

SUBJECT: Q1 (April – June) Performance Report 2010/11**REPORT OF THE CHIEF FIRE OFFICER**

1 PURPOSE

1.1 This report provides the Q1 (April – June) performance of the Authority against the targets for 2010/11. Members of the Performance and Policy Advisory Committee are requested to consider and scrutinise the contents of this report and provide comments.

2. The Performance Management Report

2.1 The report has been structured to demonstrate the Authority's performance in relation to the National Indicators (NI's) related to fire and local indicators reflecting organisational priorities. The full suite of Local Indicators has been provided within Appendix A and will be reported in greater detail at the end of the fiscal year.

2.2 The report is based on applying performance management against service wide targets that have been set over a three year period as featured within the Strategic Community Safety Plan. However, for the purposes of this report performance is only reported against the target set for 2010/11.





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 versus other Metropolitan FRS a comparison (where available) has been provided against the average and quartile performance. This level of comparative performance has also been reflected at district level to highlight the performance of each district when compared against themselves.

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. RECOMMENDATIONS

11.1 The Committee is requested to:

- a. Note and endorse the contents of this report.
- b. 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 2010-13
- National Indicator Set



**Performance Report for the Policy & Performance
Committee (PPC)
Q1 (April – June) 2010/11**

PPC Performance Report: (April - June 2010/11)

The following report provides an overview of the Authority's performance during Quarter 1 (April – June) 2010/11. Members of the PPC are requested to consider and scrutinise the contents of this report in order for performance to be effectively managed.

The report has been structured to demonstrate the Authority's performance in relation to the National Indicators (NI's) related to fire and local indicators reflecting organisational priorities. The full suite of Local Indicators has been provided within Appendix A and will be reported in greater detail at the end of the fiscal year.

The report is based on applying performance management against service wide targets that have been set over a three year period as provided within the Strategic Community Safety Plan. However, for the purposes of this report performance is only reported against the targets set for 2010/11.





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 Strategic Management Team will be able to identify any issues which are contributing to the overall performance of the service and take remedial action if necessary.

To reflect the overall performance of TWFRS versus other Metropolitan FRS's 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.

The performance of each indicator (Appendix A) has been colour coded to reflect the following:

- Year to date performance for the current year against the same period in the previous year
- Forecasted performance for the current year 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**

The report also contains action plans based on commentary provided by the relevant head of service. This will enable members of the PPC 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.

PPC Performance Report: (April - June 2010/11)

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 and remain to be used as a priority by the FRS.

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)
- **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:

- **LI 5** Number of injuries from all fires
- **LI 8.1** Number of accidental fires in dwellings per 10,000 dwellings
- **LI 12.1** % of fires attended in dwellings where a smoke alarm was fitted but did not activate
- **LI 21** Number of malicious false alarm calls attended
- **LI 22.1** Number of false alarms due to automatic fire detection from non domestic properties per 1000 non domestic premises.

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

Environmental:

- **EM5** CO₂ 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 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.

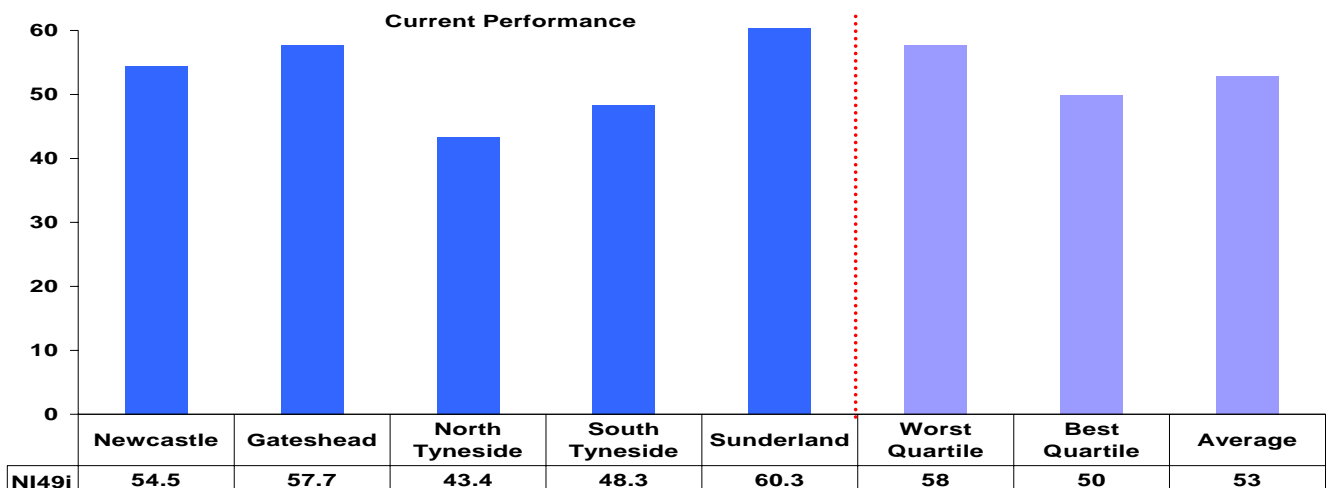
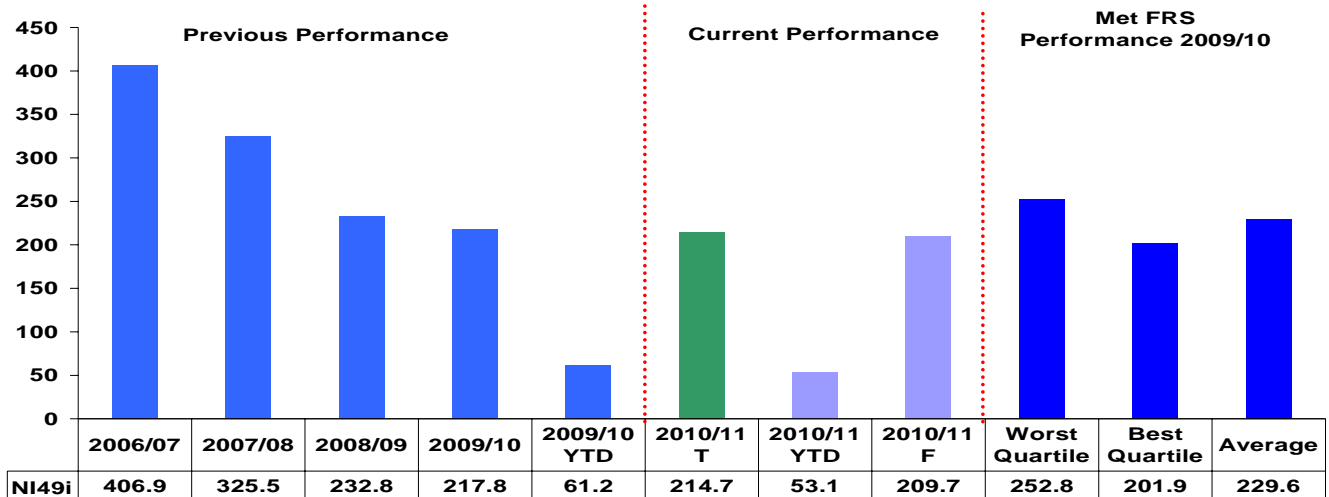
National Priorities

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

PPC Performance Report: (April - June 2010/11)

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.



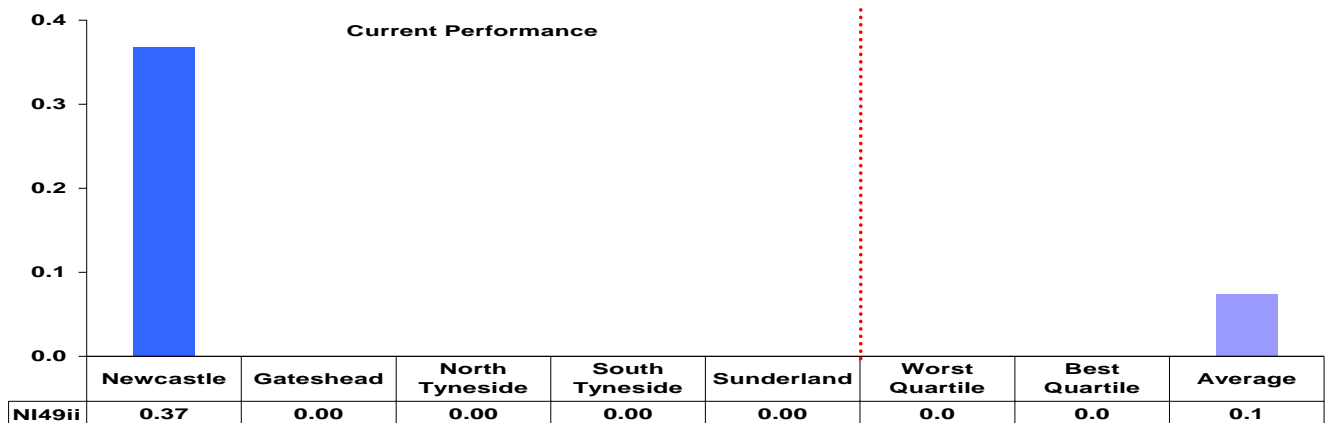
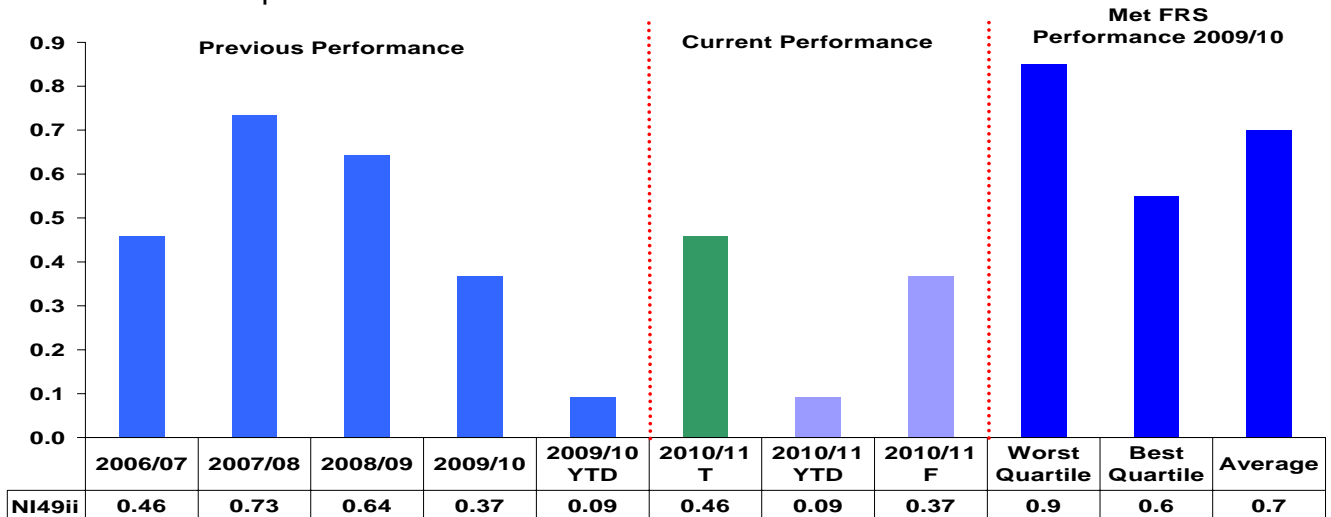
Key Performance Information:

