

**1 PURPOSE**

1.1 This report provides the Q3 (April – December) performance of the Authority against the targets for 2011/12. Members of the Policy and Performance 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 the service led related indicators 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 four year period as featured within the Strategic Community Safety Plan. However, for the purposes of this report performance is only reported against the target set for 2011/12.

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 TWFRS in comparison with 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 against 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 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.

2.7 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.

### 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.

9.2 The performance report is available in alternative formats and languages upon request.

## **10. HEALTH AND SAFETY IMPLICATIONS**

10.1 No additional implications are envisaged.

## **11. CONCLUSION AND RECOMMENDATIONS**

11.1 Based on Quarter 3 performance data, the Authority is maintaining its overall trajectory of improvement and is set to meet the majority of the targets set for the current financial year. This includes, based on a comparison with 2010/11,

- 10% fewer **Accidental Dwelling Fires**
- 7% fewer **Deliberate Fires**
- 6% fewer **Deliberate Secondary Fires**
- 11% fewer **Accidental Kitchen Fires**

11.2 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  
Quarter 3 (April – December) 2011/12**

## PPC Performance Report: (April – December 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.

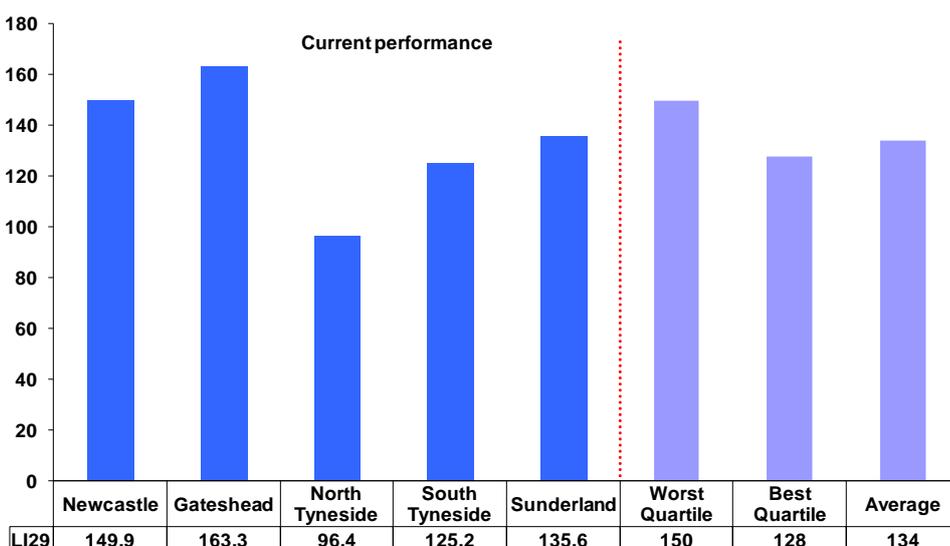
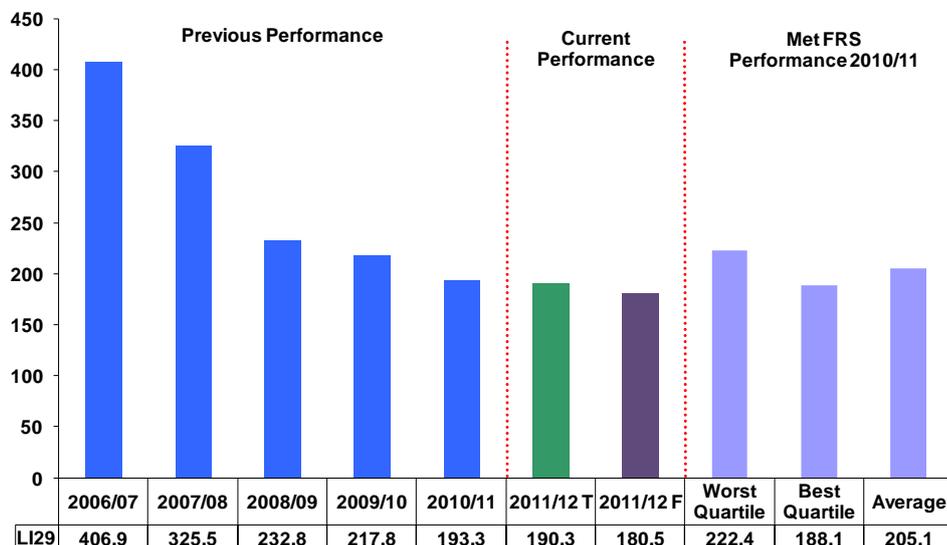
## **Service Led Priorities**

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 – December 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.



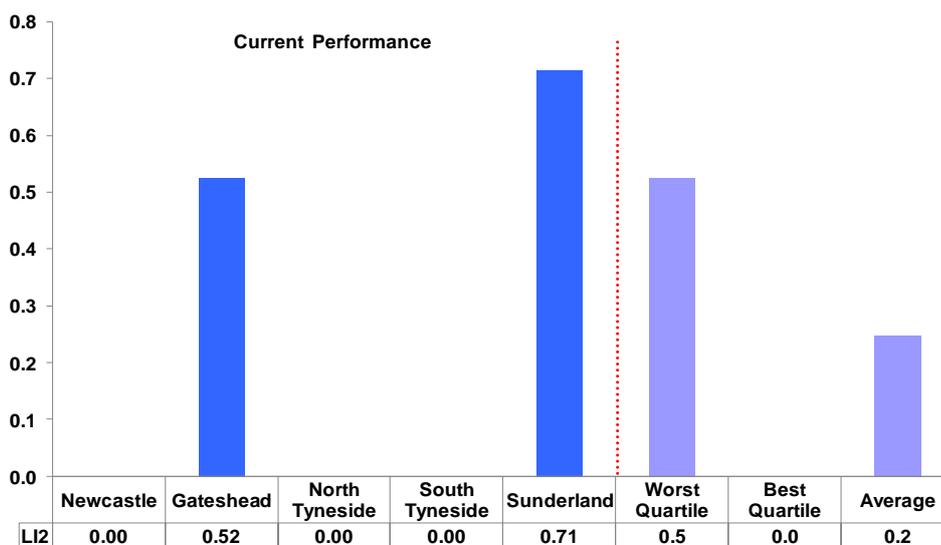
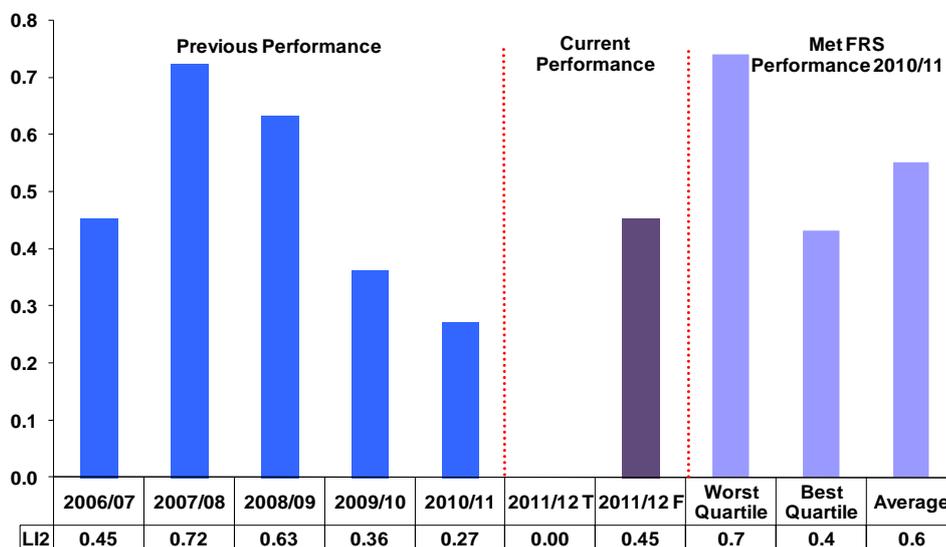
### Key Performance Information:

- We attended 133.6 (1,478) primary fires per 100,000 population by the end of Q3 2011/12. This reflects a reduction of 8.8% (142) when compared against the same period in 2010/11.
- Based on the forecasted end of year performance of 180.5 (1,997), we are set to achieve our target of 190.3 (2,105) primary fires per 100,000 population by 5% (108).
- 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 25% (62) compared with the same period in 2010/11.
- As a result of the 1,478 incidents there were 174 victims.

## PPC Performance Report: (April – December 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.



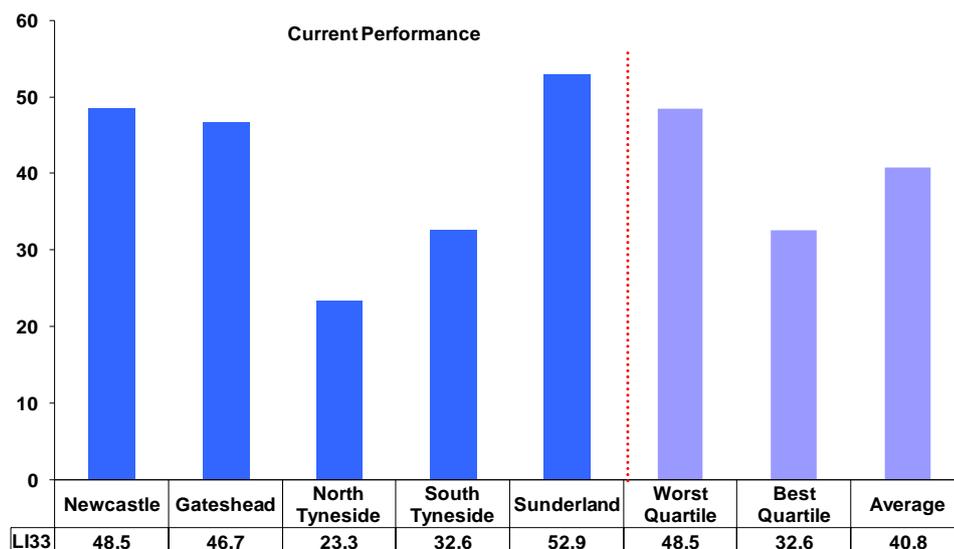
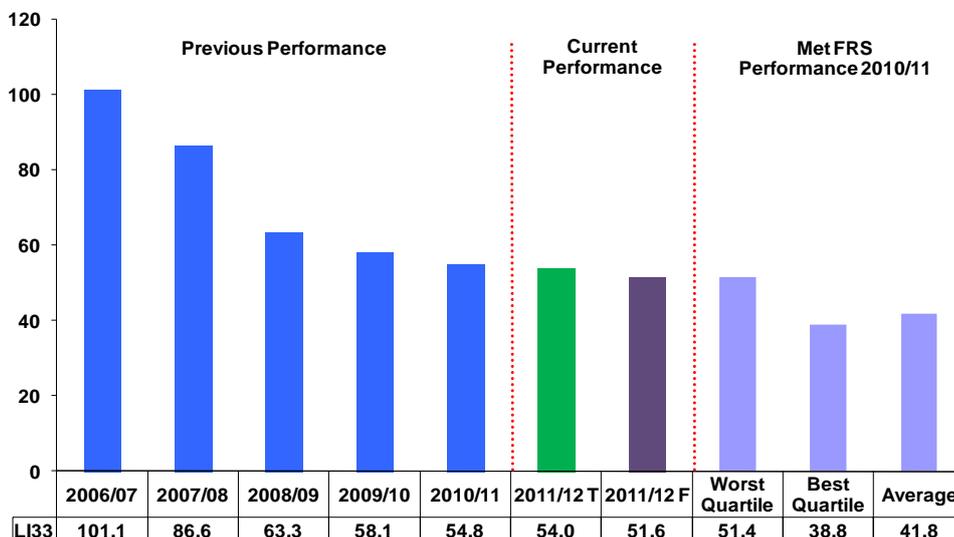
#### Key Performance Information:

- There have been 3 fatalities reported from primary fires by the end of Q3 2011/12, with 2 of these as a result of accidental dwelling fires. By the end of Q3 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 in Gateshead and Sunderland districts and the casualties were 2 males and 1 female.

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

### 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.



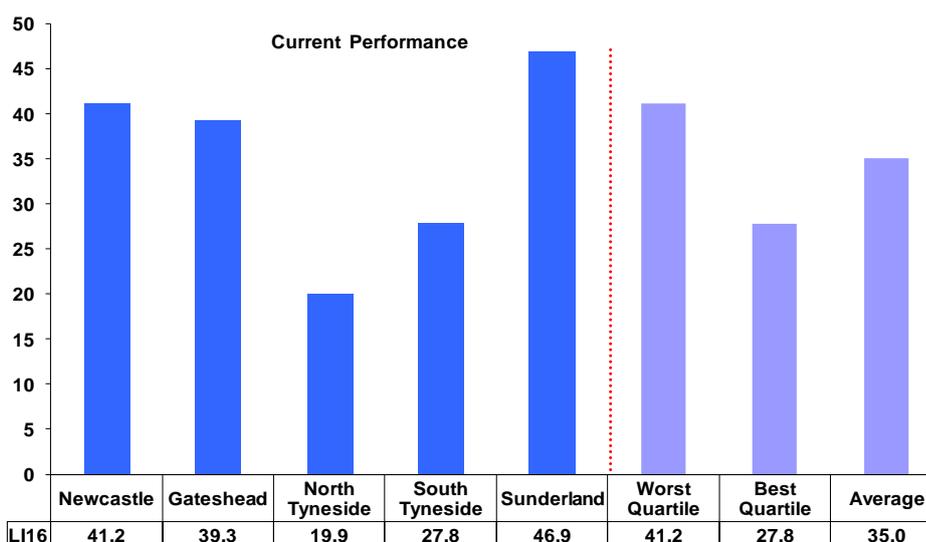
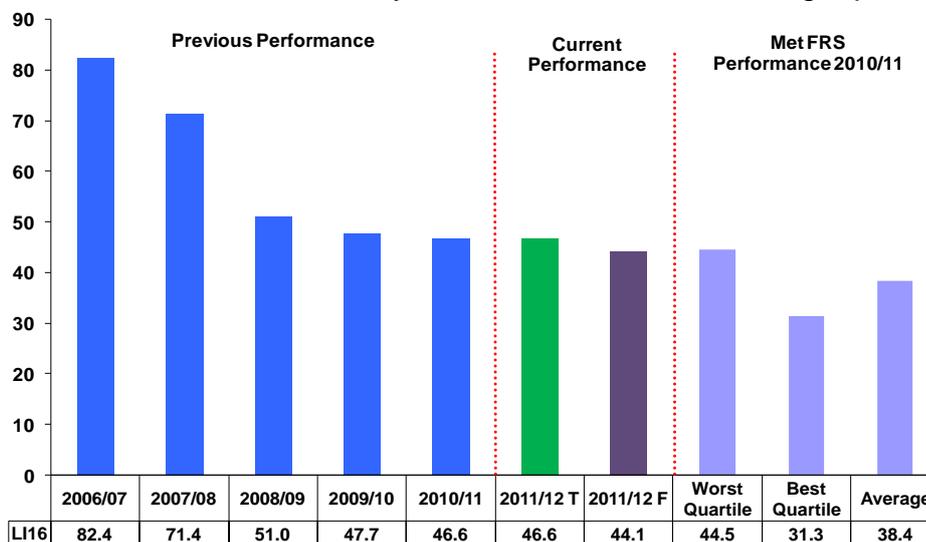
### Key Performance Information:

- We recorded 42.6 (4,637) deliberate fires per 10,000 population by the end of Q3 2011/12, a decrease of 7% (351) compared to the same period in 2010/11.
- This performance was supported by a 12% (87) reduction in the number of deliberate primary fires by the end of Q3 2011/12.
- As a result of this we are forecast to achieve the target of 54 (5,977), in fact the forecast anticipates us achieving a further reduction of 4.5% (270) less than the target.
- In addition, this performance would result in a reduction of 6% (361) 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 and Newcastle districts saw an increase of 10.7% (86) and 0.4% (6) respectively at the end of Q3 2011/12 compared to the same period in 2010/11.

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

### 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 criteria 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 36.7 (3,995) deliberate secondary fires per 10,000 population by the end of Q3 2011/12, reflecting a reduction of 6% (260) on the figure reported at the end of Q3 2010/11.
- As a result of the forecasted end of year 2011/12 performance, we are forecast to surpass the target of 46.6 (5,128), with a further reduction of 5% (246).
- 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 (1,316) of such incidents by the end of Q3 2011/12 when compared against the other districts. However, it reported a decrease of 10.9% (161) incidents when compared against the same period in 2010/11.
- All districts have made reductions in this indicator when compared to the same period last year except Gateshead, which has seen a 9% (63) increase.

PPC Performance Report: (April – December 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	22,497 HSC completed by 31 Dec 11	30,000 Completed HSC by April 2011	Minimum of 30,000 successful HSC to be carried out in 2011/12	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 – December 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:

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 2012	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 2010/11 figures	Service Wide

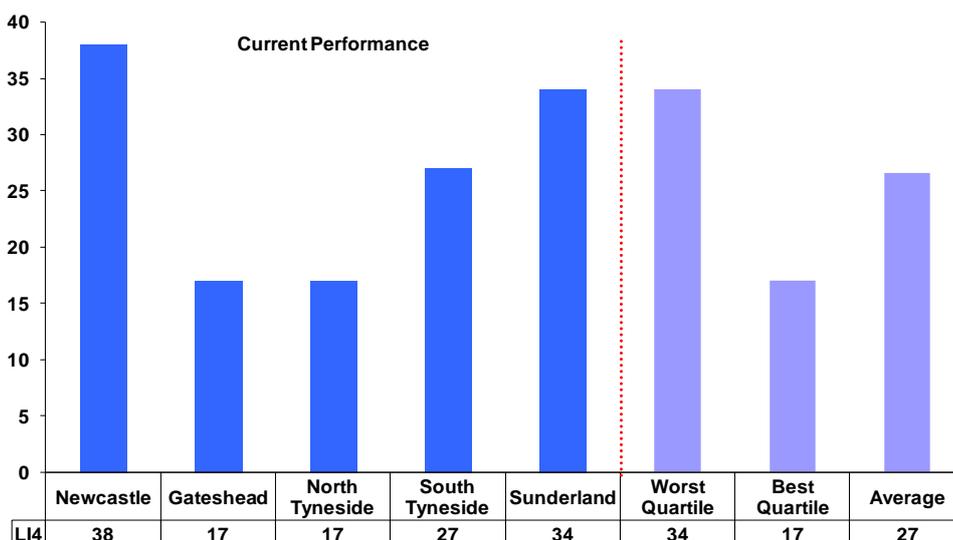
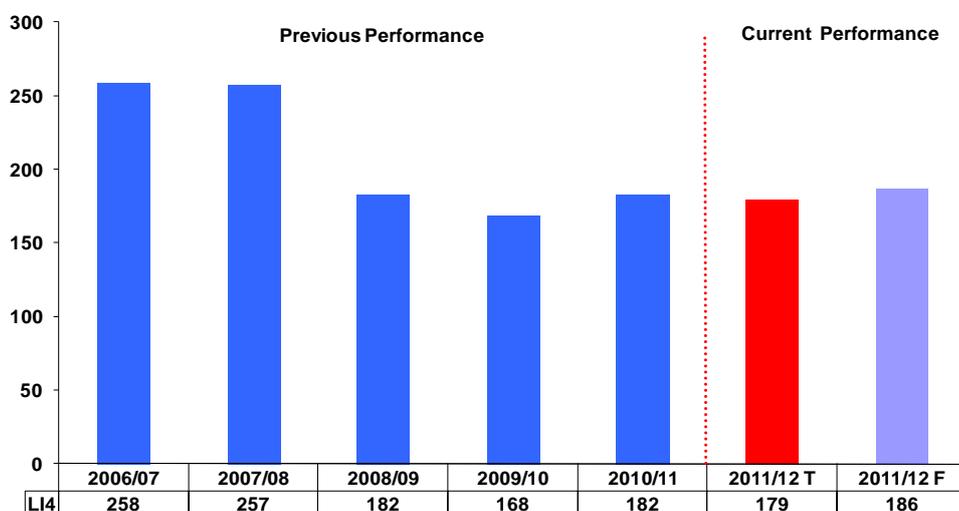
## **Local Priorities**

