



**Q1 Performance Summary for the
Policy and Performance Committee
(April – June) 2009/10**

PPC Performance Report: (April - June 2009/10)

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

National Priorities:

These reflect the Nation Indicators (NIs) as defined by CLG as part of Comprehensive Area Assessment (CAA).

NI49 Number of Primary fires and related fatalities and non fatal casualties (excluding precautionary checks):

- **NI49i** Total number of primary fire per 100,000 population (LI29)
- **NI49ii** Total number of fatalities due to primary fires per 100,000 population (LI2)
- **NI49iii** Total number of non fatal casualties (excluding precautionary checks) per 100,000 population (LI28)

NI33 Arson Incidents:

- **NI33i** Total number of deliberate primary and secondary fires per 10,000 population (LI33)
- **NI33ii** Total number of deliberate primary fires per 10,000 population (LI17)
- **NI33iii** Total number of deliberate secondary fires per 10,000 population (LI16)

Local Priorities:

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

Emergency Response:

- **LI3** Number of injuries from accidental fires in dwellings, excluding precautionary checks
- **LI8** Number of accidental fires in dwellings per 10,000 dwellings
- **LI13.1** % of fires attended in dwellings where no smoke alarm was fitted
- **LI21** Number of malicious false alarm calls attended
- **LI22** Number of false alarms due to automatic fire detection from non domestic properties per 1000 non domestic

Diversity and Equality:

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

Absence and Retirement:

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

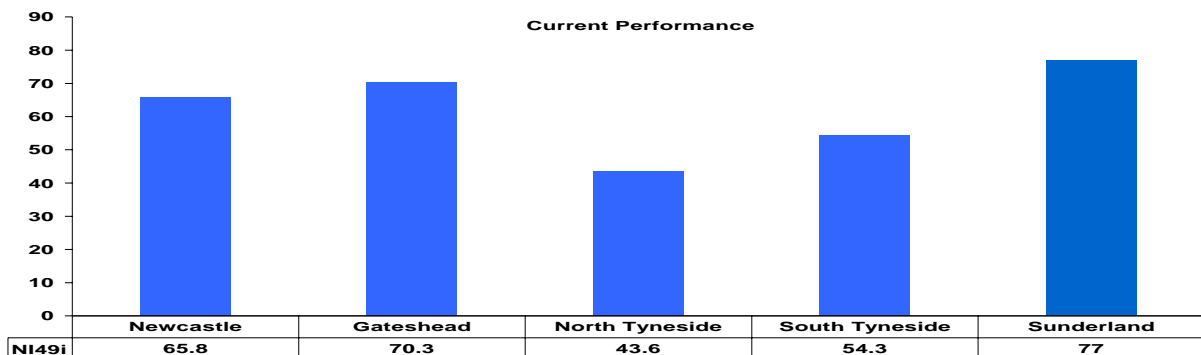
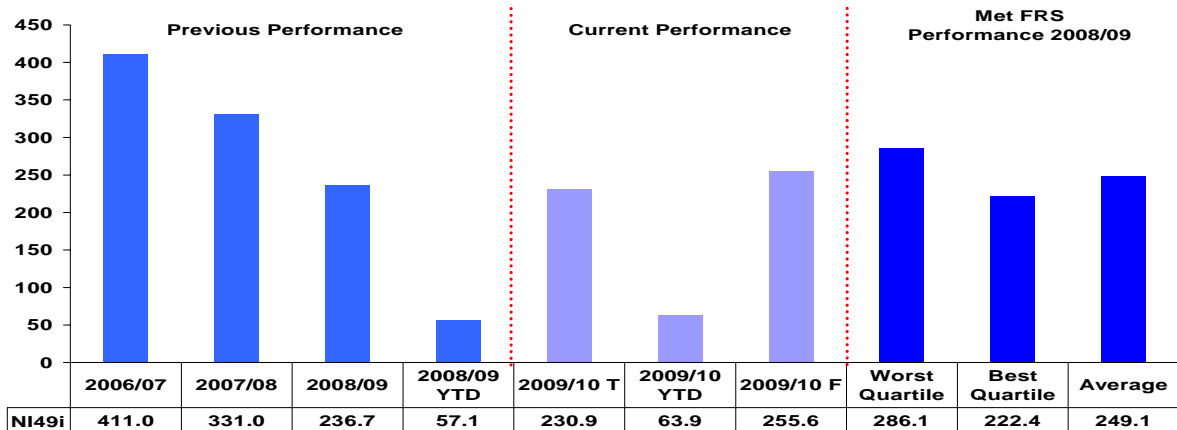
These indicators represent a small proportion of our entire suite of Local Indicators which can be found within Appendix A of this report. The local priorities will be reviewed on an annual basis to take into account the changes in performance and the needs and requirements of the Authority.

National Priorities

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

NI49i Number of Primary Fires per 100,000 population (LI29):

The following indicator outlines the performance of the Authority in relation to the number of primary fires attended by the TWFRS. 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.



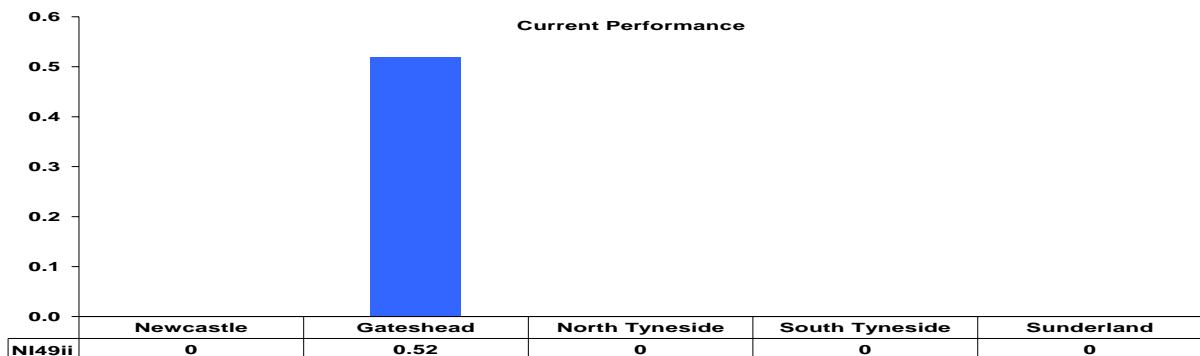
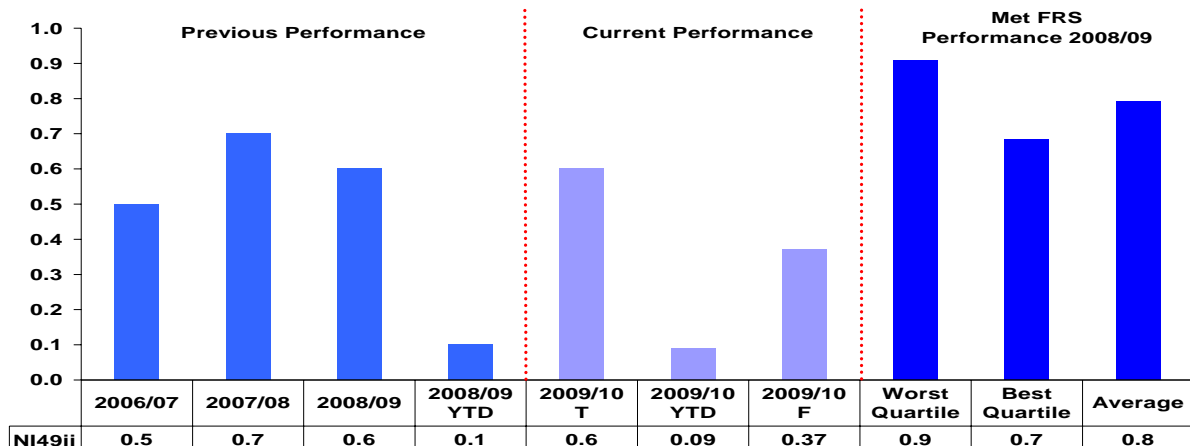
Key Performance Information:

- Increase of 12% on the YTD figure of 57.1 compared against the same period in 2009/10.
- As a result the current forecast is set to exceed the 2009/10 target of 230.9 by 11%.
- Based on the forecast the Authority is set to report a reduction of 38% on the 2006/07 figure of 411.0.
- Compared to the Metropolitan Fire and Rescue Services performance in 2008/09 the Authority is forecast to be above the average figure reported of 249.1 per 100,000 population.
- As a result of this performance the Authority has failed to achieve the best quartile for the Metropolitan Fire and Rescue Services by 15%.
- The district of Sunderland had the greatest proportion of such incidents.

PPC Performance Report: (April - June 2009/10)

NI49ii Number of fatalities due to primary fires per 100,000 population (LI2):

The following indicator outlines the performance of the Authority in relation to the number of fatalities due to primary fires attended by the TWFRS. 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.