- The Authority attended 53.1 (587) primary fires per 100,000 population by the end of Q1 2010/11, a decrease of 13% compared to Q1 2009/10 (677).
- Based on the forecast end of year performance of 209.7, the Authority is set to achieve its target of 214.7 (2375) primary fires per 100,000 population by 2% (55).
- The Authority's end of year performance reflects a reduction of 4% on the 2009/10 figure 217.8 (2410), highlighting the continuous downward trend.
- This performance results in the Authority being below the average of the Metropolitan FRS, an improvement on the same quarter in 2009/10.
- The district of Sunderland continues to report the highest number of such incidents, reflecting Q1 and the end of year performance report in 2009/10. However, the number of such incidents reported by the district has reduced by 21% (44).

PPC Performance Report: (April - June 2010/11)

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.

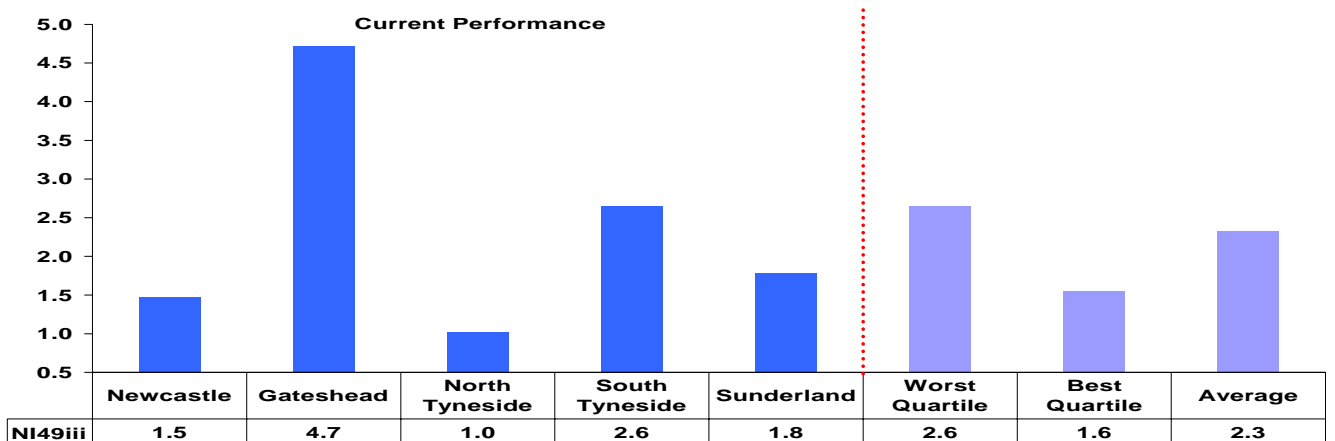
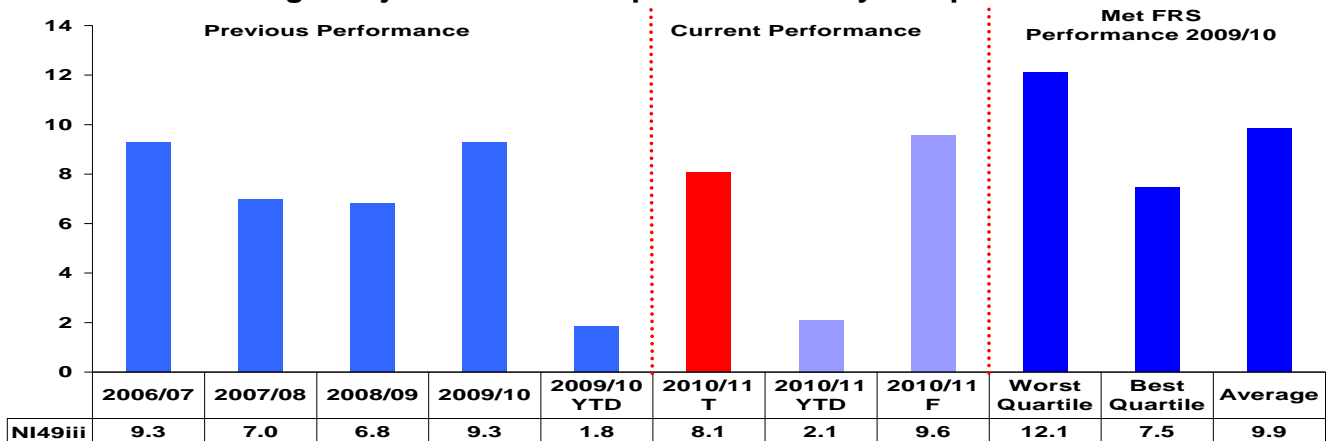


Key Performance Information:

- The Authority has reported 1 fatality from a primary fire during the first quarter of 2010/11, reflecting the performance reported in Q1 2009/10.
- Based on the forecasted of year performance of 0.37 (4) fatalities due to primary fires per 100,000 population, the Authority is set to achieve the 2010/11 target of less than 0.46 (5).
- As throughout 2008/09 and 2009/10, the Authority remains to be below the Mets average figure reported of 0.7 fatalities per 100,000 population by the end of 2010/11.
- The fatality occurred in Newcastle East's station area and was the result of careless handling of smoking materials by a 79 year old female.
- All fatalities from accidental fires have ignited in rooms outside the kitchen since 2007/08.

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 the years prior to 2009/10.**



Key Performance Information:

- The Authority has recorded 2.1 (23) non fatal casualties (excluding precautionary checks) due to primary fires per 100,000 population at the end of Q1 2010/11, an increase of 10% compared to Q1 2009/10 (21).
- In comparison with the other Met FRS we are forecast to be below the average of 9.9 fires. The performance of TWFRS was only bettered by South Yorkshire (5.51) and West Midlands (5.54) in 2009/10.
- The district of Gateshead has reported the highest number of such incidents with 4.7 (9) injuries. The district also reported the highest number (2.6) of such incidents in the same period in 2009/10.
- The district of Newcastle continues to report one of the lowest numbers of such injuries, with a reduction of 1 injury compared to the same period in 2009/10.

PPC Performance Report: (April - June 2010/11)

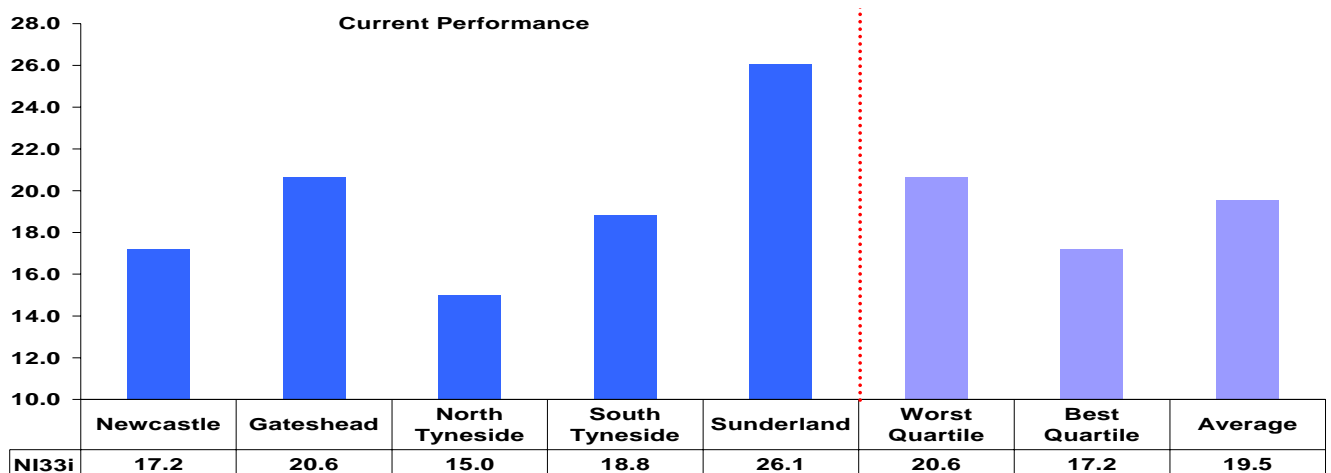
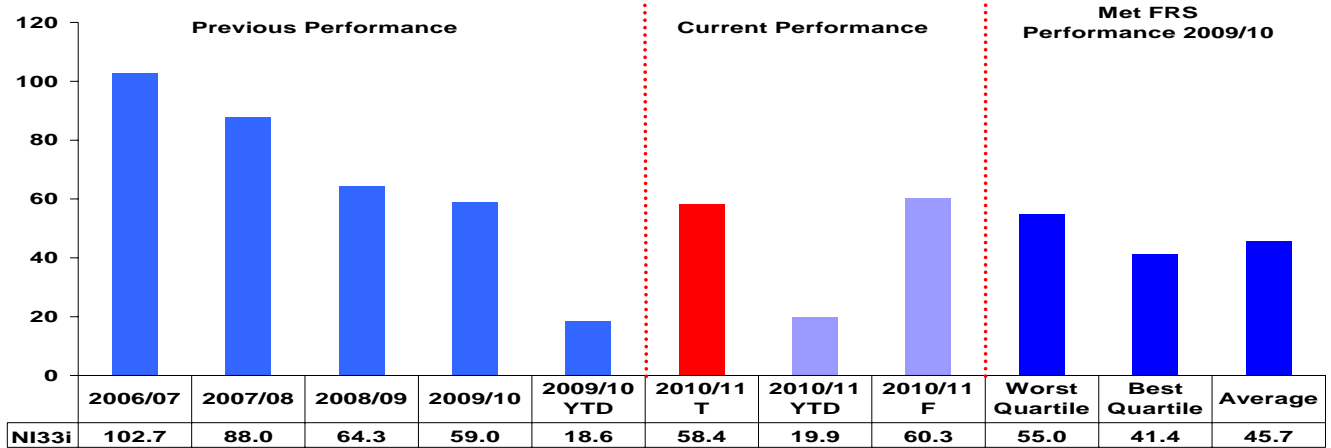
NI49 - Actions:

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
NI49				
HSC	Operational Crews and P .E staff conducting HSC's in homes targeted on risk.	Deliver a minimum of 17,400 per annum by 31/03/11 by Operational crews. "It Takes Seconds" campaign to deliver HSC to vulnerable groups	Deliver minimum of 30,000 HSC (combined)by 31/03/10, monitored monthly.	Service wide
Fire Safety Education	Schools education programme	All targeted schools visited, year's 1, 5, 6	Full report July 2010	Service Wide
Befrienders Project	Delivery of HSC by volunteer group.	Train and provide smoke alarms for volunteer organisation to undertake HSC on our behalf in the homes of hard to reach (English not there first language).	1400 HSC to be undertaken on our behalf.	Newcastle
Carers Project	Carers identify fire risk to those receiving care packages.	Reduced number of fire deaths, and injuries in people over 60 years old.	Full evaluation July 2010	Gateshead

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.

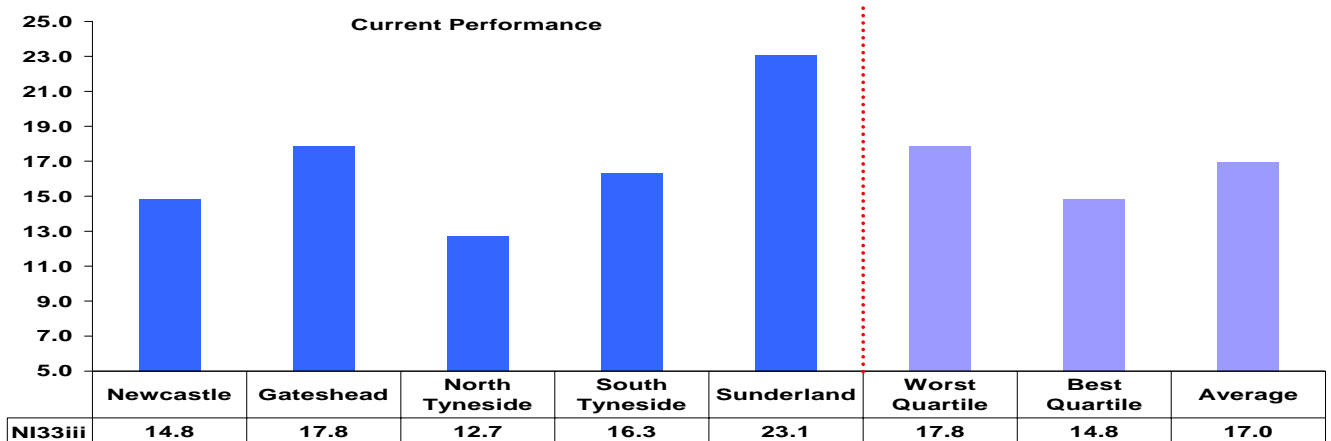
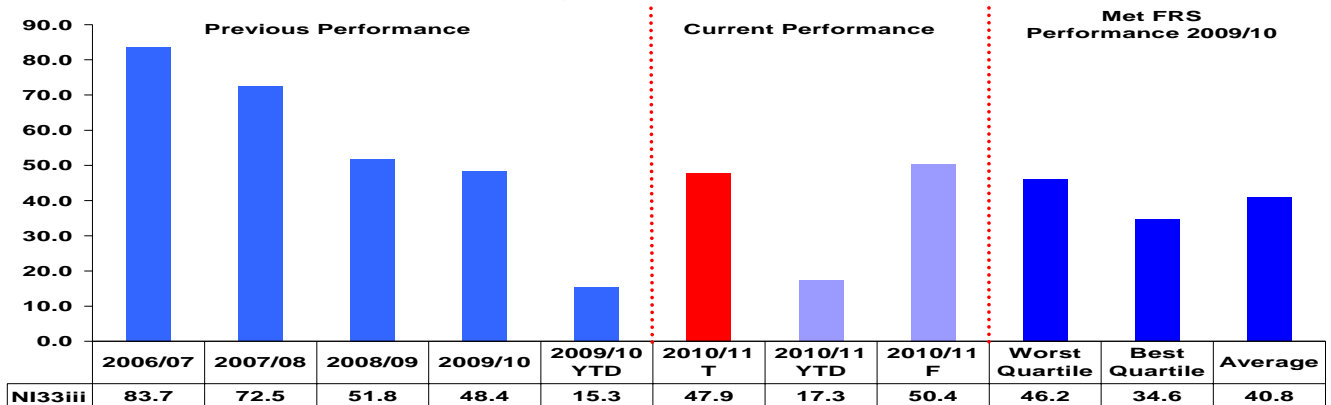


Key Performance Information:

- The Authority recorded 19.9 (2172) deliberate fires per 10,000 population by the end of Q1 2010/11, an increase of 7% (149) compared to Q1 2009/10. Q1 of the fiscal year is historically the busiest period for such incidents.
- This performance was supported through 42% (908) of Q1 incidents being attended during the month of April alone.
- As a result of this performance the Authority is set to miss the target of 58.4 by 3%.
- The Authority's forecast end of year performance remains above the average for the Met FRS's and above the worst quartile. Only Merseyside FRS reported a greater number (68.9) of such incidents in 2009/10.
- As throughout 2009/10 the Sunderland district has recorded the highest number of deliberate fires in Q1 2010/11, accounting for 34% of the Service total.
- The district of Gateshead reported the largest increase (19%) in the number of deliberate fires when compared against the same period in 2009/10, accounting for 18% of all such incidents in Tyne and Wear during Q1 2010/11.

NI33iii Number of deliberate secondary fires per 10,000 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, 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:

- The Authority recorded 17.3 (1888) deliberate secondary fires per 10,000 population by the end of Q1 2010/11 and reflects an increase of 13% (221) on the performance reported in at the end of Q1 2009/10.
- As a result of the 2010/11 performance, the Authority is set to miss its target (47.9) by 5% (272).
- The performance relating to this indicator is reflected in the Authority attending the greatest number of such incidents during Q1 (2083) since 2007.
- Compared to the Mets, the Authority’s forecasted end of year performance is above the worst quartile, only Merseyside FRS reported a higher number (54.7) in 2009/10.
- Sunderland continues to record the highest number (647) of such incidents during Q1 when compared against the other districts. This reflects the overall Service performance with the highest number of such incidents within the same period since 2007.
- North Tyneside was the only district to report a decrease (7%) in the number of such incidents when compared against the same period in 2009/10.

PPC Performance Report: (April - June 2010/11)

NI33 - 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:

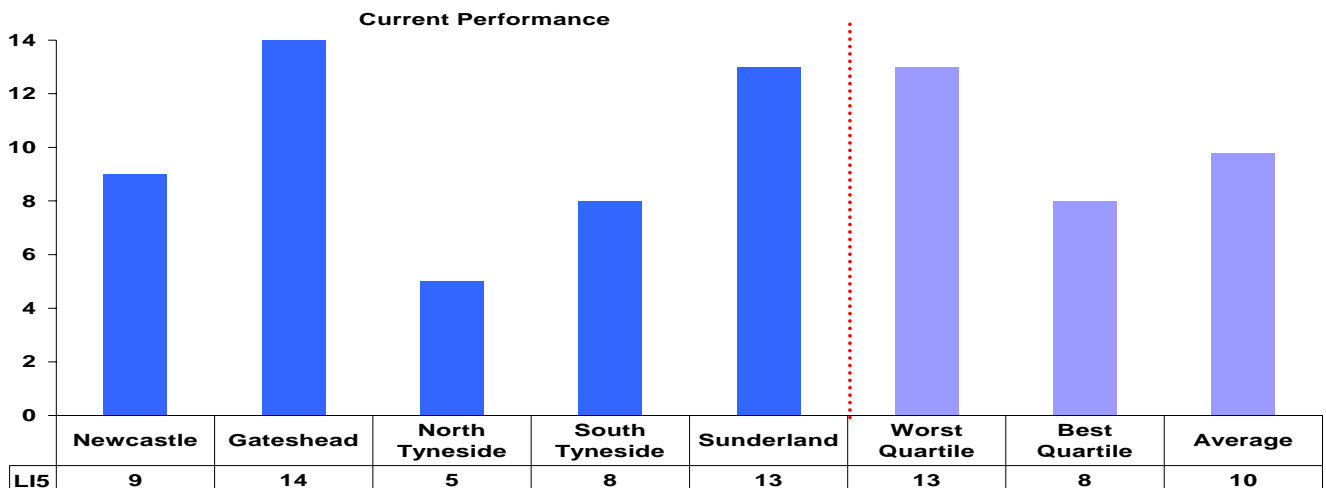
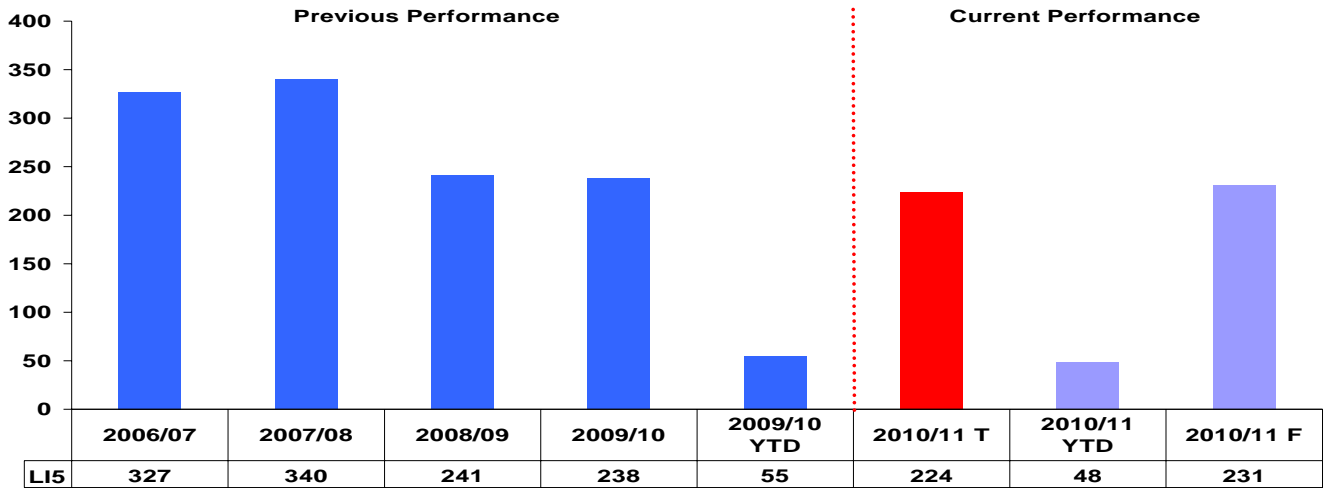
Initiative	Activity	Success Criteria	Milestones	Delivery Area
NI33				
Operation Heat	Partnership with Northumbria Police to reduce ASB fires in the Hendon and Millfield area.	Reduction in ASB fires in these areas.	Monthly reporting via PAG	Hendon and Millfield. Sunderland
Wheelie Bin Project (City wide problem solving project co-ordinated by Safer Neighbourhoods Board)	Neighbourhood fire team will work closely with the Street Wardens, Environmental Health, Northumbria Police sharing intelligence and target hardening. P.E teams will target local schools, Ops crews will knock on doors and advise on ways to reduce ASB fires.	Demonstrate reduction in number of deliberate fires specifically relating to wheelie bins. Perception of ASB in the local area is reduced	Quarterly reporting process	Newcastle City Wide Problem Solving Group via CDRP
Phoenix Project	Fire Service activity programme for Young people aged between 11 and 16 years old who have offended or are at risk of offending. Raises awareness of ASB and arson.	Delivery of scheduled courses. Reduction of ASB fires and arson. Perception of ASB is reduced.	Deliver scheduled activity by end March 2011	Newcastle/Sunderland/Gateshead/South Tyneside

Local Priorities

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

LI5 Number of injuries from all fires

This indicator highlights the performance of the Authority in relation to the number of injuries from all fires, regardless of the property type. An injury must be recorded as being the result of the fire (or smoke) and includes both accidental and deliberate fires (not RTC's).

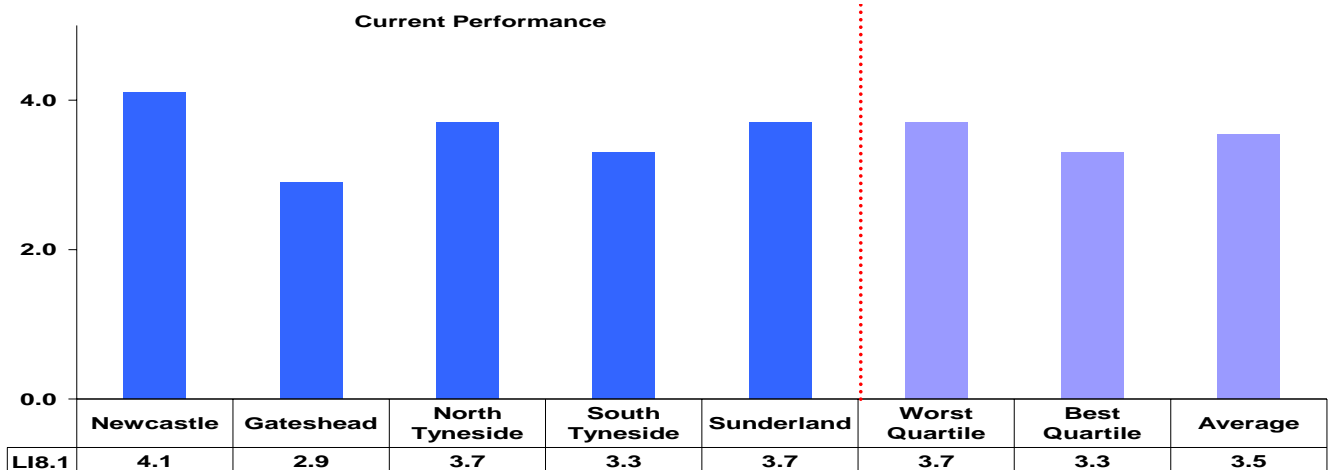
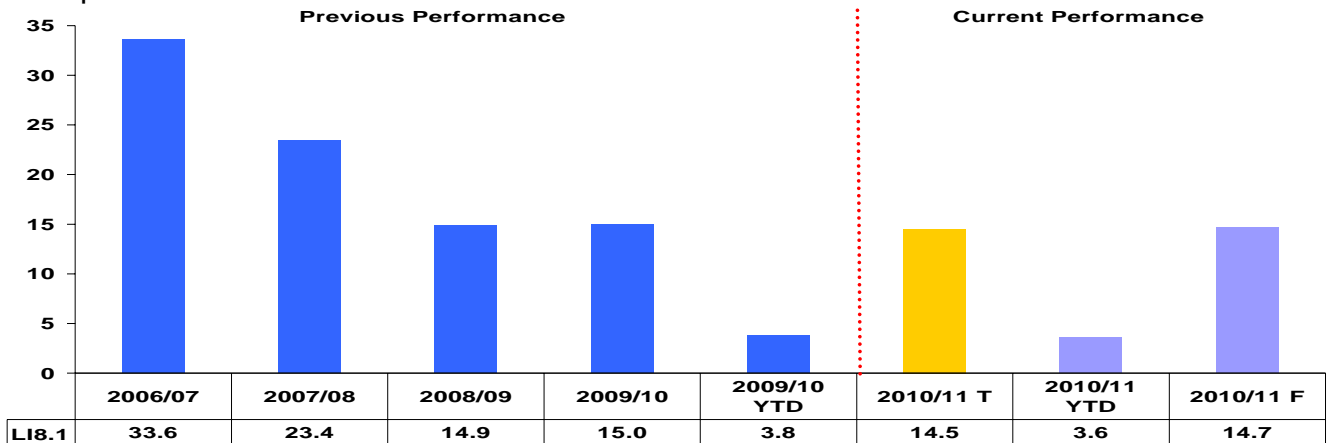


Key Performance Information:

- The Authority has recorded 48 injuries from all fires by the end of Q1 2010/11, a decrease of 13% (7 injuries) on the performance reported during the same period in 2009/10.
- Despite the reduced number of injuries the Authority is forecast to miss its target of 224 such injuries by 3% (7 injuries). However, the forecasted performance would result in the lowest number of injuries ever reported at the end of a year.
- The districts of Sunderland and Gateshead reported the highest number of injuries, reflecting the performance reported in relation to the number of primary fires. Four of the injuries reported in Gateshead occurred at the same incident on the 11th April as a result of the deliberate ignition of combustible materials.
- The district of North Tyneside reported the greatest reduction when compared against the same period in 2009/10, with a reduction of 64% (9 injuries).

LI8.1 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.