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

## PPC Performance Report: (April – December 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).



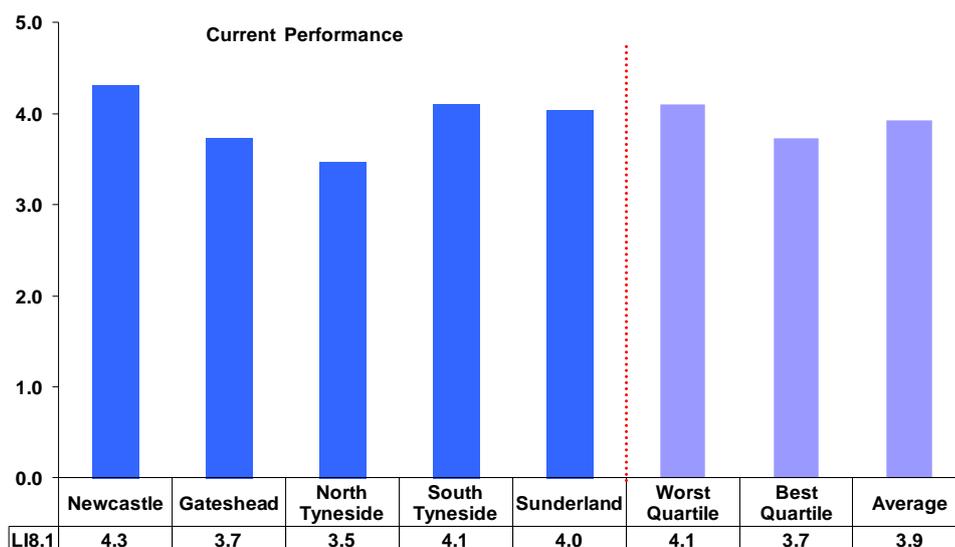
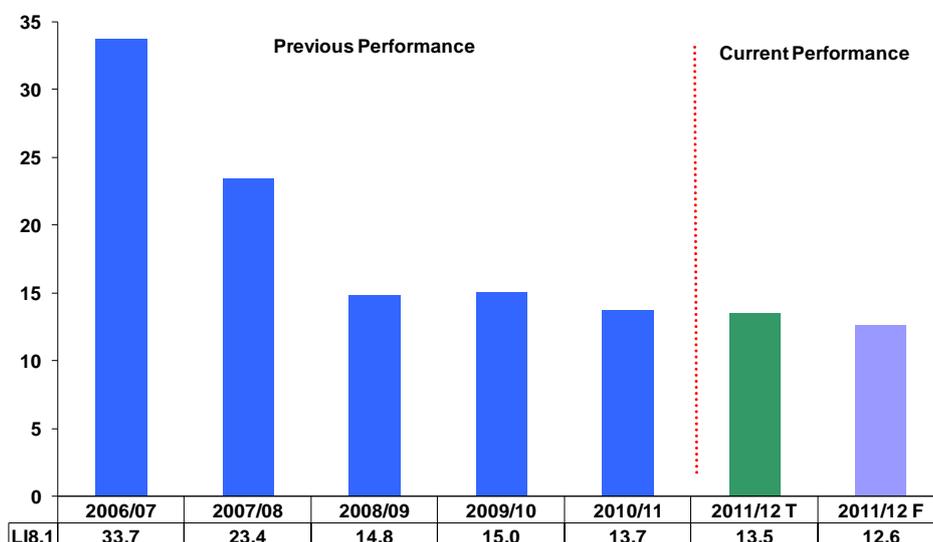
#### **Key Performance Information:**

- We recorded 136 injuries from accidental dwelling fires by the end of Q3 2011/12, a slight increase of 4 injuries when compared with the same period in 2010/11.
- This performance is supported by the reduction reported elsewhere in this report for the number of accidental dwelling fires attended.
- As a result of this performance we are forecasting 186 injuries meaning that we will not achieve our target of 179 injuries.
- In total 44% (60) of such injuries resulted in the casualty being admitted to hospital.
- Average age of a fire victim was 47 years old with 53% (71) male and 47% (64) female. The average age of a casualty suffering from serious injuries resulting in hospital treatment was 46 years old with 52% (31) casualties being male.

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

### **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.



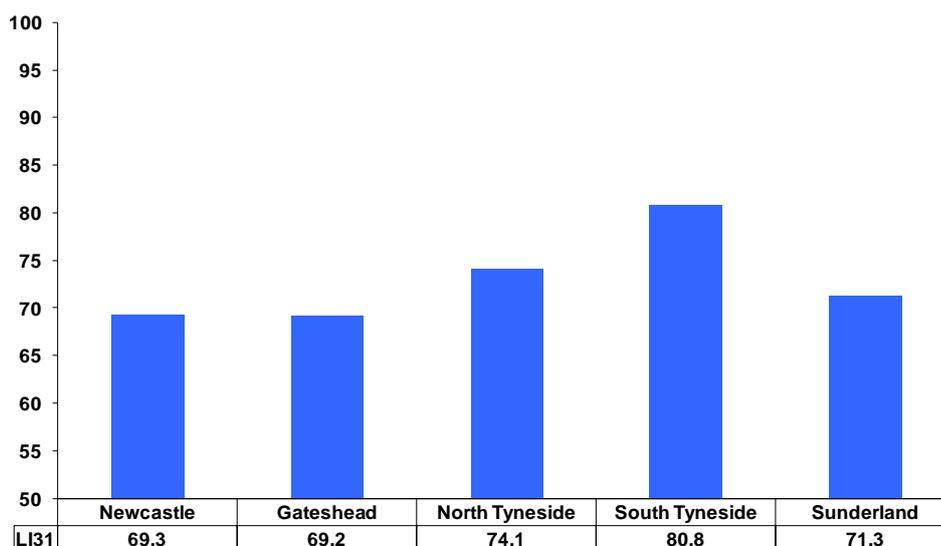
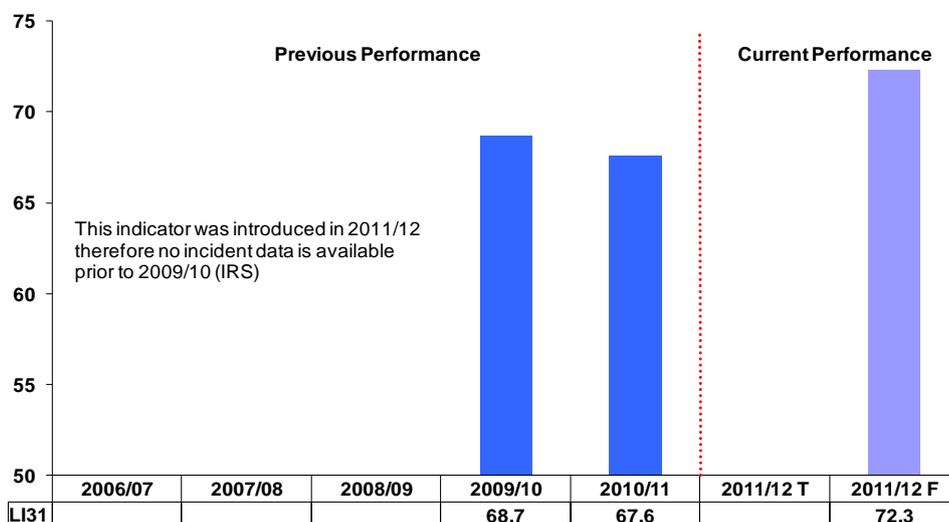
#### **Key Performance Information:**

- We attended 9.1 (431) accidental dwelling fires per 10,000 dwellings by the end of Q3 2011/12, a decrease of 10.3% (50) compared with the same period in 2010/11, continuing to reflect the lowest number of such incidents we have historically reported.
- As a result of this performance we are forecast to exceed the target (13.5) for by 6.9% (44).
- The majority of such incidents occurred in the kitchen (61.6%), with South Tyneside (66%), accounting for the highest percentage of incidents occurring in the kitchen at district level.
- Newcastle reported the largest percentage of accidental non kitchen fires with a total of 41% (48), reflecting the targeted Home Safety Check initiatives carried out within the area.
- The wards of Walker (14), Westgate (11), Hendon (11) and Riverside (10) account for the most of such incidents with 10.7% of the service total.

