

**TYNE AND WEAR FIRE & RESCUE SERVICE
REPORT TO THE PERFORMANCE AND REVIEW COMMITTEE**

Meeting: 4th February 2008





Title/Subject: Performance Report of the 2007/08 Corporate Targets, Quarter 2 April – September 2007.

Joint report of the Chief Fire Officer, Clerk to the Authority and the Finance Officer

1. Introduction and Purpose

- 1.1 This report provides the Quarter 2 (April – September) performance of the Authority against the targets for 2007/08. Members of the Performance Review Committee are requested to consider and scrutinise the contents of this report and provide comments.

2. The Performance Management Report

- 2.1 The Performance Management Reports are produced on a quarterly basis in order to provide a general overview of the Authority's performance. The report is the result of applying performance management to the Best Value targets that were set for 2007/08.
- 2.2 The report is supported by three appendices that provide greater detail on the performance of the Authority. Appendix A highlights the performance of the Authority against all of its Performance Indicators. Appendix B provides a three year graphical comparison of performance for our BVPI's. Appendix C provides a snap shot of our BVPI performance against its target and previous years performance.
- 2.3 Appendix A contains the following items of performance information for each indicator:
- Actual figure for 2004/05
 - Actual figure for 2005/06
 - Actual figure for 2006/07
 - Year to date for 2007/08
 - Forecast for 2007/08
 - Target for 2007/08 (reported in the BVPP)
 - Variance with the target
 - Percentage variance with the target
- 2.4 The performance of each indicator is colour coded using the following traffic light system:
-  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**

Where a target is Green this indicates that the Authority has been efficient in achieving its target, yellow indicates that the Authority is within the variance range of achieving its

target. Where the target is red this indicates that the Authority has not been as effective in achieving its targets. Comments have been provided in order to explain reasons for this performance and what action is being/to be taken to address any shortfall.

3. Recommendations

Members are requested to:

a) note the contents of the performance report and provide feedback on its contents.

4. Background Papers

The under mentioned background papers refer to the subject matter of the above report

- Local Government Act 1999
- Strategic Plan 2007-12
- BVPP 2007/08



Performance Review Committee Performance Report Q2 (April – Sept) 2007/08

Prevention and Education:

Detailed commentary for each indicator can be found on pages 13 to 18 of Appendix A

Deaths and Injuries

The forecasted end of year figure for the **“Number of deaths from accidental fires in dwellings per 100,000 population” [BV143i]** is 0.27, based on this figure the Authority is set to achieve its target of ‘less than 0.47’, i.e. less than 5 fatalities. The figure forecasted represents 3 fatalities from such incidents in 2007/08. This performance reflects the effective work carried out by the Prevention and Education department. Through the targeted delivery of HFRAs and effective communications the Authority has continued to see a reduction in the number of accidental fire deaths. However, as a result of the public adopting the ‘Get out, stay out’ message this may contribute to an increase in the number of accidental property fires. Additional performance information relating to this indicator is available within this report on page 13 of Appendix A and page 26 of Appendix B.

The forecasted figure for the **“Number of injuries arising from accidental fires in dwellings per 100,000 population”** (excluding precautionary checks) **[BV 143ii]** is 3.74 (41 injuries). This is a decrease of 33% on the 2006/07 figure of 5.57 (61 injuries) and as a result the Authority is set to exceed its target of 5.46 (60 injuries) for 2007/08 by 32%. The year to date figure of 1.64 (18 injuries) also represents a decrease of 59% (26 injuries) compared to the same period in 2006/07. This indicator remains a key measure of the success of the Authority’s Community Safety message and it demonstrates the value of the community education programme. Additional performance information relating to this indicator is available within this report on page 13 of Appendix A and page 26 of Appendix B.

Through the continued delivery of HFRAs we are able to provide advice on issues such as escape routes and how to deal with specific issues such as chip pan fires. With the delivery of Operation Early Warning 2 the Authority expects to see the positive performance continued within the indicators highlighted above. Please see page 13 of Appendix A for further performance information.