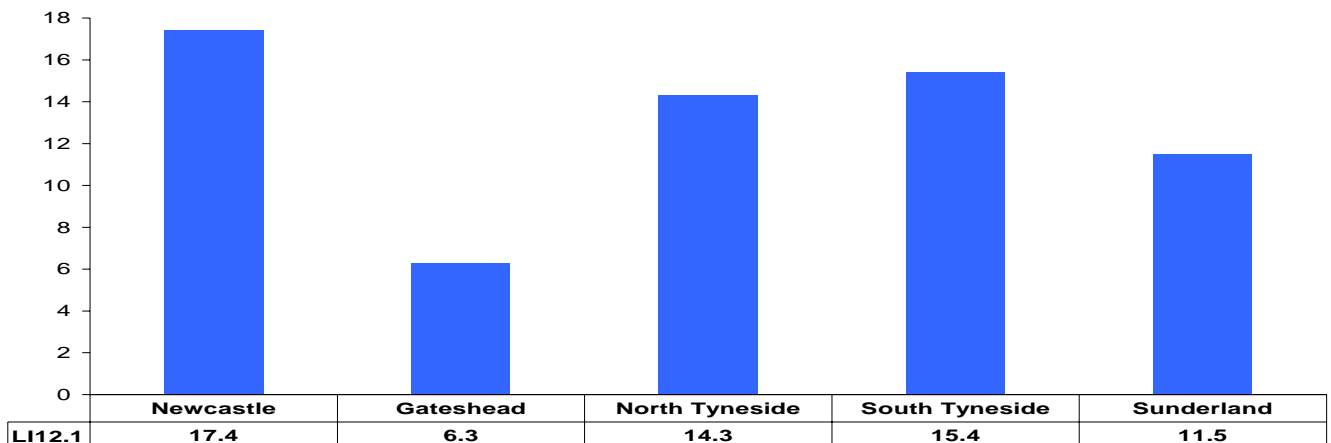
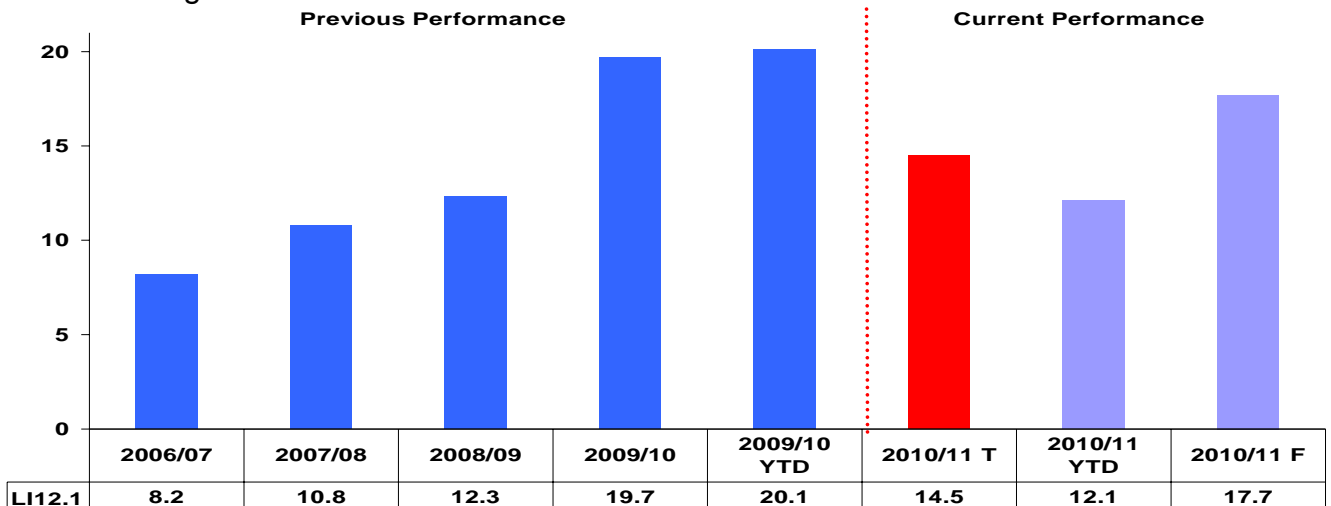


Key Performance Information:

- The Authority attended 3.6 (171) accidental dwelling fires per 10,000 dwellings by the end of Q1 2010/11, an decrease of 5% (10 incidents) compared with the same period in 2009/10, reflecting the lowest number of such incidents reported in any one quarter.
- However, the Authority is forecast to be within the variance of the target (14.5) set for 2010/11.
- The majority of such incidents occurred within the kitchen (62%), with South Tyneside (77%), accounting for the highest percentage of such incidents occurring in the kitchen at district level.
- The percentage of accidental kitchen fires has reduced over previous years to the lowest level ever reported, from 82% of accidental dwellings fires originating in the kitchen in 2006/07.

LI12.1 % of fires attended in dwellings where a smoke alarm was fitted but did not activate

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



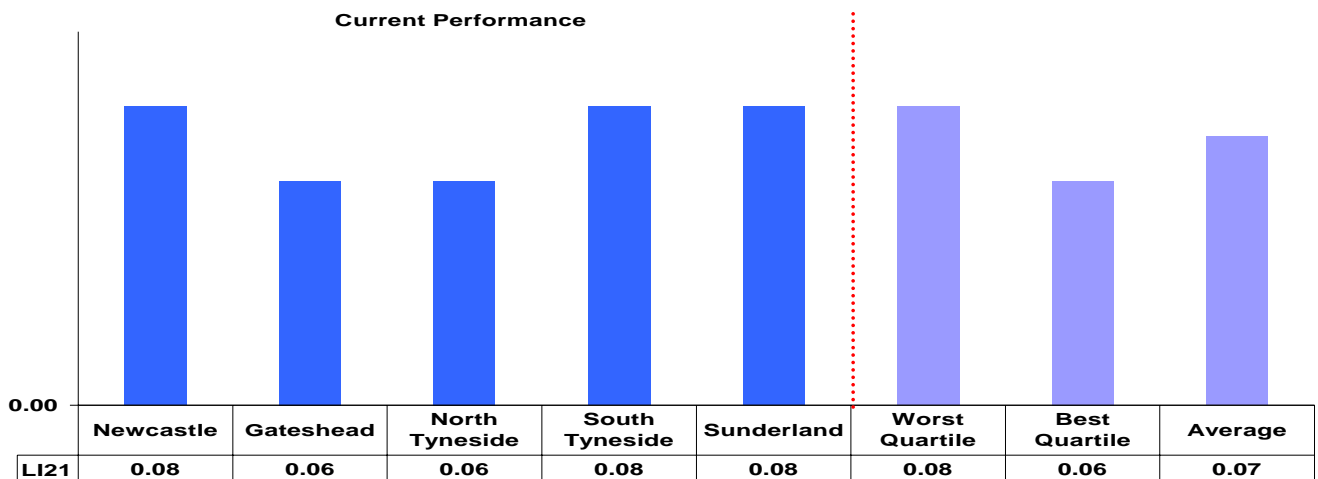
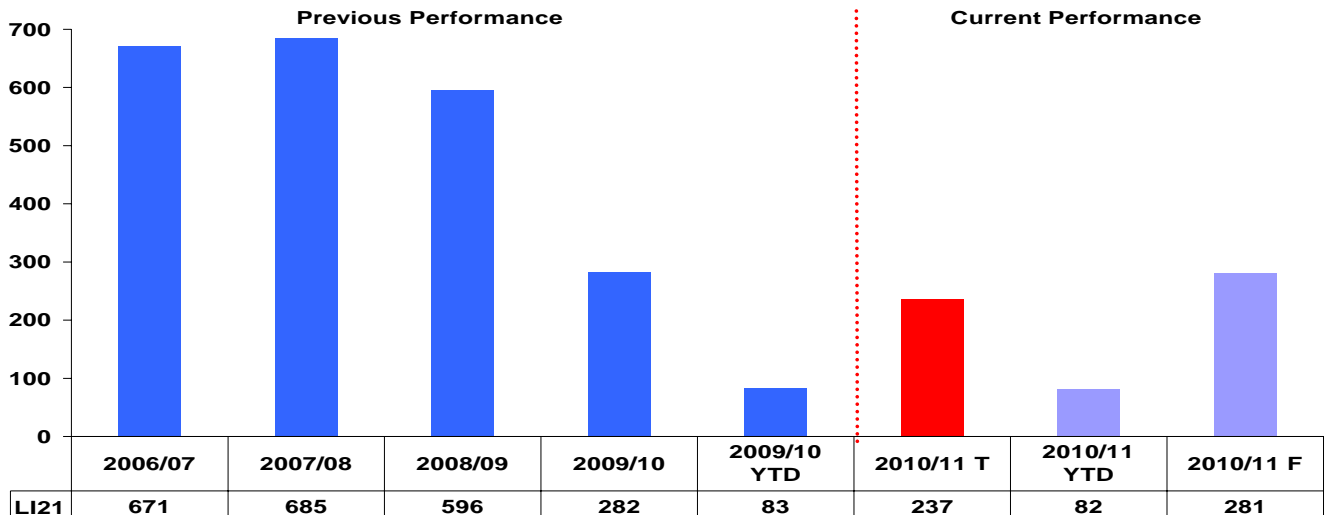
Key Performance Information:

- The Authority has attended 12.1% (29) of dwelling fires where no smoke alarm was fitted, the lowest percentage of such incidents since Q1 2008/09. The main contributor to the alarm not activating is due to it not being close enough to the detector (5) and the area not being covered by the detector (5).
- As a result of this performance the Authority is forecast to improve on the end of year performance by 3% but fail to achieve its target of 14.5%.
- This district of Gateshead attended 2 (6.3%) incidents during Q1 where a smoke alarm was fitted but did not activate, reflecting the positive work delivered over recent years.
- The district of Newcastle (8) reported the highest number of such incidents with 2 due to the battery being missing, 2 due to the fire not being in the area covered by the alarm and 2 were the fire was not close enough to the alarm.

PPC Performance Report: (April - June 2010/11)

LI21 Number of malicious false alarm calls attended

The indicator reflects the number of malicious false alarm calls attended (Appliance 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).