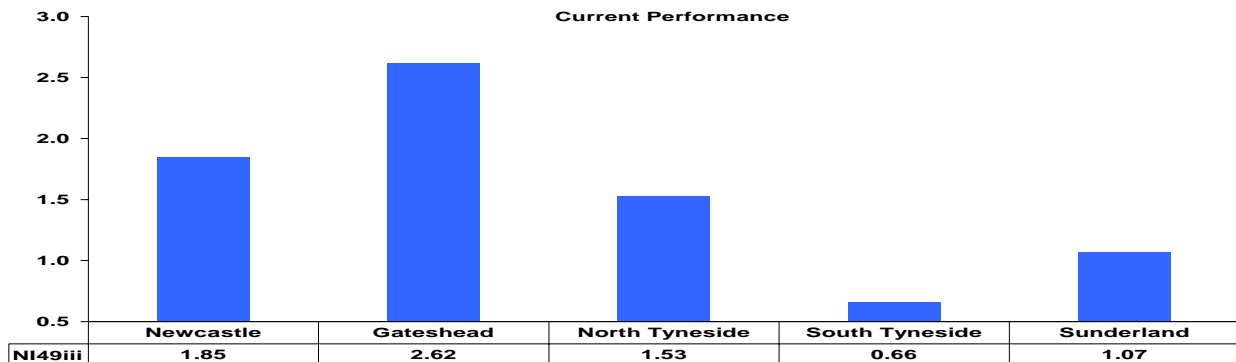
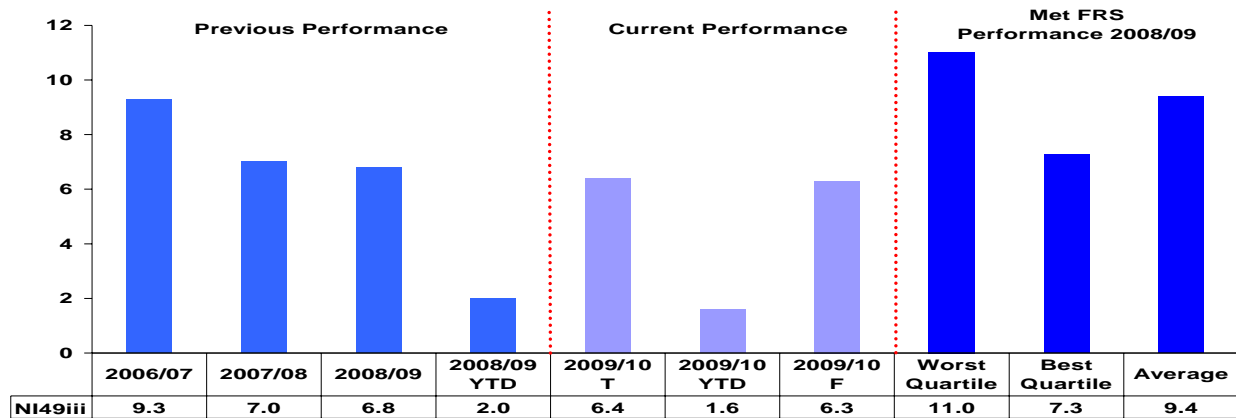


Key Performance Information:

- Reported one fire related death from a primary fire by the end of the first quarter, a repeat of the 2008/09 performance.
- As a result the current forecast is set to exceed the 2009/10 target of 0.6.
- Based on the forecast the Authority is set to see an improvement in the number of such fatalities reported in 2008/09.
- Compared to the Metropolitan Fire and Rescue Services performance in 2008/09 the Authority is forecast to be below the average figure reported of 0.8 per 100,000 population.
- As a result of this performance the Authority has exceeded the best quartile for the Metropolitan Fire and Rescue Services by 33%.
- The district of Gateshead reported the only fatality, occurring in the Gateshead North Community Fire Station area.

NI49iii Number of non fatal casualties (excluding precautionary checks) due to primary fires per 100,000 population (LI28):

The following indicator outlines the performance of the Authority in relation to the number of non fatal casualties due to primary fires attended by the TWFRS. A non fatal casualty must be recorded as being the result of the fire (or smoke) and includes both accidental and deliberate fires (not RTC's). A precautionary check includes first aid given at the scene of an incident. It should be noted that recent changes to CLG guidance may have an impact on the performance relating to injuries when compared with previous years.



Key Performance Information:

- Decrease of 20% on the 2008/09 YTD figure of 2.0 compared against the same period in 2009/10.
- As a result the current forecast is set to exceed the 2009/10 target of 6.4 by 3%.
- Based on the forecast the Authority is set to report a reduction of 46% on the 2006/07 figure of 9.3.
- Compared to the Metropolitan Fire and Rescue Services performance in 2008/09 the Authority is forecast to be below the average figure reported of 9.4 per 100,000 population.
- As a result of this performance the Authority has exceeded the best quartile for the Metropolitan Fire and Rescue Services by 14%.
- The district of Gateshead accounted for 29% of the Service total.

PPC Performance Report: (April - June 2009/10)

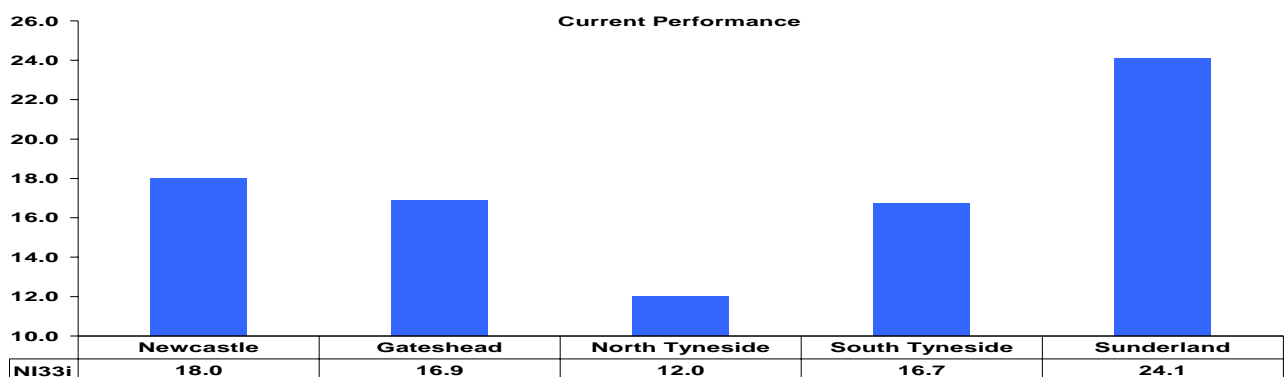
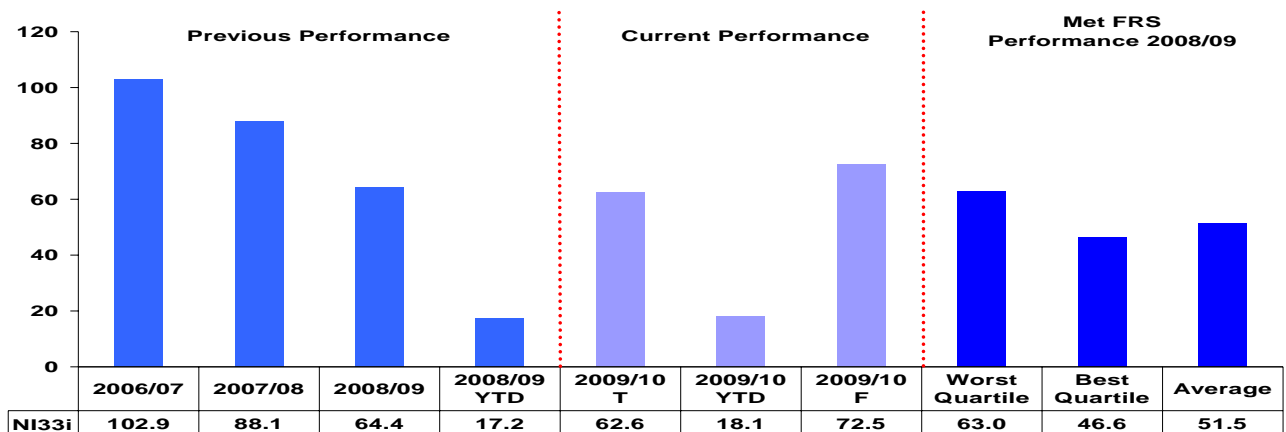
NI49 - Actions:

The table below highlights some key 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
NI49				
HSC	Operational Crews and P and E staff conducting HSCs in homes targeted on risk	Deliver a minimum of 48000 HSC by 31/03/10	Deliver scheduled activities by 31/03/10, monitored quarterly	All Districts
Fire Safety Education	Change of attitude and behaviour achieved through schools education program and targeted community groups	All KS1 and 2 schools visited, every Year 1 and Year 5 class engaged Targeted community groups using CFS and receiving tailored education	All schools visited within the year Performance reported as per reporting cycle	All Districts

NI33i Number of all deliberate fires per 10,000 population (LI33):

The following indicator outlines the performance of the Authority in relation to the number of all deliberate fires attended by the TWFRS. 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.