Fire Attendance

The forecasted end of year figure for the **“Number of property and vehicle fires per 10,000 population” [BV 142ii]** is 38.72 (4241 fires). As a result of this performance the Authority expects to exceed its target of 42.60 (4573 fires) by 3%. The year to date figure of 18.96 (2077 fires) also represents a decrease of 11% (245 fires) compared to the same period in 2006/07. This downward trend reflects the continued performance within this and other related indicators. The reduction within this indicator can be attributed to the effective delivery of Prevention and Education initiatives as highlighted within page 14 of Appendix A. Additional performance information can also be found on page 26 of Appendix B

The forecasted end of year figure for the **“Percentage of accidental fires in dwellings confined to the room of origin” [BV 144]**, is 94.67%. This represents a decrease of 1% when compared against the end of year figure for 2006/07. The year to date figure of 94.67% represents a decrease of 0.9% compared to the same period in 2006/07. As a result of this performance the Authority expects to be within the variance of its target of 95.78%. Although


many factors relating to this indicator are out of our control it still provides an indication of our operational delivery. Additional performance information relating to this indicator is available within this report on page 14 of Appendix A and page 26 of Appendix B.


Accidental Fires


 The forecasted end of year figure for the **“Number of accidental fires in dwellings per 10,000 dwellings” [BV 142iii]** is 31.82 (1504 fires). This is a decrease of 6% on the 2006/07 end of year figure of 33.7 (1593 fires) and as a result of this performance the Authority is forecast to exceed its 2007/08 target of 32.3 (1,535 fires) by 1%. The year to date figure of 15.09 (713 fires) represents a decrease of 12% (89 fires) compared to the same period in 2006/07.

Communication of Prevention and Education and holistic fire safety messages via Home Fire Risk Assessments, now in their fourth year, will continue to be used to address this issue.

Through the implementation of a structured Prevention and Education campaign throughout 2007/08 we expect to achieve our target of 32.28 (1535 fires) for accidental fires. Additional performance information relating to this indicator is available within this report on page 15 of Appendix A and page 26 of Appendix B.

 The forecasted end of year figure for the **“Percentage of people in accidental dwelling fires who escape unharmed without FRA assistance” [BV 208]** is 95% (1998 people). This represents a slight increase of 2% (46 people) on the performance recorded at the end of 2006/07. Based on this performance the Authority expects to achieve its target of 94.09% for 2007/08. Through ongoing communication with our communities we hope to see even further improvements within the performance of this and other related indicators. Additional performance information relating to this indicator is available within this report on page 15 of Appendix A and page 26 of Appendix B.

 The forecasted end of year figure for the **“Percentage of fires attended in dwellings where a smoke alarm had activated” [BV 209i]** is 59.38%. This is a reduction on the 2006/07 end of year figure of 60.8%, although it is an increase of 4.58% on the 2005/06 figure of 54.8%. The year to date figure of 58.15% (510 fires) represents a decrease of 2.7% compared to the same period in 2006/07, however it is an increase on the year to date figure reported at the end of the first quarter in 2007/08. As a result of this performance the Authority expects to miss its target of 62.36%. Whilst we intend to increase the number of dwellings with effective smoke detectors, we also aim to reduce the total number of dwelling fires attended. Additional performance information relating to this indicator is available within this report on page 15 of Appendix A and page 27 of Appendix B.

 The forecasted end of year figure for the **“Percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate” [BV 209ii]** is 8.52% (154 fires). The Authority aims to continue to reduce this figure ensuring that it is as low as possible. The figure of 8.52% is an increase on the 2006/07 end of year figure of 8.2% (153 fires). The year to date figure of 9% (79 fires) represents an increase of 0.8% compared to the same period in 2006/07. Through the continued implementation of HFRA's and the introduction of tamper proof alarms in 2006 we expect to see a reduction on this figure throughout 2007/08. As a result of this performance the Authority are forecast to exceed its 2007/08 target of 8.12%. Additional performance information relating to this indicator is available within this report on page 15 of Appendix A and page 27 of Appendix B.

The forecasted end of year figure for the **“Percentage of fires attended in dwellings where no smoke alarm was fitted” [BV 209iii]** is 32.1% (580 fires). The Authority aims to reduce this figure to ensure that it is as low as possible. The figure of 32.1% is an increase on the 2006/07 end of year figure of 31.1% (583 fires). The year to date figure of 32.84% (288 fires) represents an increase of 1.8% compared to the same period in 2006/07, however it is a reduction on the forecasted figure reported at the end of quarter in 2007/08. As a result of this performance the Authority are forecast to miss its target of 29.54% for 2007/08. Through the continued delivery of HFRAs and the TV advertisements we expect to see this figure reduce throughout 2007/08. Additional performance information relating to this indicator is available within this report on page 15 of Appendix A and page 27 of Appendix B.

Through the reintroduction of Operation Early Warning and the revised criteria for targeting HFRA's the Authority expect to see an increase in effective smoke alarm ownership resulting in an improved performance within each of the indicators highlighted above.