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

### **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.



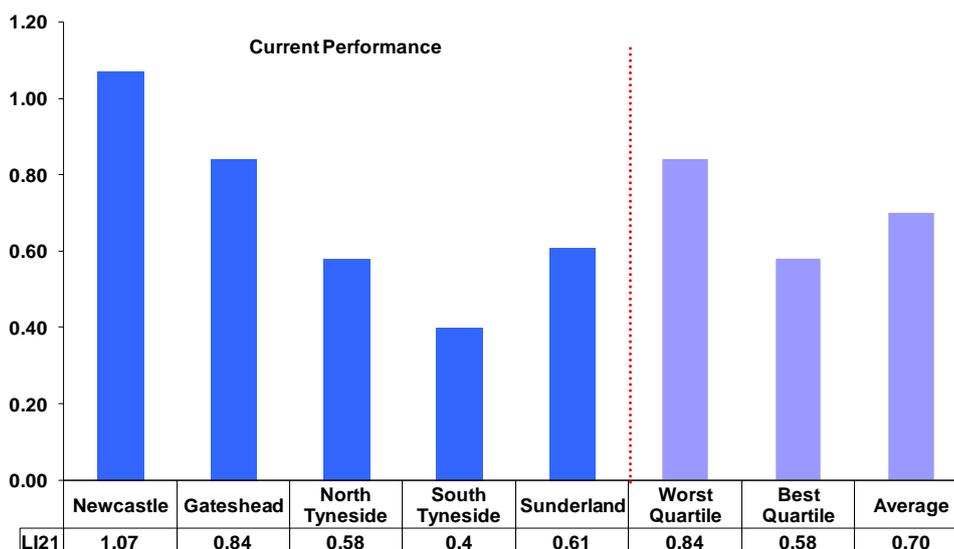
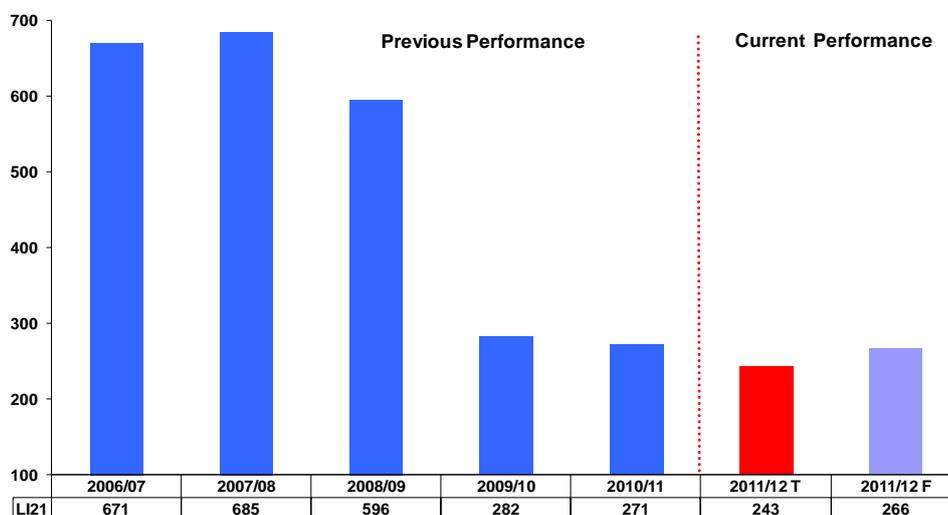
#### **Key Performance Information:**

- 72% (376) of dwelling fires that we attended had a smoke alarm was fitted with 74% (280) alarms activating and 96 not activating. In addition, only 12.7% (48) operated and failed to raise an alarm to the fire.
- South Tyneside reported the highest percentage of such incidents with 80.8% (59) alarms activating and 17 failing to do so.
- Gateshead reported the lowest percentage with 69.2% (63) alarms activating and 17 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 successfully delivery of HSCs and reduced risk to the community.

## PPC Performance Report: (April – December 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 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.

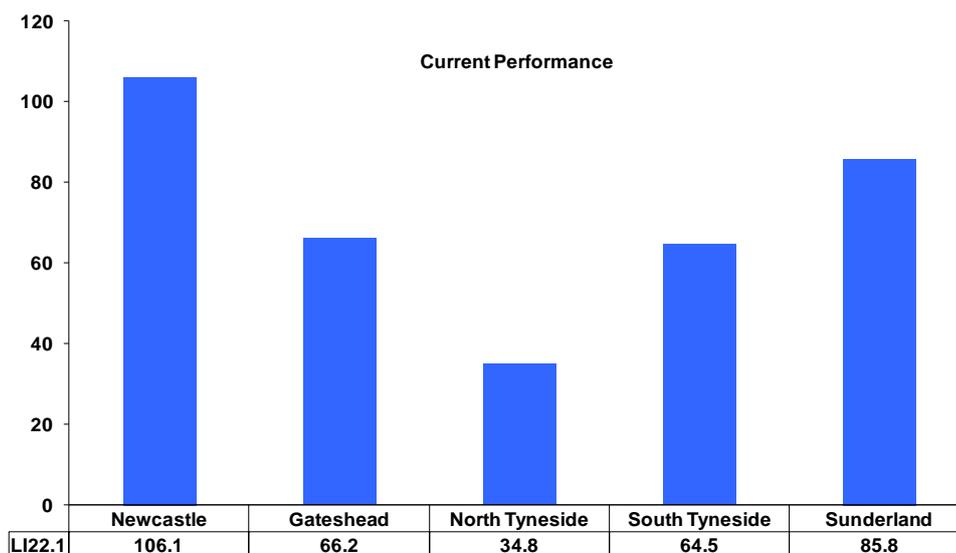
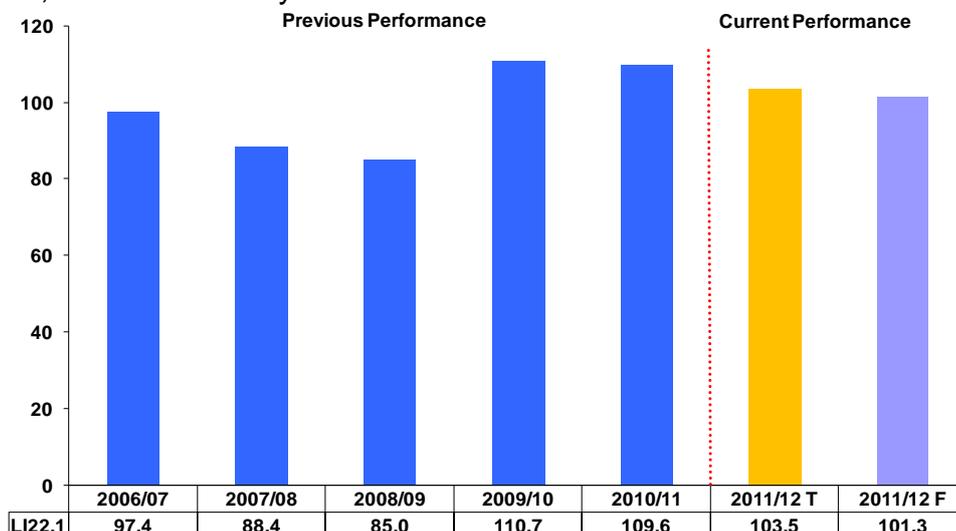
### **Key Performance Information:**

- We attended 192 malicious false alarm calls by the end of Q3 2011/12, 1.5% (3 calls) fewer when compared against Q3 2011/12.
- Despite forecasting that we will reduce the number of such attendances by 1.8% (5) 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.
- We attended 18.8% (12) fewer malicious false alarm calls in Q3 when compared to Q2 despite Q3 traditionally reporting higher anti-social behaviour related incidents. We also attended one less incident in Q3 when compared to Q3 last year.
- Newcastle and Gateshead recorded increases of 23.8% (15) and 14.3% (5) respectively when compared against Q3 2011/12. The other districts recorded decreases with Sunderland recording the greatest decrease with 32% (20) fewer calls.