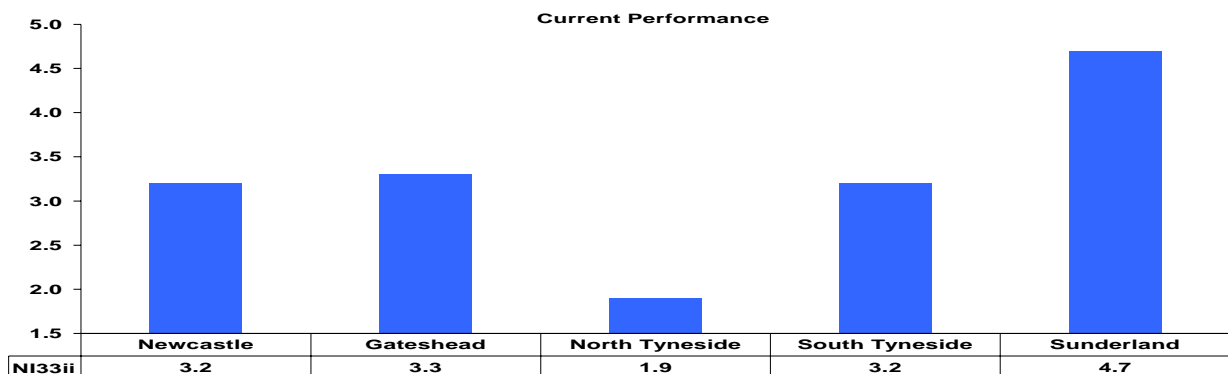
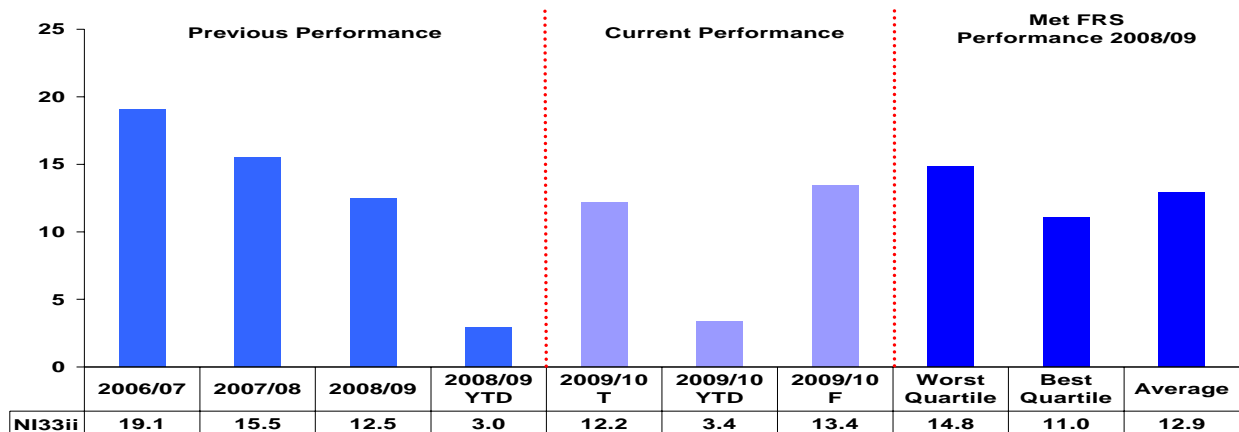


Key Performance Information:

- Increase of 5% on the 2008/09 YTD figure of 17.2 compared against the same period in 2009/10.
- As a result the current forecast is set to exceed the 2009/10 target of 62.6 by 16%.
- Based on the forecast the Authority is set to report a reduction of 30% on the 2006/07 figure of 102.9.
- Compared to the Metropolitan Fire and Rescue Services performance in 2008/09 the Authority is forecast to be above the average figure reported of 51.5 per 10,000 population.
- As a result of this performance the Authority is above the worst quartile for the Metropolitan Fire and Rescue Services by 15%.
- The district of Sunderland had the greatest proportion of such incidents based on the population figure, with 34% of the Service total.
- Initial analysis points to the incidents attended in Sunderland being the result of a series of vehicle fires ignited by arsonists who have since been arrested.

NI33ii Number of deliberate primary fires per 10,000 population (LI17):

The following indicator outlines the performance of the Authority in relation to the number of deliberate primary fires attended by the TWFRS. A deliberate fire is defined as an incident where the cause of the fire is suspected to be non accidental. In addition to the criteria stated above a primary fire would also include an incident when there were 5 or more appliances in attendance.

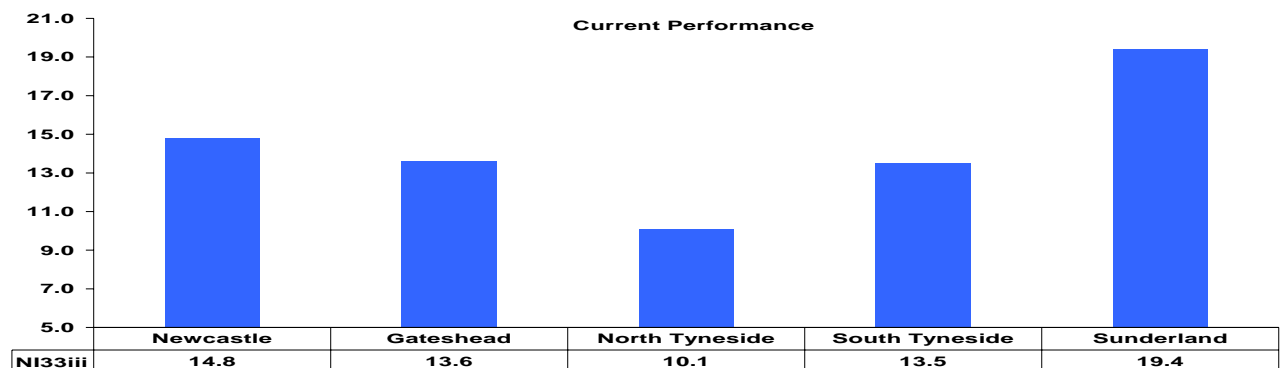
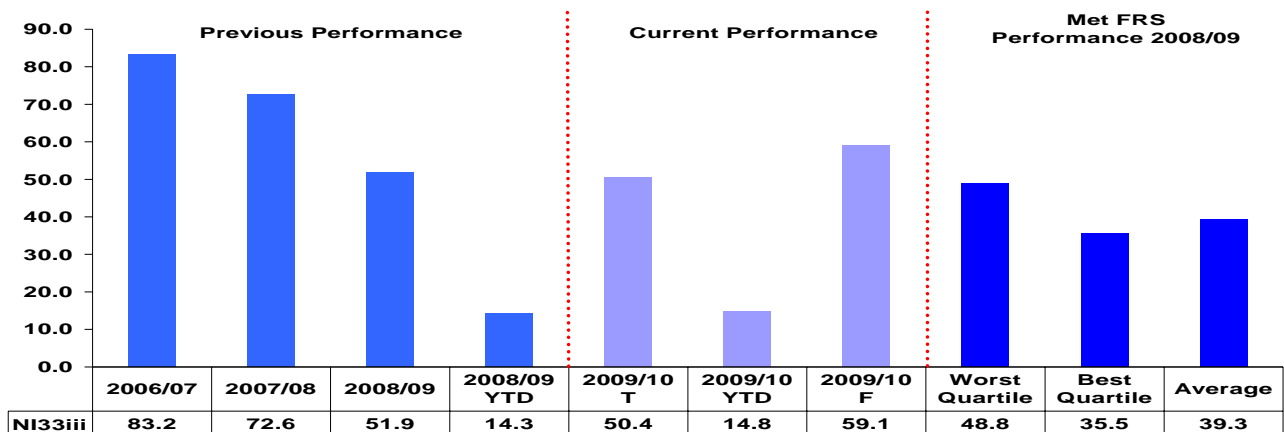


Key Performance Information:

- Increase of 13% on the 2008/09 YTD figure of 3.0 compared against the same period in 2009/10.
- As a result the current forecast is set to exceed the 2009/10 target of 12.2 by 10%.
- Based on the forecast the Authority is set to report a reduction of 30% on the 2006/07 figure of 19.1
- Compared to the Metropolitan Fire and Rescue Services performance in 2008/09 the Authority is forecast to be above the average figure reported of 12.9 per 10,000 population.
- As a result of this performance the Authority is below the worst quartile for the Metropolitan Fire and Rescue Services by 9%.
- The district of Sunderland had the greatest proportion of such incidents based on the population figure, with 36% of the Service total. The comments provided within the previous measure are relevant to this indicator.

NI33iii Number of deliberate secondary fires per 100,000 population (LI16):

The following indicator outlines the performance of the Authority in relation to the number of deliberate secondary fires (anti social behaviour) attended by the TWFRS. 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.



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

Key Performance Information:

- Increase of 3% on the 2008/09 YTD figure of 14.3 compared against the same period in 2009/10.
- As a result the current forecast is set to exceed the 2009/10 target of 50.4 by 17%.
- Based on the forecast the Authority is set to report a reduction of 29% on the 2006/07 figure of 83.2.
- Compared to the Metropolitan Fire and Rescue Services performance in 2008/09 the Authority is forecast to be above the average figure reported of 39.3 per 100,000 population.
- As a result of this performance the Authority is above the worst quartile for the Metropolitan Fire and Rescue Services by 21%.
- The district of Sunderland had the greatest proportion of such incidents based on the population figure, with 34% of the Service total.
- Further analysis of the measure is currently being carried out to identify areas for improvement.