Deliberate Fires

The forecasted end of year figure for the **“Number of deliberate primary fires excluding deliberate primary fires in vehicles) per 10,000 population” [BV 206i]** is 7.50 (821 fires). This is an improvement of 6% on the 2006/07 end of year figure of 8.00 (875 fires). The year to date figure of 3.69 (404 fires) represents a reduction of 11% compared to the same period in 2006/07. As a result of our performance the Authority is set to exceed its target of 7.7 (844 fires) by the end of 2007/08. Through the continued efforts of the Prevention and Education team and in particular the Schools Education Team the Authority should be able to ensure that the end of year target is achieved. Additional performance information relating to this indicator is available within this report on pages 16 and 17 of Appendix A and page 27 of Appendix B.


The forecasted end of year figure for the **“Number of deliberate primary fires in vehicles per 10,000 population” [BV206ii]** is 9.62 (1054 fires). This is a reduction of 12% on the 2006/07 end of year figure of 11 (1200 fires). The year to date figure of 4.57 (500 fires) represents a reduction of 22% (139 fires) compared to the same period in 2006/07. As a result the Authority is set to exceed its 2007/08 target of 10.58 (1159 fires) by 9%. The positive performance within this indicator can be put down to the restructuring of Prevention and Education department, allowing them to work more closely with local partners to develop initiatives that are more specific to the needs of their particular areas which have produced encouraging results that will be continued in 2007/08. Additional performance information relating to this indicator is available within this report on pages 16 and 17 of Appendix A and page 27 of Appendix B.


The forecasted end of year figure for the **“Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population” [BV 206iii]** is 68.02 (7450 fires). This is a decrease of 18% (1663 fires) on the 2006/07 end of year figure of 83.2 (9113 fires). The year to date figure of 34.52 (3781 fires) represents a reduction of 28% (1466 fires) compared to the same period in 2006/07. As a result of this performance the Authority is set to exceed its target of 78.5 (8596 fires) by 13%. Through the ongoing delivery of the “wheelie bin uplift” and the removal of rubbish initiatives with Local Authorities we aim to reduce the numbers of this type of incident even further. Additional performance information relating to this indicator is available within this report on pages 16 and 17 of Appendix A and page 27 of Appendix B.


The forecasted end of year figure for the **“Number of deliberate secondary fires in vehicles per 10,000 population” [BV 206iv]** is 0.40 (44 fires). This is a decrease of 20% on the 2006/07


end of year figure of 0.5 (55 fires). The year to date figure of 0.19 (21 fires) represents a reduction of 50% compared to the same period in 2006/07. As a result of our performance the Authority is set to exceed its target of 0.46 (50 fires). Through the proactive work of the Prevention and Education department the Authority is confident that it will achieve its end of year target. Additional performance information relating to this indicator is available within this report on pages 16 and 17 of Appendix A and page 27 of Appendix B.

Unwanted Alarms

 The forecasted end of year figure for the **“Number of malicious false alarm calls not attended per 1,000 population” [BV 146i]** is 0.2 (233 calls not attended). This is a decrease of 4% on the 2006/07 end of year figure of 0.2 (243 calls). The year to date figure of 0.1 (119 calls) represents an increase of 4% compared to the same period in 2006/07. As a result of this performance the Authority is set to miss its target of 0.2 (219 calls) false alarms not attended by 6%. As a result of call challenge being implemented we would expect to see an increase in the number of False Alarms not attended. However, the Authority aims to reduce the overall number of False Alarm calls received. Additional performance information relating to this indicator is available within this report on pages 17 and 18 of Appendix A and page 27 of Appendix B.

 The forecasted end of year figure for the **“Number of malicious false alarm calls attended per 1,000 population” [BV 146ii]** is 0.63 (688 calls) representing an increase of 2.5% on the 2006/07 end of year figure of 0.6 (671 calls). The year to date figure of 0.30 (328 calls) represents an increase of 0.3% compared to the same period in 2006/07. Through the continued implementation of call challenge and the school education programmes we expect to see a decrease within this indicator by the end of 2007/08. The delivery of school visits carried out by Prevention and Education and Operational Crews will be monitored via the Performance Management System throughout 2007/08. Additional performance information relating to this indicator is available within this report on pages 17 and 18 of Appendix A and page 27 of Appendix B.