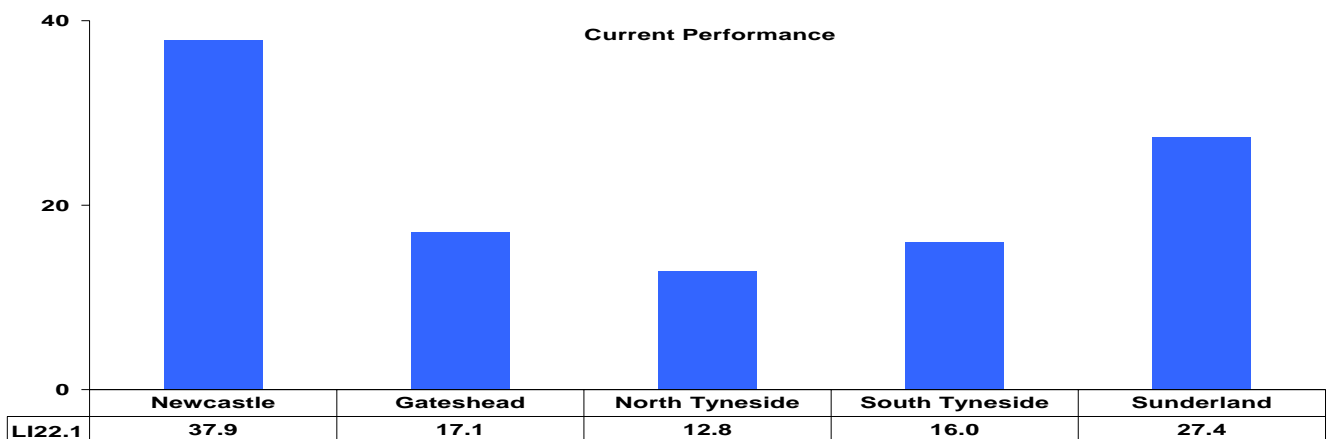
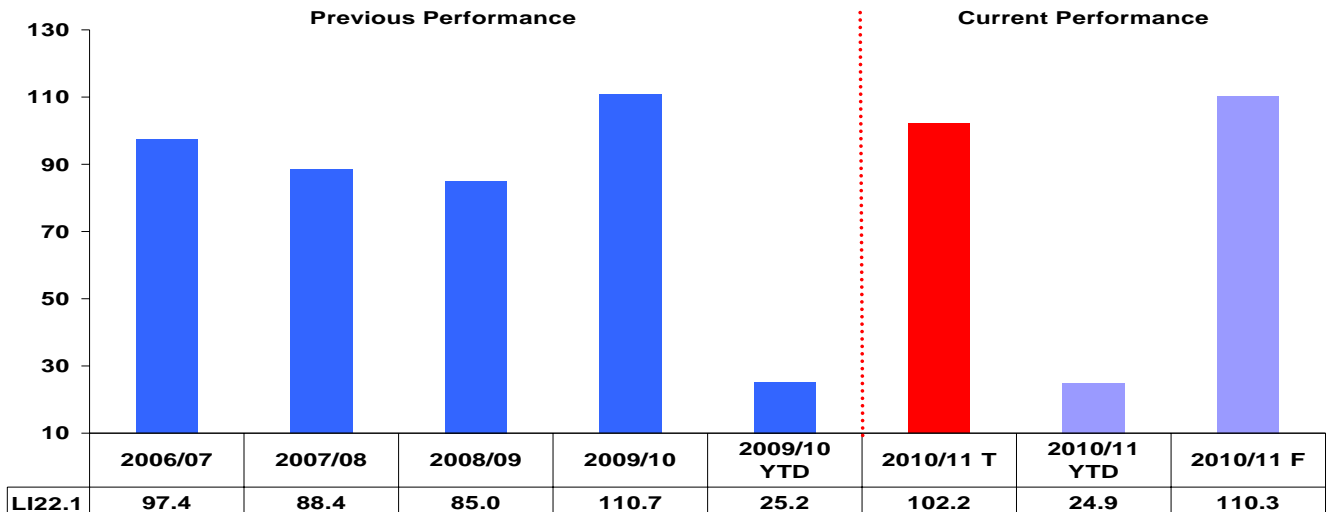
* This graph is based on district per 1,000 population figures to reflect the proportion of incidents attended.

Key Performance Information:

- The Authority attended 82 malicious false alarm calls by the end of Q1 2010/11, a decrease of 1% (1 calls) when compared against performance in 2009/10.
- As a result of this performance the Authority is set to miss its target of 237 calls by 19% (44 calls).
- The districts of Sunderland reported the greatest number (23) of such incidents. However, the district of South Tyneside has reported the greatest increase when comparing the same period in 2010/11 (12) against 2009/10 (7).
- Historically the Authority has reported the greatest number of such incidents during Q1, reflecting the increased number of deliberate fires reported during this period.

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

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



Key Performance Information:

- The Authority attended 24.9 (782) false alarm calls due to automatic fire alarms from non domestic premises per 1,000 non domestic premises during Q1, a decrease of 1% (9) when compared against the same period in 2009/10.
- As a result of this performance the Authority is set to improve on the performance reported in 2009/10. However, it is forecast to miss the target of 102.2 (3206) false alarms.
- The district of Newcastle has reported the greatest number of such incidents by the end of Q1 2010/11, with 37.9 (201) per 1,000 non domestic premises, an increase of 2% (7) against the same period in 2009/10. This performance is supported through two of the top three (RVI and General Hospital) repeat offenders for such incidents being located within the Newcastle district.
- In total 101 properties were attended more than once during Q1 2010/11, an increase of 22% (18) when compared against the same period in 2009/10.

PPC Performance Report: (April - June 2010/11)

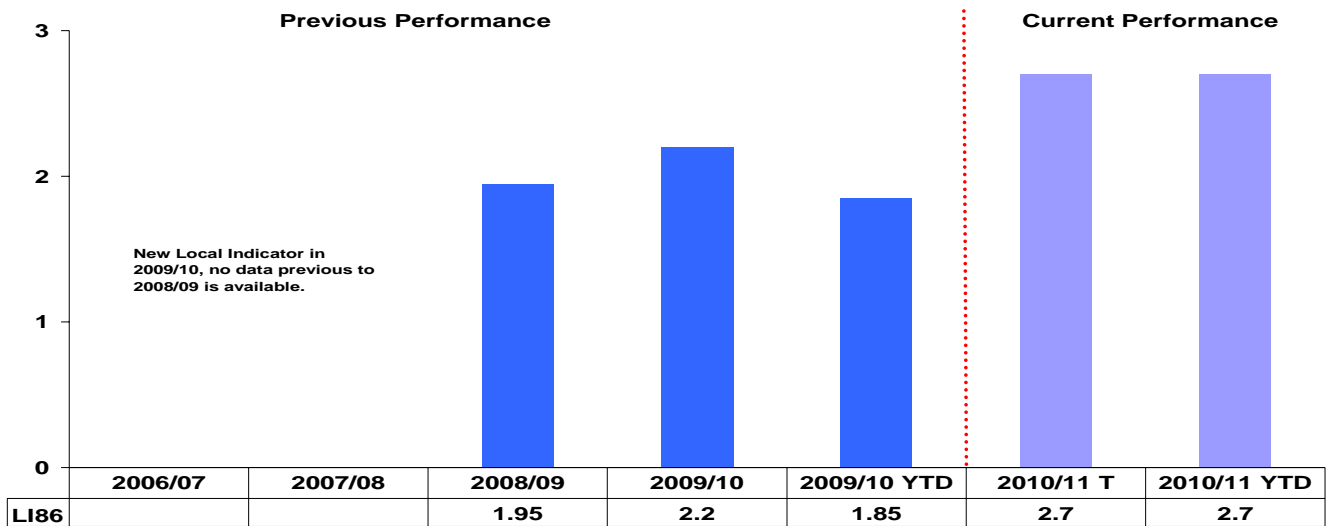
Local Priorities - Actions:

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

LI	Initiative	Activity	Success Criteria	Milestones	Delivery Area
Emergency Response					
5	Home Safety Checks by Operational and P.E staff	Operational Crews and P and E staff conducting HSCs in homes targeted on risk	Deliver a minimum of 30,000 per annum by 31/03/11.	Report and review at monthly performance meetings	Service wide
8	Home Safety Checks by Operational and P.E staff	Operational Crews and P and E staff conducting HSCs in homes targeted on risk	Deliver a minimum of 30,000 per annum by 31/03/11.	Report and review at monthly performance meetings	Service wide
12.1	Not Actioned in District Plans				
21	Non Domestic False Alarms Newcastle and Northumbria universities	Reduce number of FAA and UWFS	Reduction in UWFS and False alarms	Interim evaluation January with Full evaluation August 2011	Newcastle (Similar activities in P&T/P.E throughout the service)
22.1	YHN Protocol	Call Filter by YHN call handlers.	Reduce FAA and UWFS to domestic premises	Monthly report.	Newcastle

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.

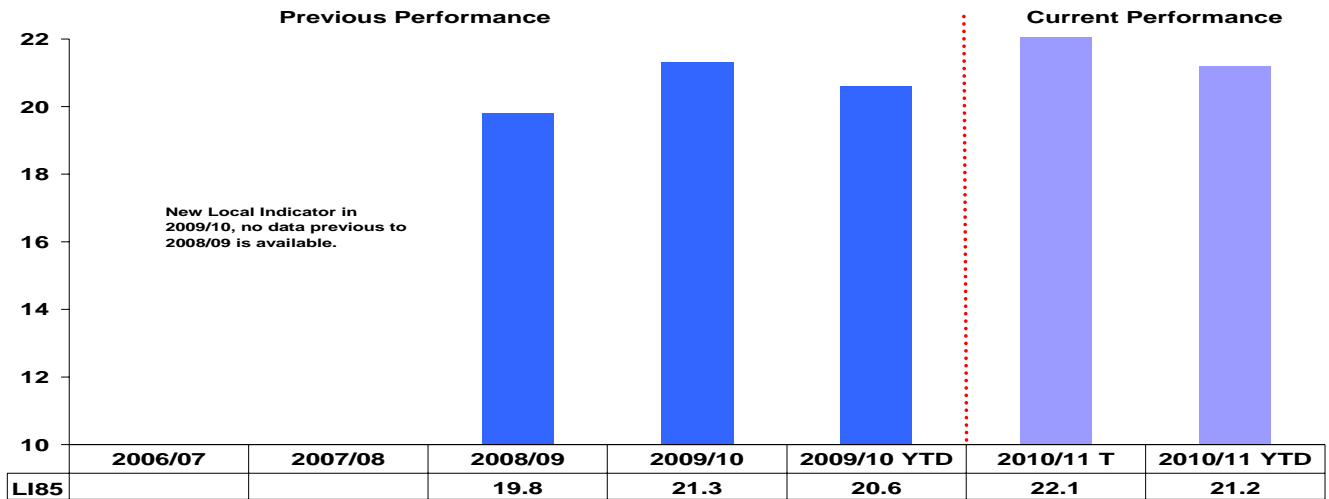


Key Performance Information:

- This is new local indicator introduced by the Authority in 2009/10 and as a result there is no comparison with performance prior to 2008/09.
- The percentage of the Authority’s workforce from an ethnic minority community currently stands at 2.7%, an increase of 0.5% compared with the end of year performance in 2009/10.
- Based on this performance, the Authority is forecast to achieve its target of 2.7%.
- This performance represents 32 employees out of a workforce of 1200 posts. There are 15 uniformed staff within the organisation who are from an ethnic minority community, reflecting 1.6% of the uniformed workforce.