PPC Performance Report: (April - June 2009/10)

NI33 - Actions:

The table below highlights some key 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:

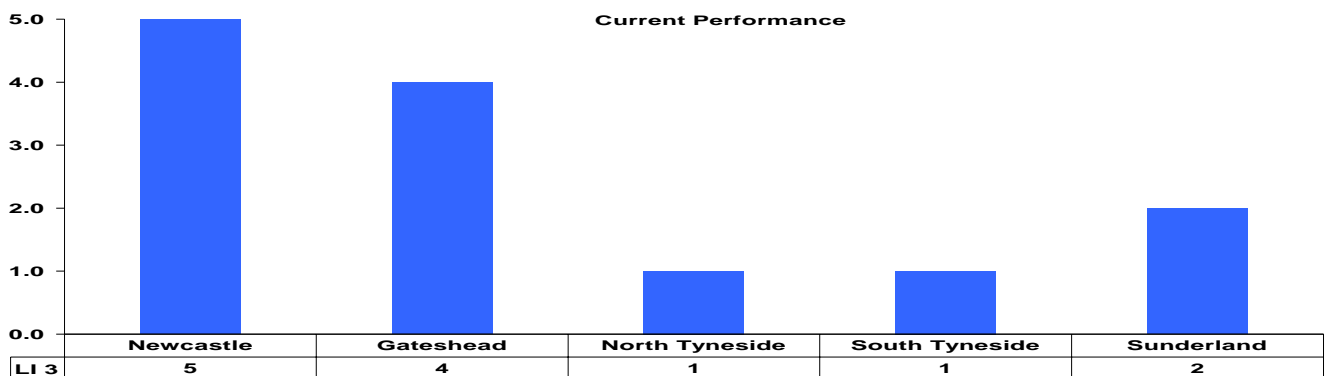
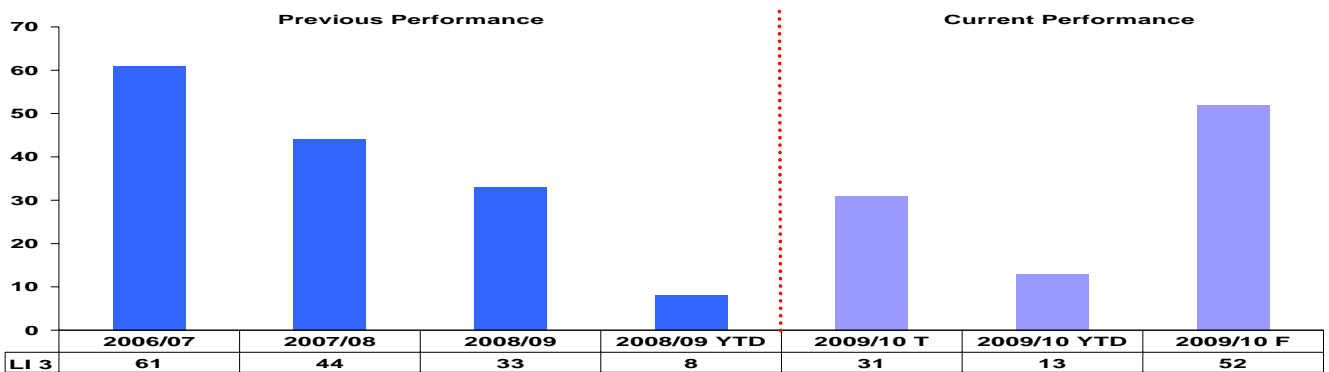
Initiative	Activity	Success Criteria	Milestones	Delivery Area
NI33				
Phoenix Project	Deliver joint awareness sessions on fire safety and health awareness to targeted groups of young people in each Districts	1% reduction in deliberate secondary fires within the District area by March 2010	Deliver scheduled activity by April 2010	Sunderland, Newcastle, South Tyneside and Gateshead
Street Wardens	Neighbourhood fire team will work closely with the Street Wardens, sharing intelligence and target hardening	Demonstrate reduction in number of deliberate fires by 31/03/10. Perception of ASB in the local area is reduced	Quarterly reporting process	All Districts
Neighbourhood Fire Team	Liaison with SPOC (single point of contact) Police Officers to gather and share intelligence across the anti social behaviour spectrum with particular reference to fire in order to inform target hardening (including boarding up of vulnerable properties and abandoned vehicle removal), fire fuel removal (FRS) and offender identification (Northumbria Police)	Service performance in relation to NI33 is within target. This is reviewed quarterly by SMT and Performance and Review and Policy Advisory Committee, and dynamically by Service Delivery managers	Ongoing activity which is constantly monitored at different levels throughout the Service/Authority	All Districts

Local Priorities

Reflecting the LI's that have been set as organisational priorities for 2009/10

LI3 Number of injuries from accidental fires in dwellings, excluding precautionary checks

This indicator highlights the performance of the Authority in relation to the number of injuries from 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 grate 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. A precautionary check includes first aid given at the scene of an incident. It should be noted that recent changes to CLG guidance may have an impact on the performance relating to injuries when compared with previous years.

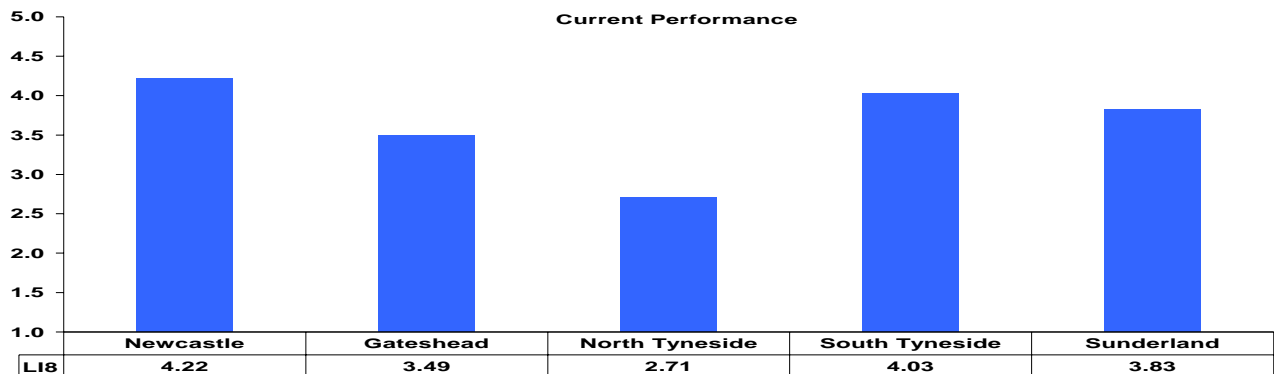
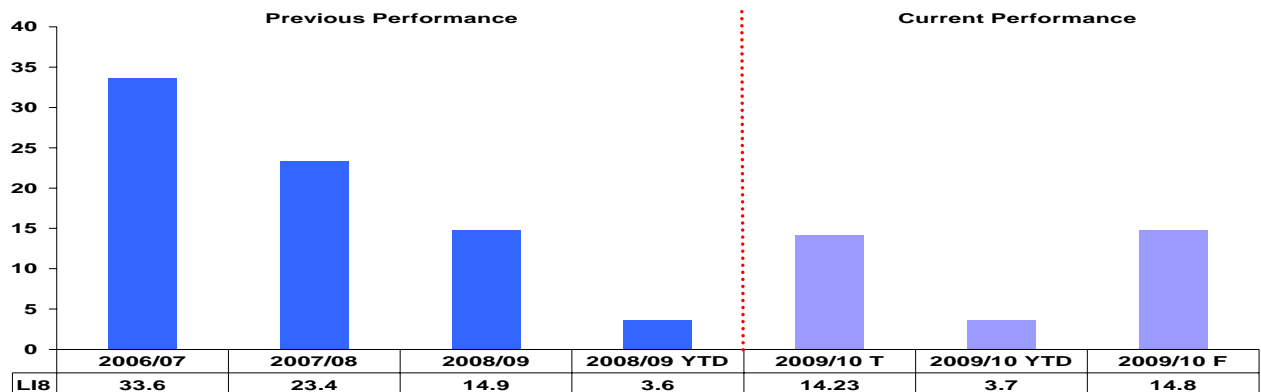


Key Performance Information:

- The Authority recorded 13 injuries from accidental fires in dwellings, excluding precautionary checks, by the end of Q1 2009/10.
- The Authority's performance in Q1 2009/10 (13) is an increase of 62.5% on the Q1 2008/09 figure of 8 injuries.
- Based on the current YTD performance of 13 injuries, the Authority is forecast to miss its target of 31 by 67.7%
- Compared to 2008/09 the Authority's forecasted end of year performance in 2009/10 has increased by 57.6% (19)
- Newcastle has recorded the highest number of injuries from accidental fires in dwellings, excluding precautionary checks.
- Gateshead has recorded the second highest number of injuries from accidental fires in dwellings, excluding precautionary checks.
- In Q1 2009/10 both South Tyneside and North Tyneside have recorded the lowest number of injuries from accidental fires excluding precautionary checks.

LI8 Number of accidental fires in dwellings per 10,000 dwellings

The following indicator highlights the performance of the Authority 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 grate 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.