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

### **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 77.3 (2,426) false alarms from non domestic premises by the end of Q3 2011/12, reflecting a reduction of 8.9% (238) compared against Q2 2010/11.
- As a result of this performance we are forecast to improve on the 2010/11 performance, however it is set to fail to achieve the target of 103.5 (3249) but we will be within 2.5% of it.
- Despite Newcastle accounting for 41% of all FAA to the end Q3 2011/12 it has reported an overall reduction of 16% (192) compared to the same period in 2010/11. 24% (240) of FAA in Newcastle were from hospitals.
- Hospitals are the main premises type throughout the Service for such incidents accounting for 21% of all FAA up to the end of Q3 2011/12.

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

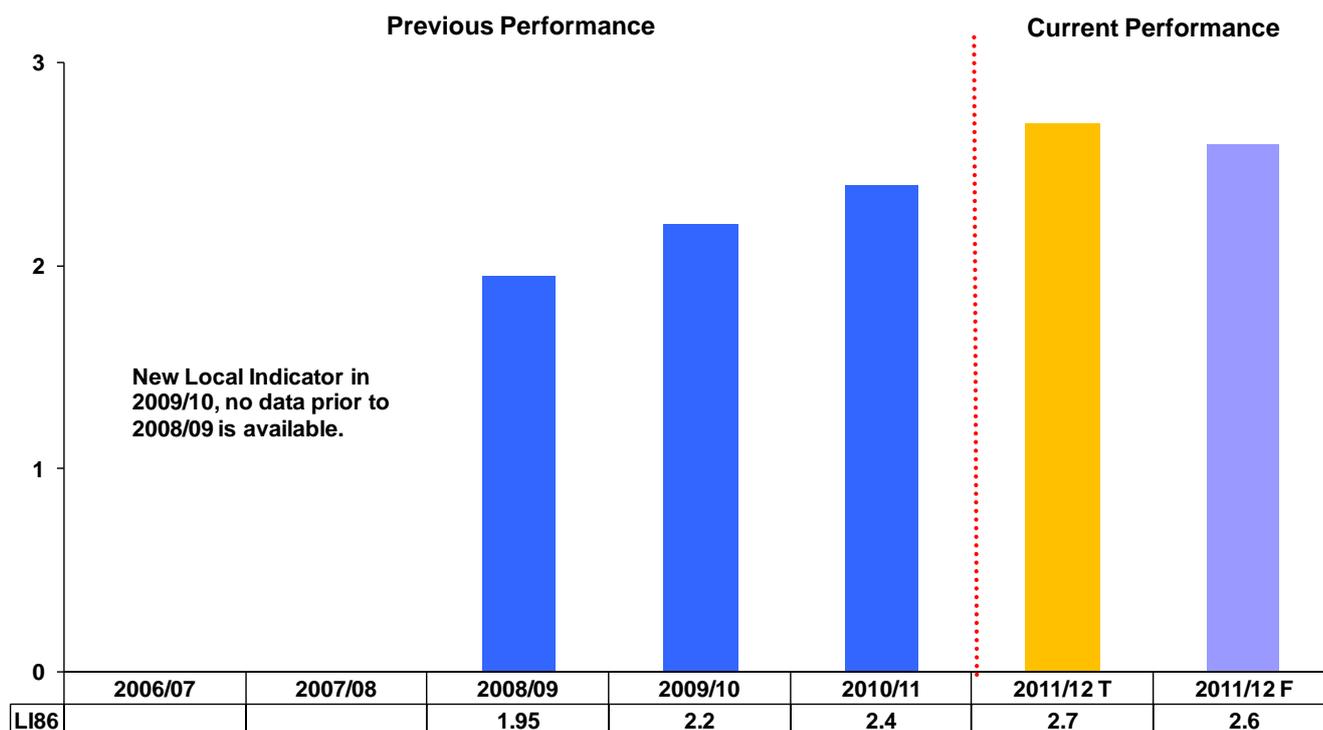
**Actions**

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>LI</b>	<b>Initiative</b>	<b>Activity</b>	<b>Success Criteria</b>	<b>Milestones</b>	<b>Delivery Area</b>
8	HSC Programme	22,497 HSC completed by 31 Dec 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