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.



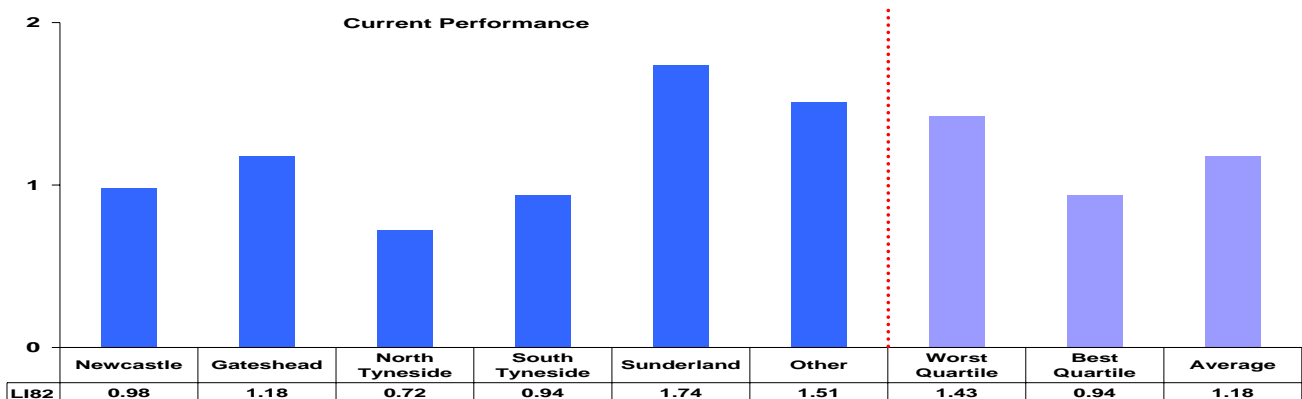
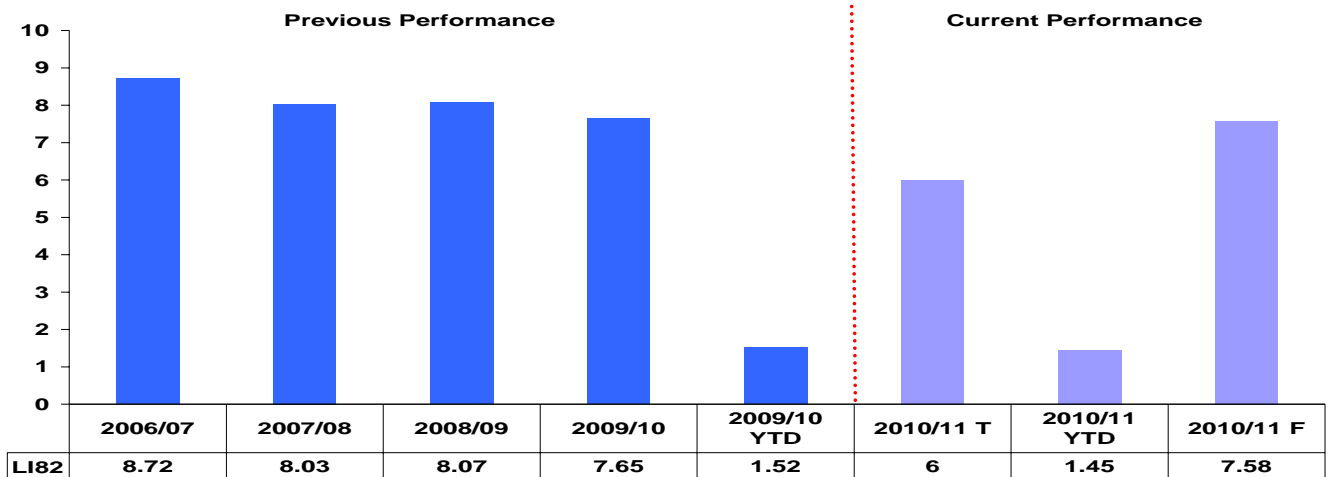
Key Performance Information:

- This indicator was introduced by the Authority in 2009/10; as a result there is no comparison with performance prior to 2008/09.
- The percentage of women working for the Authority currently stands at 21.2%, this reflects a reduction of 1 person when compared with the same period in 2009/10.
- Based on this performance, the Authority is set to miss its target of 22.1% by 1%, based on current staffing levels this equates to a total of 11 women.
- The 2010/11 figure of 21.2% is an improvement of 1% against the performance reported at the end of Q1 2009/10.
- This performance reflects 254 employees out of a total workforce of 1200 posts. This is a reduction on the number (260) reported at the end of 2009/10 but as a result of a smaller workforce the overall percentage has increased.

PPC Performance Report: (April - June 2010/11)

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.



Note: district data refers to sickness of staff under the responsibility of the District Manager only. Other includes non riders and corporate staff based at Head Quarters.

Key Performance Information:

- The proportion of working days / shifts lost to sickness absence by all staff by the end of Q1 is 1.45. This reflects a decrease of 0.07 days compared with Q1 2009/10.
- The Q1 performance of 1.45 days / shifts is the lowest number of days / shifts reported in any one quarter since the measure was introduced.
- Despite the reduction the Authority will exceed its target of 6 days / shifts by 1.58 days / shifts.
- This performance reflects a reduction of 0.07 days / shifts when compared against the Authority's 2009/10 performance of 7.65 days / shifts lost to sickness absence by all staff.
- The Sunderland district reported the highest number of days / shifts lost to sickness, with 1.74 days / shifts during Q1 2010/11. However, this is a reduction of 1 day / shift compared to the same period in 2009/10.

PPC Performance Report: (April - June 2010/11)

Equality and Diversity					
86	Positive Action and Recruitment Initiatives	Regional positive action group developed revised brand and marketing techniques including a full positive action programme and the use of the latest communication technology.	By 2013 a minimum of 9.2% of new entrants across the whole organisation to be from minority ethnic backgrounds.	Firefighter recruitment has now concluded and candidates are currently undergoing full medical assessments prior to be accepted on the next training course; the results will reported in the next quarter.	HR
85	Positive Action and Recruitment Initiatives	As above with the addition of targeted attendance at specific female orientated events.	By 2013 a minimum of 18% of new entrants across the whole organisation to be from minority ethnic backgrounds.	Firefighter recruitment has now concluded and candidates are currently undergoing full medical assessments prior to be accepted on the next training course; the results will reported in the next quarter.	HR

Absence and Retirement					
82	Attendance Management Task and finish Group	Analyse absence data and develop interventions to reduce absence at work	Reduce days/shifts lost due to absence to 6 by the end of 10/11	Final implementation report approved and revised system to be implemented from September 2010	HR

Appendix A

A performance summary of all the Authority's Local Indicators

Note:
 YTD 10/11 performance is colour coded against YTD 09/10 to reflect improvement.
 T 10/11 performance is colour coded against F 10/11 to reflect improvement.
 %V with T equals difference between F 10/11 and T 10/11

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 01st July 2010 from the Performance Management System*		A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	YTD 09/10*	YTD 10/11*	F 10/11	% V with T (10/11)	T 10/11	
Deaths and Injuries												
LI1	Number of deaths from accidental fires in dwellings	4	4	5	5	3	1	1	3	n/a	≤4	
LI1.1	Number of deaths from accidental fires in dwellings per 100,000 population (BV143i)	0.37	0.37	0.46	0.46	0.28	0.09	0.09	0.27		0.37	
LI2	Number of deaths from ALL fires	8	5	8	7	4	1	1	4		≤5	
LI51	Number of fire related deaths in a non domestic property	1	0	0	0	1	0	0	1		0	
LI4	Number of injuries from accidental fires in dwellings	204	258	257	182	168	41	32	159	2	156	
LI5	Number of injuries from ALL fires	281	327	340	241	238	55	48	231	3	224	
LI28	Number of non fatal casualties (excluding precautionary checks)	127	101	76	74	101	21	23	104	18	88	
Fire Attendance												
LI24	Total number of fire calls attended	12395	14337	12381	8876	8382	2613	2750	8516	2	8326	
LI25	Number of property fires excluding road vehicles (part 1 of BV142ii)	3083	3044	2343	1558	1533	426	410	1517	0	1513	
LI26	Number of fires involving road vehicle (part 2 of BV142ii)	1611	1457	1258	1017	877	251	177	803	-7	862	
LI29	Number of primary fires per 100,000 population (BV142ii)	424.3	406.9	325.5	232.8	217.8	61.2	53.1	209.7	-2	214.7	
LI35	Number of fires in non-domestic premises per 1,000 non-domestic premises.	38.1	22.3	18	12.25	10.8	3.6	3.3	10.5	-7	11.3	

A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	YTD 09/10	YTD 2010/11	F 2010/11	% V with T (10/11)	T 10/11
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Accidental Fires										
LI8	Number of accidental fires in dwellings (BV142iii as a whole number)					181	171	700	2	686
LI8.1	Number of accidental fires in dwellings per 10,000 dwellings (BV142iii)					3.8	3.6	14.7	2	14.5
LI9	Number of accidental kitchen fires (part 1 of LI8)					112	106	416	0	418
LI10	Number of accidental non kitchen fires (part 2 of LI8)					69	65	284	6	268
LI11.1	The percentage of fires attended in dwellings where a smoke alarm had activated (BV209i)					52.0	54.0	51.4	-4.6	56
LI12.1	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate					20.1	12.1	17.7	3.2	14.5