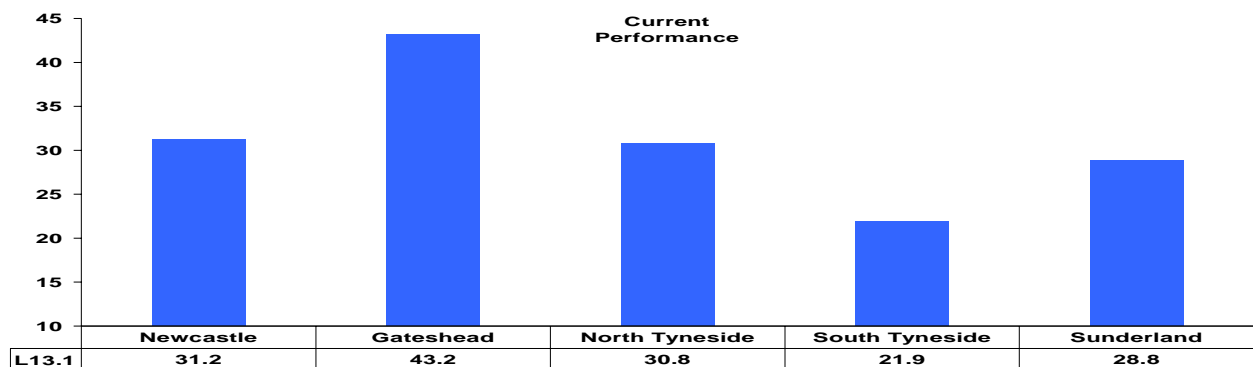
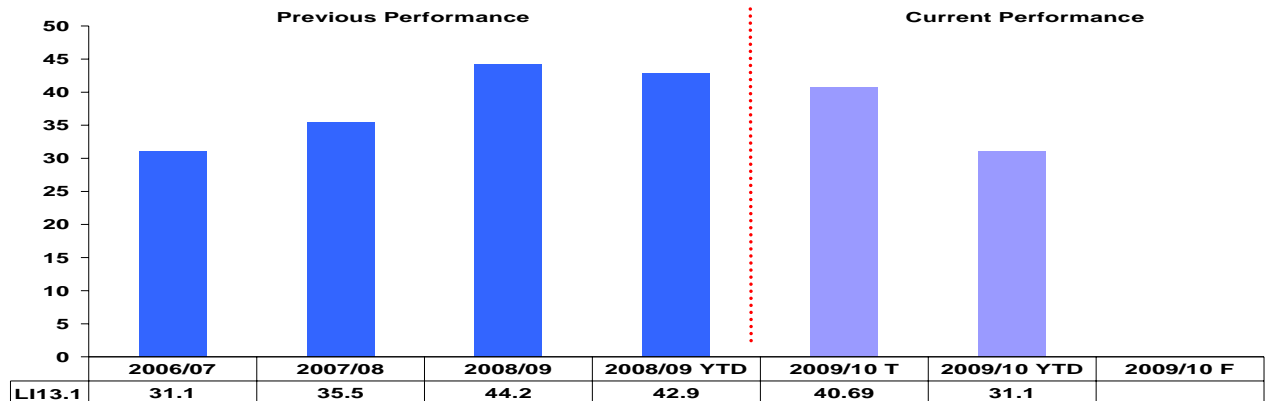


Key Performance Information:

- The Authority attended 3.7 (175) accidental fires in dwellings per 10,000 dwellings by the end of Q1 2009/10.
- The Authority's performance in Q1 2009/10 (3.7) is an increase of 2.7% on the Q1 2008/09 figure of 3.6 (172).
- Based on the current YTD performance of 3.7 the Authority is forecast to miss its target of 14.23 (676) accidental fires in dwellings per 10,000 dwellings by 4% (24).
- Compared to 2006/07 the Authority's forecasted performance in 2009/10 has reduced by 56.1% (893).
- Newcastle attended the highest number of accidental dwelling fires.
- South Tyneside attended the second highest number of accidental dwellings fires compared to the other districts, attending 4.03 (27) accidental fires.

LI13.1 % of fires attended in dwellings where no smoke alarm was fitted

The following indicator highlights the performance of the Authority in relation to the number of accidental dwelling fires attended by the FRS where no smoke alarm was fitted. This LI only includes where there was no smoke alarm present. There are additional local indicators (see Appendix A) that focus on smoke alarm ownership, regardless of them activating or not.

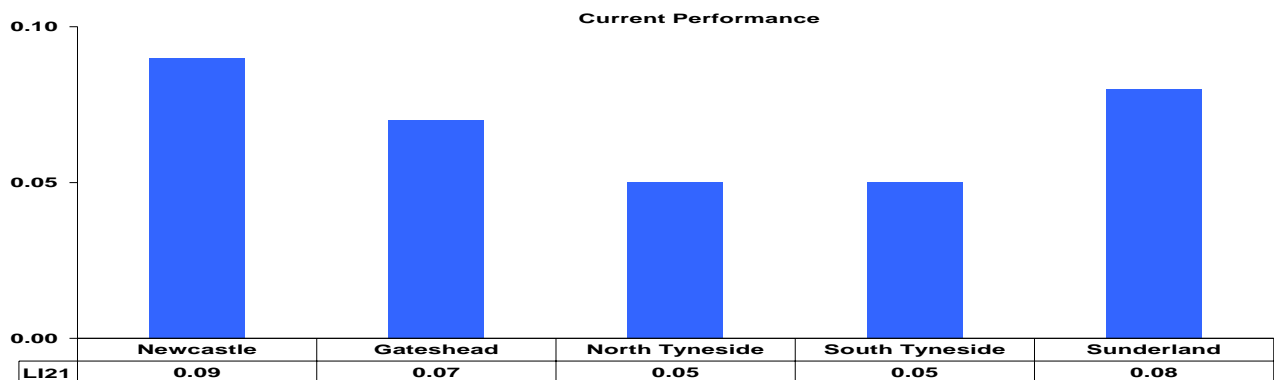
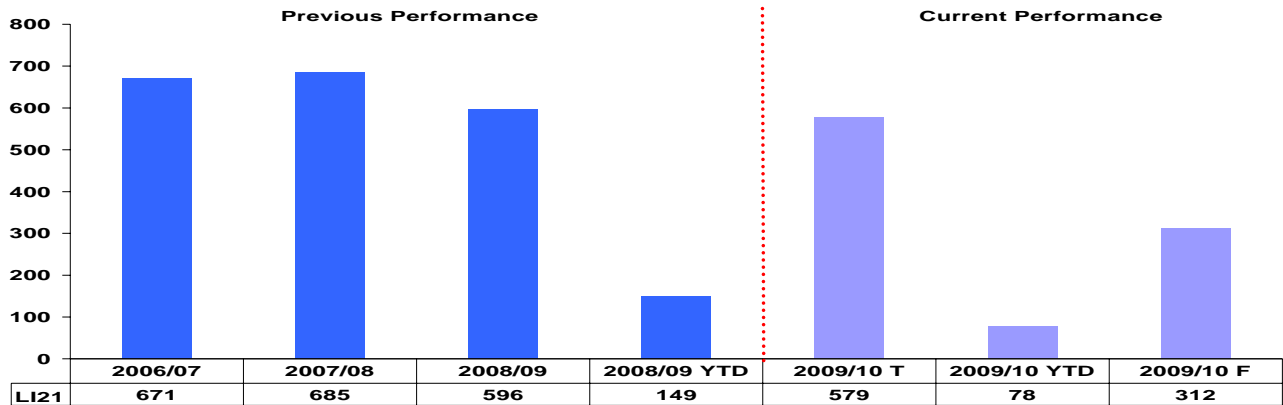


Key Performance Information:

- The % of fires attended in dwellings where no smoke alarm was fitted at the end of Q1 2009/10 was 31.1% (69).
- Based on the performance recorded at the end of Q1 2009/10 (31.1) and in line with the Authority's intentions to have this indicator as low as possible, the Authority is expected to exceed its 2009/10 target (40.69) by 9.6%.
- A forecast has not been set for this indicator as it is not possible to forecast an end of year figure on incidents which have not occurred.
- Compared to Q1 2008/09 (42.69) the number of fires attended in dwellings where no smoke alarm was fitted has reduced by 11.8% in Q1 2009/10.
- At the end of Q1 2009/10 Gateshead has attended the highest number of dwelling fires where no smoke alarm was fitted accounting for 43.2% of such incidents.
- South Tyneside attended the lowest % of fires in dwellings where no smoke alarm was fitted.
- A draft report on smoke alarm ownership and their distribution is currently being finalised which will assist with understanding this issue and developing initiatives.

LI21 Number of malicious false alarm calls attended

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



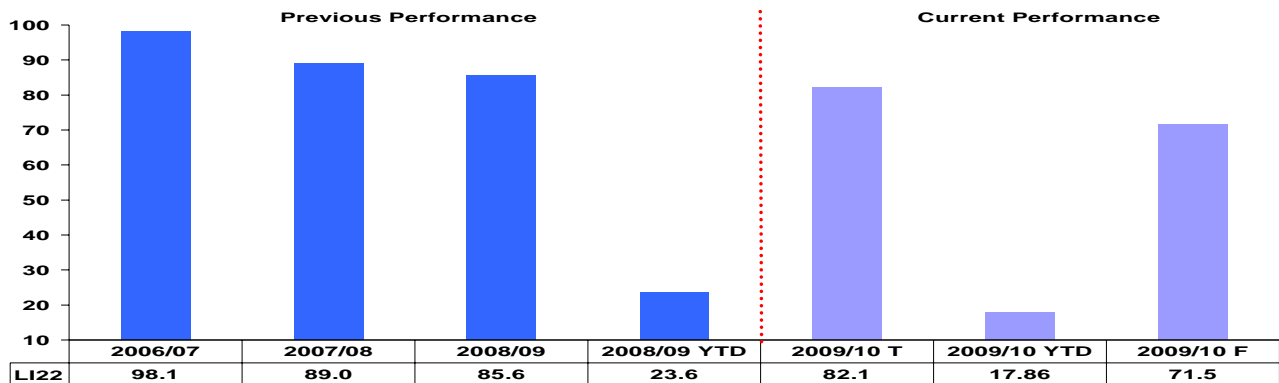
*This graph is based on district per 1,000 population figures to reflect the proportion of incidents attended.