**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.



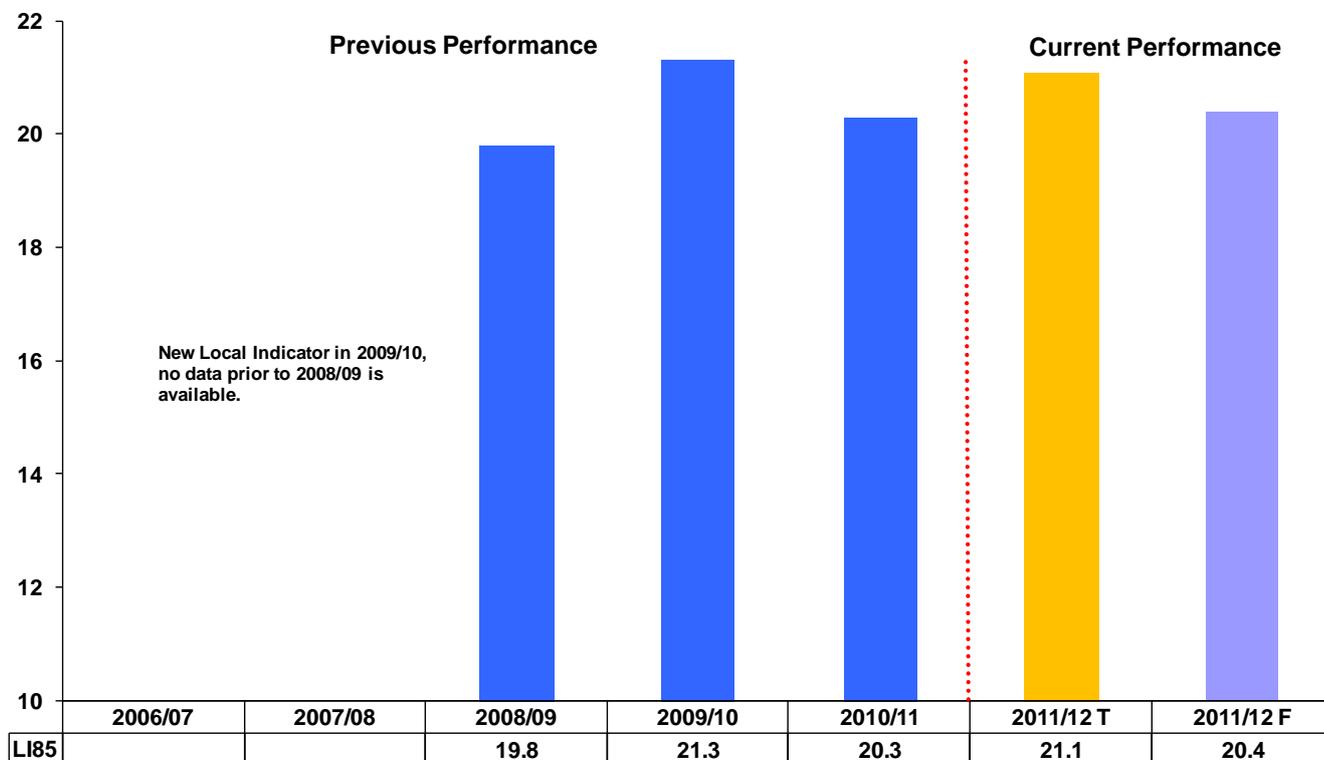
**Key Performance Information:**

- The performance of this indicator in by the end of Q3 2011/12 will result in us being within 2.5% variance our target of 2.7% target.
- This performance reflects a total of 29 staff from a total workforce of 1,128.19 a slightly higher figure when compared with the same period in 2010/11.
- There are 19 operational members of staff within the organisation who are from an ethnic minority community, reflecting 2.2% of the operational workforce.

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

### 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.



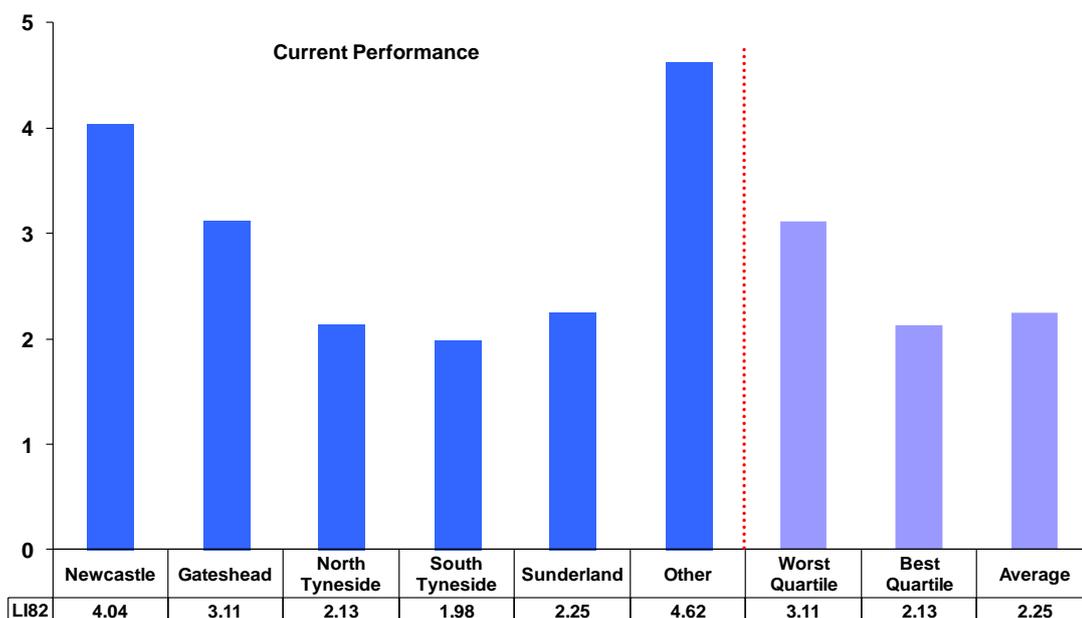
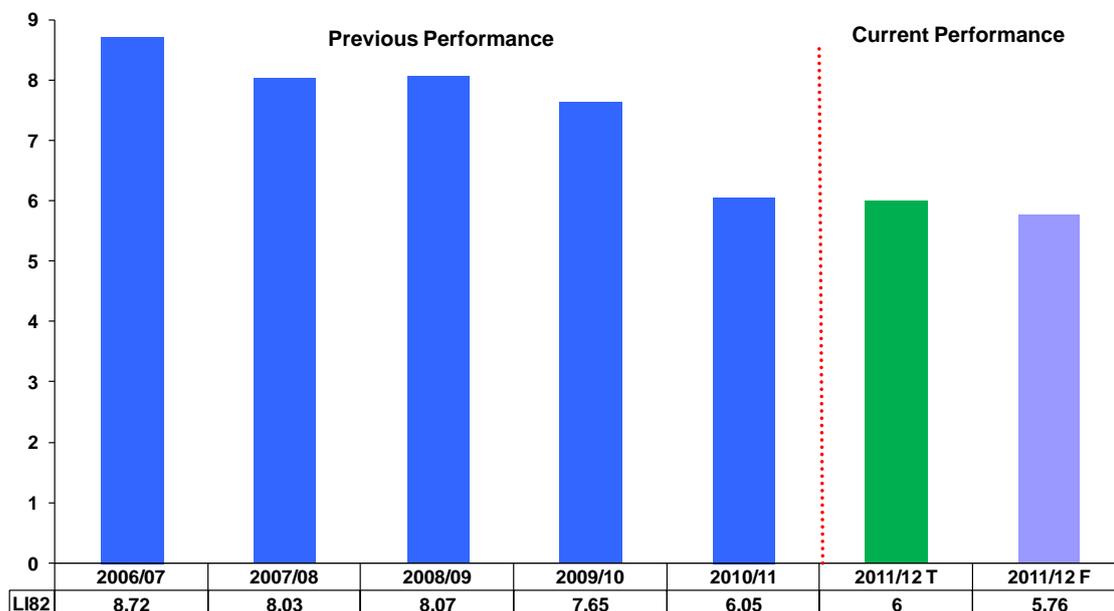
### Key Performance Information:

- The percentage of women working for the organisation currently stands at 20.4%, a decrease of 0.7% compared against the performance reported at the end of Q3 2010/11.
- Based on this performance, we will be within 2.5% variance our target of 21.1%, based on current staffing levels this equates to a shortfall of 8 women.
- This performance reflects 230 employees out of a total workforce of 1,128.19 posts, reflecting a reduction on the number (248) reported at the end of Q3 2010/11.

## PPC Performance Report: (April – December 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 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 Q3 2011/12 is 4.32. This reflects a 6.3% (0.29 days) reduction on the same period in 2010/11.
- The forecasted performance of 5.76 days/shifts reflects an improvement of 0.3 compared to 2010/11, continuing the positive performance reported.
- Based on current performance we are forecast to exceed this target for the first time.

PPC Performance Report: (April – December 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 2011/12	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 Local Indicators**

## PPC Performance Report: (April – December 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 04 Jan 2012 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
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### Deaths and Injuries

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<b>LI1</b>	Number of deaths from accidental fires in dwellings
<b>LI1.1</b>	Number of deaths from accidental fires in dwellings per 100,000 population (BV143i)
<b>LI2</b>	Number of deaths from ALL fires
<b>LI4</b>	Number of injuries from accidental fires in dwellings
<b>LI5</b>	Number of injuries from ALL fires

4	5	5	3	3	2	5	0
0.37	0.46	0.46	0.28	0.27	0.18	0.45	0
5	8	7	4	3	3	6	0
258	257	182	168	182	133	186	179
327	340	241	238	228	170	233	224

### Fire Attendance

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<b>LI24</b>	Total number of fire calls attended
<b>LI25</b>	Number of primary fires excluding road vehicles (part 1 of LI29)
<b>LI26</b>	Number of primary fires involving road vehicle (part 2 of LI29)
<b>LI29</b>	Number of primary fires per 100,000 population
<b>LI35</b>	Number of fires in non-domestic premises per 1,000 non-domestic premises.