A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	YTD 09/10	YTD 2010/11	F 2010/11	% V with T (10/11)	T 10/11
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Deliberate Fires										
LI33	Number of deliberate primary fires and secondary fires					2023	2172	6570	3	6359
LI16	Number of secondary fires not involving property or road vehicles started deliberately (BV206iii as a whole number)					1667	1888	5491	5	5219
LI18	Number of refuse fires started deliberately					953	1015	3745	3	3648

A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	YTD 09/10	YTD 2010/11	F 2010/11	% V with T (10/11)	T 10/11
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False Alarms

LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises (BV149i as a whole number)
LI22.1	Number of false alarms due to automatic fire detection, per 1,000 nondomestic properties (BV149i)
LI23	Number of false alarms due to automatic fire detection from domestic premises
LI30	Number of those properties in BV149i with more than 1 attendance by the FRS (BV149ii)

3531	3058	2774	2667	3475	791
112.5	97.4	88.4	85.0	110.7	25.2
nda	3112	2698	2502	2451	571
562	471	439	404	413	83

782	3464	8
24.9	110.3	8
584	2463	2
101	431	5

3206
102.2
2412
410

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
LI34	Number of HSCs successfully delivered by Operational Crews to a high priority dwelling*

nda	16713	17087	16657	n/a	
new Li in 2009/10				17749	5339

see LI34	n/a	
4464	16874	-3

Revised LI introduced in 09/10
17400

* The YTD 2010/11 will not take in to account any HSC's that have yet to be uploaded onto CFRMIS for Q1

Control

LI20	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)
LI21	Number of malicious false alarm calls ATTENDED
LI 41	Percentage of emergency callers engaged within 7 seconds
LI 42	Percentage of fire appliances despatched within 60 seconds

237	243	207	150	83	27
622	671	685	596	282	83
97.5	97.6	98.1	98.3	98.9	99.1
54.3	56	57.9	60.0	51.5	53.8

24	80	-2
82	281	19
99	99	0
35.7	47.9	13

82
237
99
61.3

		A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	YTD 09/10	YTD 2010/11	F 2010/11	% V with T (10/11)	T 10/11	
Diversity and Equality												
LI70	The level (if any) of the Equality Standard for Local Government to which the Authority conforms	1	2	3	4	Working towards excellence	4	Working towards excellence	n/a		Excellence	
LI72	% of top 5% of Authority earners that are women	5.3	15.6	13.9	13.9	14.8	13.9	14.8 (12)	0.5		15.3	
LI73	% of the top 5% of Authority earners from ethnic minority communities	0.75	1.6	2.5	5	4.9	5.0	4.9 (4)	0.5		5.4	
LI74	% of top 5% of earners that have a disability	1.5	1.6	1.3	2.53	1.2	1.3	1.23 (1)	0.5		1.8	
LI75	% of wholetime and retained duty system employees with a disability	NDA	0.75	0.64	1.42	2.4	1.32	2.3 (20)	0.1		2.4	
LI76	% of control and corporate employees with a disability		2.8	2.6	6.2	7.1	6.3	7.4 (24)	0		7.4	
LI87	% of workforce with a disability	New LI in 2009/10		2.6	3.8	2.7	3.7 (44)	0.4		4.1		
LI78	% of uniformed staff from ethnic minority communities	0.65	0.66	0.72	1.66	1.7	1.66	1.62 (15)	0.3		1.92	
LI86	% of workforce from an ethnic minority community	New LI in 2009/10		1.95	2.2	1.85	2.7 (32)	0		2.7		
LI88	% of new entrants from minority ethnic groups employed across the whole organisation	New LI in 2009/10		6.7	14.7	0	14.29	0.4		14.7		
LI80	% of women firefighters	2.3	3.1	4.3	4.82	4.84	4.85	5 (44)	0.3		5.33	
LI89	% of new women entrants joining the operational sector of the Service	New LI in 2009/10		17.3	0	0	0	0	0		18.0	
LI85	% of workforce who are women	New LI in 2009/10		19.8	21.3	20.6	21.2 (254)	0.9		22.1		
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	7.33	1.49	1.32	7.16	1.16	6.0	
LI 90	Proportion of working days/shifts lost to sickness absence by riders	New LI in 2009/10		6.82	7.04	1.62	1.3	6.72	0.72	6.0		
LI 91	Proportion of working days/shifts lost to sickness absence by non-riders	New LI in 2009/10		8.37	7.41	1	1.47	7.88	1.88	6.0		
LI 92	Proportion of working days/shifts lost to sickness absence by control staff	New LI in 2009/10		10.97	10.97	1.28	1.15	10.84	4.84	6.0		
LI82	Proportion of working days/shifts lost to sickness absence by all staff	9.53	8.72	8.03	8.07	7.65	1.52	1.45	7.58	1.58	6.0	
LI 93	Proportion of working days/shifts lost to sickness absence by corporate staff	New LI in 2009/10		10.78	8.73	1.6	1.87	9	3.00	6.0		
LI83	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.63	0.65	0.32	0	0	0	0	0	0.00	0	
LI84	Control and corporate ill-health retirements as a % of the total workforce	2.39	1.06	0	0.6	0.9	0	0	0.9	0.90	0	

		A 05/06	A 06/07	A 07/08	A 08/09	A 09/10	YTD 09/10	YTD 2010/11	F 2010/11	% V with T (10/11)	T 2010/11	
Finance and Procurement												
LI64	The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	94.0	92.2	96.8	97.0	97.9	98.9	98.5	98.7	-1.3	100	
Environmental												
EM5	CO2 (tonnes of Co2) reduction from local authority operations (NI185)	New LI 2010/11		4593	tbc		n/a	Reported Annually			4256	

Population: 1106300 (Mid 2008 - Mid 2009 Population Estimates ONS)

Dwellings: 474000 (Estimate for Dwellings from TWRI May 2010)

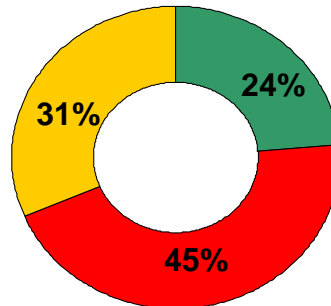
Non Domestic: 31381 (Estimate for Non Domestic from CLG 31st December 2008)

Appendix B

**A snap shot of the Authority's LI performance against
the 2010/11 targets and 2009/10 performance**

End of year performance 2010/11 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 2010/11 service target. (Where data is available)



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

Within Variance:

LI 4 Number of injuries from accidental fires in dwellings

LI 78 % of uniformed staff from ethnic minority communities

LI 80 % of women firefighters

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

LI 24 Total number of fire calls attended

LI 25 Number of property fires excluding road vehicles

LI 74 % of the top 5% of earners that have a disability

LI 87 % of the workforce with a disability

LI 85 % of workforce who are women

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

LI 8 Number of accidental fires in dwellings

LI 23 Number of false alarms due to automatic fire detection from domestic premises

LI 70 Level of the Equality Standard for Local Government to which the Authority conforms

LI 75 % of wholetime and retained duty system employees with a disability

LI 88

Missed Target:

LI 51 Number of fire related deaths in a non domestic property

LI28 Number of non fatal casualties (excluding precautionary checks)

LI 11.1 The % of fires attended in dwellings where a smoke alarm had activated

LI 16 Number of secondary fires started deliberately

LI 12.1 % of fires attended in dwellings where a smoke alarm was fitted but did not activate

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

LI 42 % of fire appliances despatched within 60 seconds

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

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

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

LI 84 Control and corporate ill health retirements as a % of total workforce

LI5 Number of injuries from ALL fires

LI10 Number of accidental non kitchen fires

LI 33 Number of deliberate primary fires and secondary fires

LI 18 Number of refuse fires started deliberately

LI 34 Number of HSC successfully delivered by operational crews to a high priority dwelling

LI 21 Number of malicious false alarm calls attended

LI 91 Proportion of working days / shifts lost to sickness absence by non riders

LI 30 Number of those properties in BV149i with more than 1 attendance by the FRS

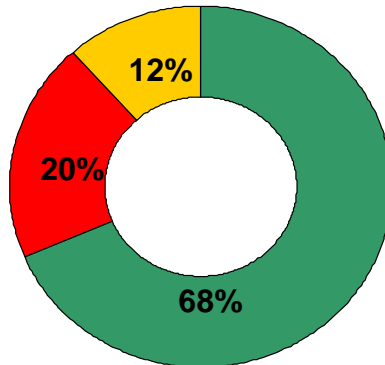
LI 93 Proportion of working days / shifts lost to sickness absence by corporate staff

LI 92 Proportion of working days/shifts lost to sickness absence by control staff

LI 81 Proportion of working days/ shifts lost to sickness absence by whole time uniformed staff

Comparison of 2010/11 performance against the end of year figure for 2009/10

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 2009/10. (Where data is available)



The LI's that are within the variance or failed to improve on 2009/10 performance are:

Within Variance:

- LI 73 % of the top 5% of Authority earners from ethnic minority communities
- LI 23 Number of false alarms due to automatic fire detection from domestic premises
- LI 74 % of the top 5% of earners that have a disability

- LI 78 % of uniformed staff from ethnic minority communities
- LI 41 % of emergency callers engaged within 7 seconds

Not improved on 2009/10 performance:

- LI 34 Number of HSCs successfully delivered by operational crews to a high priority dwelling
- LI 42 % of fire appliances despatched within 60 seconds
- LI 28 Number of non fatal casualties (excluding precautionary checks)
- 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

- LI 24 total number of fire calls attended
- LI 33 Number of deliberate primary and secondary fires
- LI 16 Number of secondary fires not involving property or road vehicles started deliberately
- LI 18 Number of refuse fires started deliberately
- LI 30 Number of those properties in LI22 with more than 1 attendance by the FRS