Key Performance Information:

- At the end of Q1 2009/10, the Authority attended 78 malicious false alarm calls.
- Compared to the same period in 2008/09 (149) the number of malicious false alarm calls attended has reduced by 48% (71)
- As a result of the performance recorded at the end of Q1 2009/10, the Authority is forecast to exceed its target of 579 by 46%.
- Compared to the performance recorded at the end of 2008/09 (596) the Authority's end of year 2009/10 (312) forecasted performance has reduced by 48%.
- Newcastle has attended the highest number of malicious false alarm calls per 1,000 per population, attending 31% (24) of all calls.
- Both South Tyneside and North Tyneside districts attended the lowest number of malicious false alarm calls, accounting for 22% of all malicious calls.

LI 22 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.



Data to follow relating to performance at district level

Key Performance Information:

- The Authority attended 17.86 (557) false alarms from non domestic premises by the end of Q1 2009/10.
- Compared to the same period in 2008/09 (23.6) the number of non domestic false alarm calls from automatic fire detection has reduced by 24.3% at the end of Q1 2009/10.
- As a result of the performance recorded during Q1 2009/10 the Authority is forecast to exceed its target of 82.1 by 13%.
- The forecasted figure of 71.5 false alarm calls due to automatic fire alarms from non domestic premises is a reduction of 16.5% on the 2008/09 end of year performance of 85.6.

PPC Performance Report: (April - June 2009/10)

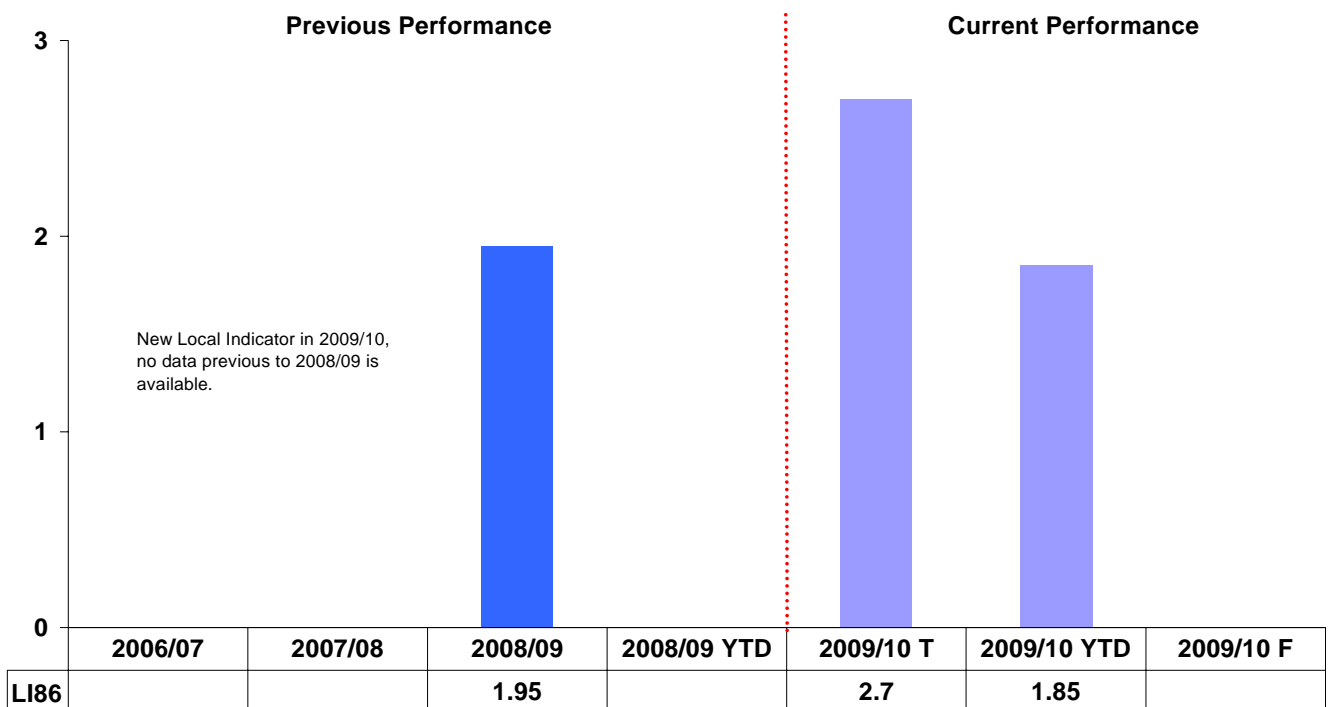
Local Priorities - Actions:

The table below highlights some key 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
Emergency Response					
3	HSC	Operational Crews and P and E staff conducting HSCs in homes targeted on risk	Deliver a minimum of 48000 HSC by 31/03/10	Deliver scheduled activities by 31/03/10, monitored quarterly	All Districts
8					
13.1	South Tyneside Homes Smoke Detector Initiative	Fit 5000 smoke detectors to South Tyneside Homes and carry out annual QA checks on existing installed detectors	Reduce effect of damage by 20% on STH stock	Quarterly analysis and reporting	South Tyneside
21	Domestic false alarm reduction	Promote awareness of causes of false alarms in sheltered accommodation	Measured reduction in domestic false alarms	Quarterly analysis and reporting	All Districts
22.1	Reduction of AFAs in non domestic properties	Work with owners and occupiers of non domestic premises in order to reduce the number of AFAs	Measured reduction of AFAs	Quarterly analysis and reporting	All Districts

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.

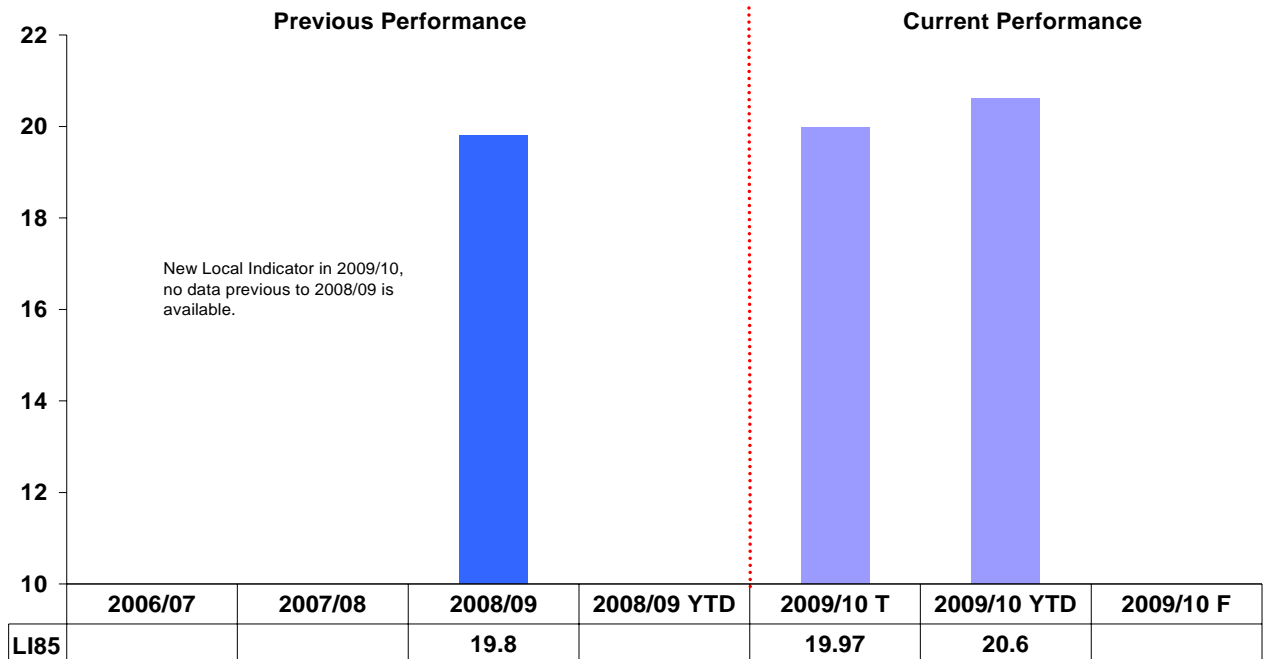


Key Performance Information:

- This is a new local indicator introduced by the Authority in 2009/10, as a result there is no comparison with previous performance.
- In Q1 2009/10 the percentage of the Authority’s workforce from an ethnic minority community was 1.85%.
- Based on this performance, the Authority is set to miss its target of 2.7% by 0.85%.
- A forecast for this local indicator has not been produced, as the YTD figure represents what the Authority is set to achieve at the end of 2009/10.
- The 2009/10 YTD figure 1.85% is a reduction of 0.1% on the end of year performance for 2008/09 of 1.95%.

LI85 % 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.