14337	12381	8876	8382	7952	6028	7561	7822
3044	2343	1558	1533	1401	1000	1333	1379
1457	1258	1017	877	736	478	664	726
406.9	325.5	232.8	217.8	193.3	133.6	180.5	190.3
22.3	18	12.25	10.8	10.6	7.2	10.1	10.5

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		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	432	597	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	9.1	12.6	13.5
<b>LI9</b>	Number of accidental kitchen fires (part 1 of LI8)	1295	801	476	422	410	266	377	404
<b>LI10</b>	Number of accidental non kitchen fires (part 2 of LI8)	298	309	228	288	239	166	220	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	375	511	NTS
<b>Deliberate Fires</b>									
<b>LI33</b>	Number of deliberate primary fires and secondary fires	11188	9581	7007	6423	6068	4637	5707	5980
<b>LI16</b>	Number of deliberate secondary fires	9113	7895	5645	5272	5156	3995	4882	5128
<b>LI18</b>	Number of refuse fires started deliberately	5738	5397	4115	3685	3580	3003	3671	3580

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		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	2427	3179	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	77.3	101.3	103.5
<b>LI23</b>	Number of false alarms due to automatic fire detection from domestic premises	3112	2698	2502	2451	2381	1805	2289	2246
* 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	13802	18277	17600
* The YTD 2011/12 will not take in to account any HSC's that have yet to be uploaded onto CFRMIS for Q3									
<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	91	125	115
<b>LI21</b>	Number of malicious false alarm calls ATTENDED	671	685	596	282	271	192	266	243
<b>LI41</b>	Percentage of emergency callers engaged within 7 seconds	97.6	98.1	98.3	98.9	99.4	99.1	99.2	99
<b>LI42</b>	Percentage of fire appliances despatched within 60 seconds	56	57.9	60.0	51.5	59.8	62.9	63.8	61.6

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		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	14.5	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	2.9	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	2.6	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	33	nts	
<b>LI80</b>	% of women firefighters	3.1	4.3	4.8	4.8	5.5	5.6	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	20.4	21.1	

## PPC Performance Report: (April – December 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>Absence and Retirement</b>									
<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	3.51	4.82	<=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	3.09	4.13	<=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	5.24	7.25	<=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	3.28	6.44	<=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	4.32	5.76	<=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	7.03	8.91	<=6
<b>LI83</b>	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.65	0.32	0	0	0	0.1	0	0
<b>LI84</b>	Control & corporate ill-health retirements as a % of the total workforce	1.06	0	0.6	0.9	0	0	0	0
<b>Finance and Procurement</b>									
<b>LI64</b>	The % of invoices for commercials 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	96%	100	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	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)									

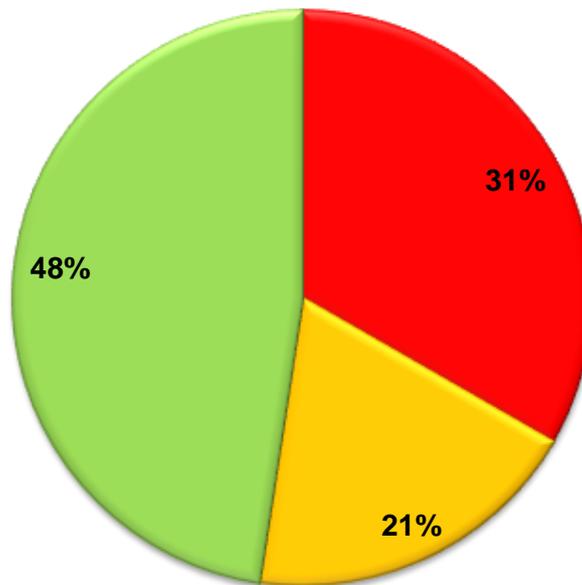
## **Appendix B**

**A snap shot of LI performance against  
2011/12 targets and 2010/11 performance**

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

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

The chart below highlights the percentage of Local Indicators (LIs) that are forecast to exceed, miss or be within the variance (2.5% less than target) of the 2011/12 service target. (Where data is available)



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

#### Within Variance:

- LI23 Number of false alarms due to automatic fire detection from domestic premises
- LI74 % of top 5% of earners that have a disability
- LI78 % of uniformed staff from ethnic minority communities
- LI80 % of women fire fighters
- LI83 Wholetime fire fighters ill-health retirements as a % of the total workforce
- LI85 % of workforce who are women
- LI86 % of workforce from an ethnic minority community
- LI87 % of the workforce with a disability

#### Missed Target:

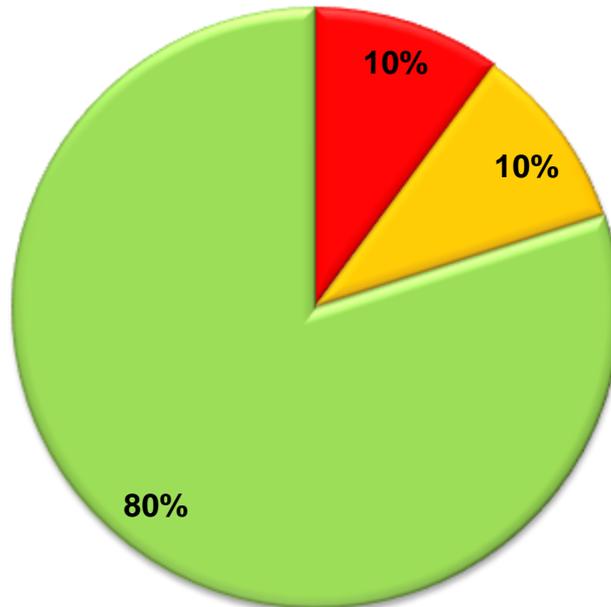
- LI1 Number of deaths from accidental fires in dwellings
- LI1.1 Number of deaths from accidental fires in dwellings per 100,000 population
- LI2 Number of deaths from all fires
- LI4 Number of injuries from accidental fires in dwellings
- LI5 Number of injuries from all fires
- LI18 Number of refuse fires started deliberately
- LI20 Number of calls to malicious false alarms NOT ATTENDED
- LI21 Number of malicious false alarm calls ATTENDED
- LI64 % of invoices for commercials goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
- LI72 % of top 5% of Authority earners that are women
- 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

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LI 93 Proportion of working days / shifts lost to sickness absence by corporate staff

### Comparison of Q2 2011/12 performance against Q2 2010/11

The chart below highlights the percentage of Local Indicators (LIs) that are forecast to exceed, miss or be within the variance (2.5% less than target) of the performance achieved in 2010/11. (Where data is available)



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

#### Within Variance:

LI20 Number of calls to malicious false alarms NOT ATTENDED

LI41 % of emergency callers engaged within 7 seconds

LI64 % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms

LI83 % Wholetime fire fighters ill-health retirements as a % of the total workforce

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

LI72 % of top 5% of Authority earners that are women

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 93 Proportion of working days / shifts lost to sickness absence by corporate staff