fire and Rescue Authority's BVPI's are the poorest performing
- > Tyne and Wear Fire and Rescue Authority accounts for 16% of the best performing BVPI's, the second highest of all the Metropolitan Fire and Rescue Authorities

The Tyne and Wear Fire and Rescue Authority have continued to perform well throughout 2007/08 with the following BVPI's out performing the other Metropolitan Fire and Rescue Authorities:

- > % of people in accidental dwelling fires who escape unharmed without FRA assistance
- > % of fires attended in dwellings where no smoke alarm was fitted
- > The duty to promote race equality
- > % of top 5% of Authority earners who are women
- > % of women firefighters
- > % of control and non-uniformed staff retiring on grounds of ill-health

In order to ensure that continuous improvement is achieved the Authority embeds performance management through the implementation and monitoring of its improvement plans as highlighted via the Monitoring and Review Process.

## Equality and Diversity

The Authority is committed to providing a service that meets the needs of its communities and employees across Tyne and Wear. The amended Race Relations Act has placed a duty on the Fire Authority, nationally, to promote race equality and include this in its main stream activities. In addition to this general duty, the Act also refers to specific duties fire services should respond to.

Under the general duty, Tyne and Wear Fire and Rescue Authority (TWFR) must have 'due regard to the need' to:

- Eliminate unlawful racial discrimination;
- Promote equal opportunities; and
- Promote good relations between people from different racial groups; and
- Promote equality of opportunity for people with disabilities.

Over recent months the Authority has employed a number of Prevention and Education Advocates to work alongside specific communities including Punjabi, black minority and ethnic and pre-school. Through this approach the Authority aims to learn from its communities and develop stronger links and relationships to help shape the services it provides.

In order to further enhance relationships with local communities our Fire Stations have become more engaged and are able to provide facilities for meetings and classes. Through the provision of such facilities the Authority aims to create a more integrated service and become more open to diversity at a local level.

In recent years the Authority has opened a number of new Community Fire Stations through the Private Finance Initiative (PFI) and as a result our local communities are able to access state of the art facilities.

# Glossary

The following definitions have been provided in order to increase understanding of the commentary used within this document and they are specific to this BVPP:

- **Accidental Dwelling Fires:**

Fires that have been started accidentally in a place of residence.

- **Automatic fire alarms:**

An automated system that notify's the premise of a potential fire risk

- **BVPP:**

Best Value Performance Plan

- **BVPI's:**

Best Value Performance Indicators as prescribed by Communities for Local Government

- **CFS:**

A Community Fire Station that is operational 24 hours a day and provides facilities for the Community

- **Deliberate Fires:**

Fires where the cause was malicious, deliberate or doubtful

- **False Alarm:**

A call/signal is received with the good intent of getting the FRS to attended a perceived fire incident

- **Fatalities:**

A person whose death is attributed to a fire

- **Non-fatal casualties:**

A person requiring medical treatment beyond first aid given at the scene of the fire.

- **Property Fires:**

Buildings fit for occupation (including mobile properties, outdoor storage, and other outdoor structures)

- **Secondary Fires:**

Fires that involved derelict buildings/vehicles and outdoor fires such as wheelie bins and grassland

## Appendix A : Statement of Contracts

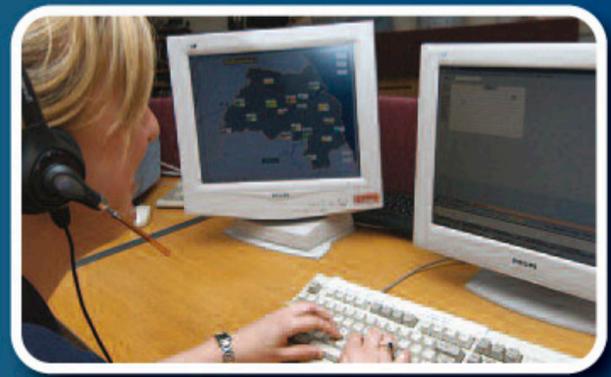
The Authority has not undertaken any staff transfers in the last financial year, however whenever the Authority is required to transfer staff, all aspects of the process comply to the Transfer of Undertakings (Protection of Employment) Regulations 1981 (as amended), and the Authority also fully adheres to the revised Code of Practice issued by the Cabinet Office.

## Appendix B: Statement of Data Quality

Tyne and Wear Fire and Rescue Authority are responsible for the gathering, storing and processing of data. In order to ensure that the data is accurate and represents a true reflection of our performance we consistently monitor and scrutinise the data through a process of validation. The performance data used within this Best Value Performance Plan is based on statistics which have been through our validation process.



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