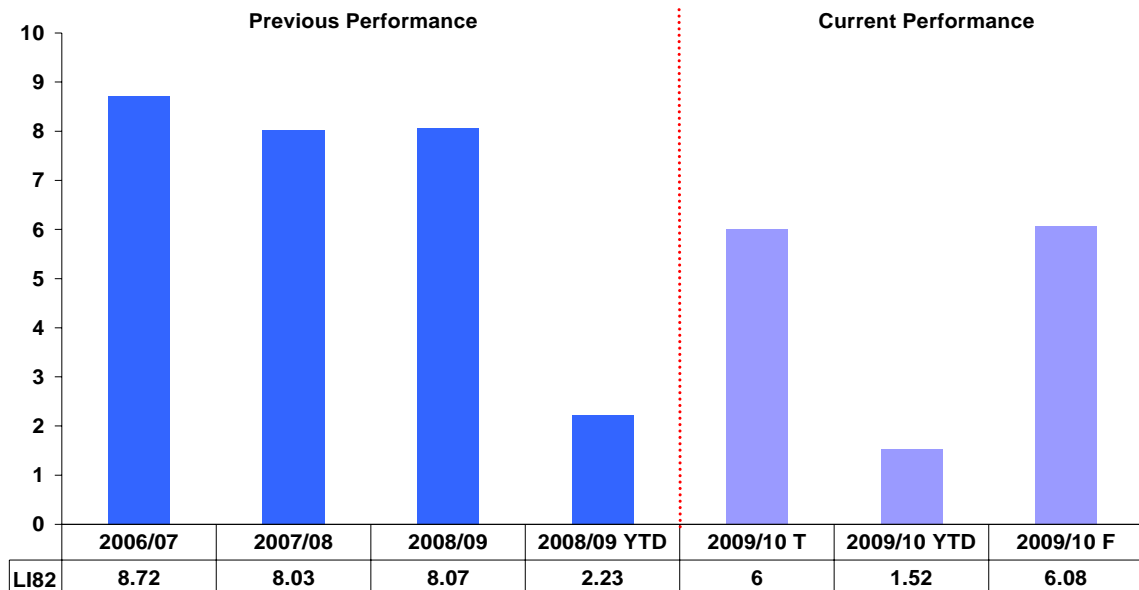


Key Performance Information:

- This is a new local indicator introduced by the Authority in 2009/10, as a result there is no comparison with previous performance.
- In Q1 2009/10 the percentage of the Authority’s workforce who are women was 20.6%.
- Based on this performance, the Authority is set to exceed its target of 19.97% by 0.63%.
- A forecast for this local indicator has not been produced, as the YTD figure represents what the Authority is set to achieve at the end of 2009/10.
- The 2009/10 YTD figure 20.6% is an improvement of 0.8% on the end of year performance for 2008/09 of 19.8%.

LI82 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.



Key Performance Information:

- The proportion of working days/shifts lost to sickness absence by all staff was 1.52 at the end of Q1 2009/10.
- This is a reduction of 31.8% on the Authority's Q1 2008/09 performance of 2.23 days/shifts lost to sickness absence by all staff.
- Based on our Q1 2009/10 (1.52) performance, the Authority is forecast to be within variance of its 2009/10 target of 6.0 workings days/shifts lost to sickness absence by all staff.
- The forecast of 6.08 is a reduction of 24.7% on the Authority's end of year 2008/09 performance of 8.07 working days/shifts lost to sickness absence by all staff.
- The forecast of 6.08 working days days/shifts lost to sickness absence by all staff is a reduction of 30.3% on the Authority's performance in 2006/07 (8.72).
- Based on current forecasts relating to swine flu there is an expectation that the performance relating to this measure could be influenced.

Equality and Diversity					
86	Positive Action & Recruitment initiatives	Regional Positive action group, inc, brand campaign, positive action events (fitness, knowledge & skills) use of new technology (facebook, Bluetooth, etc..) attendance at events. BME employment conference.	By 2013 a minimum of 9.2% of new entrants across the whole organisation to be from minority ethnic backgrounds As a measure to date – 159 BME individuals registered on Firefighter site (134 applications last year). Last trainee course comprised 20% BME	Nov 2009 for Firefighter recruitment; ongoing for corporate roles	HR
85	Positive Action & Recruitment initiatives	As above, with the addition of targeted attendance at specific female oriented activities / events.	By 2013 a minimum of 18% of new entrants to the operational service to be women. As a measure compared to last recruitment process 318 females registered on Ff site (18 of which are BME background), compared to 191 applications in the last recruitment cycle. Last trainee course comprised 15% female	Nov 2009 for Firefighter recruitment	HR

PPC Performance Report: (April - June 2009/10)

Absence and Retirement					
82	Attendance Management Task and Finish group	Analysis Absence data and developing interventions to reduce absence from work	Reduced days / shifts lost due to absence to 6 by end 09/10	Report to SMT May 2009. Second report based upon SMT feedback July 2009	HR

Appendix A

A performance summary of all the Authority's Local Indicators

		A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	YTD 09/10	F 09/10	% Variance with T (09/10)	T 09/10
Deaths and Injuries										
LI1	Number of deaths from accidental fires in dwellings	4	4	5	5	20	1	4	20	0-5
LI1.1	Number of deaths from accidental fires in dwellings per 100,000 population (BV143i)	0.37	0.37	0.46	0.46	20	0.09	0.37	18	0.45
LI2	Number of deaths from ALL fires	8	5	8	7	43	1	4	33	0-6
LI51	Number of fire related deaths in a non domestic property	1	0	0	0	0	0	0	0	0
LI3	Number of injuries arising from accidental fires in dwellings excluding precautionary checks (BV143ii as a whole number)	78	61	44	33	-58	13	52	-68	31
LI3.1	Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks) (BV143ii)	7.26	5.57	4.05	3.03	-58	1.20	4.78	-68	2.85
LI4	Number of injuries from accidental fires in dwellings	204	258	257	182	45	25	100	43	174
LI5	Number of injuries from ALL fires	281	327	340	241	32	41	164	29	230
LI28	Number of non fatal casualties (excluding precautionary checks)	127	101	76	74	8	17	68	3	70
LI53	Number of fire related injuries in public buildings and industrial premises	20	15	25	16	-50	6	24	-60	15
Fire Attendance										
LI24	Total number of fire calls attended	12395	14337	12381	8876	-18	2612	10448	-21	8649
LI25	Number of property fires excluding road vehicles (part 1 of BV142ii)	3083	3044	2343	1558	-15	449	1796	-18	1527
LI26	Number of fires involving road vehicle (part 2 of BV142ii)	1611	1457	1258	1017	3	246	984	0.1	985
LI29	Number of primary fires per 100,000 population (BV142ii)*	437.0	411.0	331.0	236.7	-8	63.9	255.6	-11	230.9
LI32	Percentage of accidental fires in dwellings confined to the room of origin	95.3	95.7	94.2	92.29	2	87.43	90.2	4	94.2
LI35	Number of fires in non-domestic premises per 1,000 non-domestic premises.	38.1	22.3	18	12.25	-16	3.56	14.2	-22	11.68

* Per population figure revised from 10,000 to 100,000 in 2009/10 as per NI

	A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	YTD 09/10	F 09/10	% Variance with T (09/10)	T 09/10
Accidental Fires									
LI8	1562	1593	1110	704	1	175	700	-4	676
LI8.1	33.2	33.7	23.4	14.8	0.0	3.7	14.8	-4.0	14.23
LI9	1211	1295	801	476	14	102	408	11	457
LI10	351	298	309	228	-28	73	292	-33	219
LI6.1	91	93	95	90.2	n/a	66.8	n/a	n/a	95
LI11.1	54.8	60.8	53.6	43.5	n/a	48.2	n/a	n/a	47.8
LI12.1	8.3	8.2	10.8	12.3	n/a	20.7	n/a	n/a	10.6
LI13.1	36.9	31.1	35.5	44.2	n/a	31.1	n/a	n/a	40.69
LI50	504	483	403	221	-16	64	256	-21	212

		A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	YTD 09/10	F 09/10	% Variance with T (09/10)	T 09/10
Deliberate Fires										
LI33	Number of deliberate primary fires and secondary fires	9613	11188	9581	7007	-13	1971	7884	-16	6803
LI14	Number of property fires started deliberately (BV206i as a whole number)	944	875	721	571	-20	172	688	-24	554
LI14.1	Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population (BV206i)	8.8	8	6.6	5.25	-21	1.58	6.33	-24	5.09
LI15	Number of vehicle fires started deliberately (BV206ii as a whole number)	1342	1200	965	791	2	193	772	-1	768
LI15.1	Number of deliberate primary fires in vehicles per 10,000 population (BV206ii)	12.5	11	8.9	7.3	3	1.8	7.1	0.0	7.1
LI16	Number of secondary fires not involving property or road vehicles started deliberately (BV206iii as a whole number)	7327	9113	7895	5645	-14	1607	6428	-17	5481
LI16.1	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population (BV206iii)	68.3	83.2	72.6	51.9	-14	14.8	59.1	-17	50.4
LI17	Number of deliberate primary fires (including vehicles)	2286	2075	1686	1362	-7	365	1460	-10	1322
LI18	Number of refuse fires started deliberately	5254	5738	5397	4115	12	903	3616	10	3996
LI19	Number of non domestic property fires started deliberately	207	208	157	161	43	23	92	41	156

Q1 (April - June) 2009/10

		A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	YTD 09/10	F 09/10	% Variance with T (09/10)	T 09/10
Unwanted Alarms										
LI20	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)	237	243	207	150	28	27	108	26	146
LI20.1	Number of calls to malicious false alarms NOT ATTENDED per 1,000 population (BV146i)	0.2	0.2	0.2	0.14	29	0.03	0.1	23	0.13
LI21	Number of malicious false alarm calls ATTENDED	622	671	685	596	48	78	312	46	579
LI21.1	Number of calls to malicious false alarms ATTENDED per 1,000 population (BV146ii)	0.6	0.6	0.6	0.55	47	0.07	0.29	45	0.53
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises (BV149i as a whole number)	3531	3058	2774	2667	-14	763	3052	-19	2560
LI22.1	Number of false alarms due to automatic fire detection, per 1,000 nondomestic properties (BV149i)	113.4	98.6	89	85.6	16	17.9	71.5	13	82.1
LI23	Number of false alarms due to automatic fire detection from domestic premises	nda	3112	2698	2502	25	469	1876	22	2410
LI30	Number of those properties in BV149i with more than 1 attendance by the FRS (BV149ii)	562	471	439	404	18	83	332	15	390
LI31	% of calls which are to a property with more than one attendance (BV149iii)	79	79	79	69.2	n/a	57.80	n/a	n/a	65.9
Home Safety Checks										
LI7	Number of HSCs delivered to properties where the occupiers are identified as being at the greatest risk of becoming a dwelling fire casualty	nda	16713	17087	16657	n/a	see LI34		n/a	Revised LI introduced in 09/10
LI34	Number of HSCs successfully delivered by Operational Crews to a high priority dwelling	new Li in 2009/10					4807	19228	11	17400
Control										
LI 41	Percentage of emergency callers engaged within 7 seconds	97.5	97.6	98.1	98.3	0.2	99.1	98.5	0.1	98.4
LI 42	Percentage of fire appliances despatched within 60 seconds	54.3	56	57.9	60.0	-3.3	53.8	58.0	-3.3	61.3
LI43	Number of malicious false alarm calls received	New LI in 2009/10			1055	-31.2	346	1384	-35	1025
LI44	Number of malicious false alarm calls challenged and not attended	New LI in 2009/10			741	46	271	1084	51	720

Q1 (April - June) 2009/10

		A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	YTD 09/10	F 09/10	% Variance with T (09/10)	T 09/10
Diversity and Equality										
LI70	The level (if any) of the Equality Standard for Local Government to which the Authority conforms	1	2	3	4	0	4	n/a		Excellence
LI72	% of top 5% of Authority earners that are women	5.3	15.6	13.9	13.9	0	13.9 (11)	0.9		14.75
LI73	% of the top 5% of Authority earners from ethnic minority communities	0.75	1.6	2.5	5	0.0	5 (4)	0.6		5.63
LI74	% of top 5% of earners that have a disability	1.5	1.6	1.3	2.53	1.2	1.3 (1)	n/a		NTS
LI75	% of wholetime and retained duty system employees with a disability		0.75	0.64	1.42	0.1	1.32 (12)	n/a		NTS
LI76	% of control and corporate employees with a disability		2.8	2.6	6.2	0.1	6.3 (21)	n/a		NTS
LI87	% of workforce with a disability	New LI in 2009/10			2.6	0.1	2.7 (33)	n/a		NTS
LI78	% of uniformed staff from ethnic minority communities	0.65	0.66	0.72	1.66	0.0	1.66 (16)	0.26		1.92
LI86	% of workforce from an ethnic minority community	New LI in 2009/10			1.95	0.1	1.85 (23)	0.85		2.7
LI88	% of new entrants from minority ethnic groups employed across the whole organisation	New LI in 2009/10			6.7	6.7	0	7.3		7.3
LI80	% of women firefighters	2.3	3.1	4.3	4.82	0.03	4.85 (44)	0.48		5.33
LI89	% of new women entrants joining the operational sector of the Service	New LI in 2009/10			17.3	17.3	0	17.5		17.5
LI85	% of workforce who are women	New LI in 2009/10			19.8	0.8	20.6 (255)	0.63		19.97
Absence and Retirement										
LI81	Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	9.52	7.72	7.3	7.3	18	1.49	5.96	1	6.0
LI 90	Proportion of working days/shifts lost to sickness absence by riders	New LI in 2009/10			6.82	5	1.62	6.48	5	6.2
LI 91	Proportion of working days/shifts lost to sickness absence by non-riders	New LI in 2009/10			8.37	52.2	1	4	45	7.3
LI 92	Proportion of working days/shifts lost to sickness absence by control staff	New LI in 2009/10			10.97	53.3	1.28	5.12	43	9.0
LI82	Proportion of working days/shifts lost to sickness absence by all staff	9.53	8.72	8.03	8.07	24.7	1.52	6.08	1	6.0
LI 93	Proportion of working days/shifts lost to sickness absence by corporate staff	New LI in 2009/10			10.78	40.6	1.6	6.4	28	8.9
LI83	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.63	0.65	0.32	0	0	0	0		0
LI84	Control and corporate ill-health retirements as a % of the total workforce	2.39	1.06	0	0.6	0.6	0	0		0

	A 05/06	A 06/07	A 07/08	A 08/09	% Variance with A 08/09	YTD 09/10	F 09/10	% Variance with T (09/10)	T 09/10
Finance and Procurement									
L164 The % of invoices for commercials goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	93.96	92.24	96.83	96.96	NDA	98.88	96.76	NDA	100

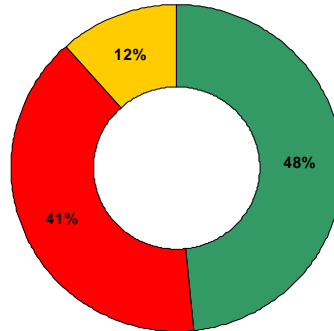
Appendix B

**A snap shot of the Authority's LI performance against
the 2009/10 targets and 2008/09 performance**

SMT Performance Report: (April - June 2009/10)

Forecasted end of year performance 2009/10 against target

The chart below highlights the percentage of Local Indicators (LIs) that are set to exceed, miss and be within the variance (2.5% less than target) of the 2009/10 service target. (Where data is available)



The local indicators that are forecast to miss and be within the variance (Yellow) of the target are:

Within Variance

LI 15 Number of vehicle fires started deliberately

LI 73 % of the top 5% of Authority earners from ethnic minority communities

LI 86 % of workforce from an ethnic minority community

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

LI 72 % of the top 5% of Authority earners that are women

LI 78 % of uniformed staff from ethnic minority communities

LI 80 % of women firefighters

Set to Miss Target

LI 3 Number of injuries arising from accidental fires in dwellings (excluding precautionary checks)

LI 24 Total number of fire calls attended

LI 29 Number of primary fires per 100,000 population

LI 35 Number of fires in non-domestic premises per 1,000 non-domestic premises.

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

LI 50 Number of accidental fires in a non-domestic property

LI 14 Number of property fires started deliberately

LI 16 Number of secondary fires not involving property or road vehicles started deliberately

LI 17 Number of deliberate primary fires (including vehicles)

LI 22 Number of false alarm calls due to automatic fire alarms from non-domestic premises

LI 43 Number of malicious false alarm calls received

LI 89 % of new women entrants joining the operational sector of the Service

LI 64 The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms

LI 3.1 Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)

LI 25 Number of property fires excluding road vehicles

LI 32 Percentage of accidental fires in dwellings confined to the room of origin

LI 8 Number of accidental fires in dwellings

LI 10 Number of accidental non kitchen fires

LI 33 Number of deliberate primary fires and secondary fires

LI 14.1 Number of deliberate primary fires per 10,000 population

LI 16.1 Number of deliberate secondary fires per 10,000 population

LI 53 Number of fire related injuries in public buildings and industrial premises

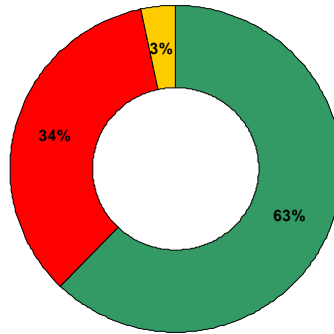
LI 42 % of fire appliances dispatched within 60 seconds

LI 88 % of new entrants from minority ethnic groups employed across the whole organisation

LI 90 Proportion of working days/shifts lost to sickness absence by riders

Comparison of 2009/10 forecasted performance against the end of year figure for 2008/09

The chart below highlights the percentage of LI's that are set to exceed, miss and be within the variance (2.5% less than target) of the performance achieved in 2008/09. (Where data is available)



The LI's that are forecast to miss and be within the variance of 2008/09 performance are:

Within Variance

LI 32 Percentage of accidental fires in dwellings confined to the room of origin

LI 64 The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms

Set not to report an improvement on 2008/09 performance

LI 3 Number of injuries arising from accidental fires in dwellings (excluding precautionary checks)

LI 3.1 Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)

LI 24 Total number of fire calls attended

LI 25 Number of property fires excluding road vehicles

LI 29 Number of primary fires per 100,000 population

LI 35 Number of fires in non-domestic premises per 1,000 non-domestic premises.

LI 10 Number of accidental non kitchen fires

LI 50 Number of accidental fires in a non -domestic property

LI 33 Number of deliberate primary fires and secondary fires

LI 14 Number of property fires started deliberately

LI 14.1 Number of deliberate primary fires per 10,000 population

LI 16 Number of secondary fires not involving property or road vehicles started deliberately

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LI 22 Number of false alarm calls due to automatic fire alarms from non-domestic premises

LI 53 Number of fire related injuries in public buildings and industrial premises

LI 42 % of fire appliances despatched within 60 seconds

LI 43 Number of malicious false alarm calls received

LI 88 % of new entrants from minority ethnic groups employed across the whole organisation

LI 89 % of new women entrants joining the operational sector of the Service

LI 86 % of workforce from an ethnic minority community