 The forecasted end of year figure for the **“Number of false alarms due to automatic fire detection in non domestic properties, per 1,000 properties” [BV 149i]** is 89.34 (2770 alarms), an increase on the previous forecast but the Authority is still set to exceed its target. The year to date figure of 44.67 (1385 calls) represents a decrease of 57% compared to the same period in 2006/07. The dramatic reduction in the performance of this indicator can be attributed to a number of factors, including the revised measurement criteria, developments within our Management Information System and more effective management of such incidents. It is important to note that the Authority are still attending a large number of false alarms but many of these are no longer recorded as being a non domestic property. The Authority is measuring the performance of domestic false alarms via the introduction of a new Local Indicator (LI23) in 2007/08. Additional performance information relating to this indicator is available within this report on pages 17 and 18 of Appendix A and page 28 of Appendix B.

 The year to date figure for the **“Number of those properties in BV 149i with more than 1 attendance by the Fire & Rescue Service” [BV 149ii]** is 230 representing a reduction of 60% compared to the same period in 2006/07. It is not possible to forecast a figure for this performance indicator but the Authority expects the total number attended each quarter to reduce across the year (April – March). Due to the new recording method outlined above the Authority recorded a total of 471 properties attended more than once due to a false alarm in a non domestic property by the end of 2006/07. Through the development of our Performance

Management System all stations are able to access data to tackle this issue more robustly from 1st April 2007. The CFO is seeking to introduce robust processes to address this issue as an increase here will have an impact on our resources. As a result of the new recording procedure and robust processes to deal with specific premises the Authority expect to achieve its targets of 462 properties. Additional performance information relating to this indicator is available within this report on pages 17 and 18 of Appendix A.

The year to date figure for the “**% of calls which are to a property with more than one attendance**” [BV149iii] is 70.8%, representing a reduction of 4.2% compared to the same period in 2006/07. It is not possible to forecast a figure for this performance indicator but the Authority expects the total number attended to be less than the end of year figure of 79% recorded in 2006/07. As a result of this performance the Authority are confident that it will achieve its target of 75.1% for 2007/08.

Protection and Technical:

Non Domestic Fires

Additional performance information relating to the indicator can be found on page 19 within Appendix A.

The forecasted end of year figure for the “**Number of fires in non-domestic premises per 1,000 non-domestic premises**” [BV 207] is 21.6 (670) fires. This is a decrease of 3% on the 2006/07 end of year figure of 22.3 (691) fires. However, due to a challenging target of 20.1 (624) fires the Authority is set to miss its target by 7.4%. This can be attributed to the forecasted increase in the number of accidental fires in non domestic properties. However, it should be noted that the year to date figure of 10.93 (339) for all fires in non domestic premises represents a decrease of 43% compared to the same period in 2006/07. The reduction achieved on the previous year can be partly attributed to the revised recording procedures for non domestic properties as outlined on the previous page. The Protection and Technical team are targeting those premises who have experienced a fire in order to ensure that there are no repeat incidents. Additional performance information relating to this indicator is available within this report on page 19 of Appendix A and page 28 of Appendix B.

Human Resources:

Equal Opportunities

Additional performance information relating to the following indicators can be found on page 20 of Appendix A and pages 28 and 29 of Appendix B.

The Authority has set a target for “**The level of the Commission for Racial equality’s ‘Standard for Local Government’ to which the Best Value Authority conforms**” [BV 2a] to achieve Level 3 by the end of 2007/08. In 2006/07 we achieved Level 2, further efforts will be made in 2007/08 to achieve Level 3. The Authority is now able to provide evidence which clearly places it as a Level 2 and will build on this to achieve Level 3 by April 2008.



The end of year target for **“The duty to promote race equality” [BV2b]** is set at 97% conformance. This is an increase of 2% on the 2006/07 end of year figure of 95%. The performance for this indicator is only reported at the end of the year.



The forecasted end of year figure for the **“Percentage of women in the top 5% of Authority earners” [BV 11a]** is 12.4%. The figure is higher than expected due to a recent rise in the baseline figure. Although we have seen a rise in the number of women within the top 5% of Authority earners we expect the end of year figure to be somewhere in the region of 8.5%.



The projected end of year figure for the **“Percentage of the top 5% of Authority earners that are from black or ethnic minority communities” [BV 11b]** is 1.5%. This figure was obtained from the employee survey carried out in spring 2006 and as a result the Authority is forecasted to miss its target of 1.6%. However, initiatives are in place to tackle the issue and the Authority’s will continue to work towards achieving the target.



The forecasted end of year figure for the **“Percentage of the top 5% of Authority earners with a disability” [BV 11c]** is 1.2%, representing one member of staff. This indicates that the Authority is set to miss its target of 1.6%. The Authority does not expect this figure to increase within this current financial year. This figure was obtained from the employee survey completed in spring 2006.

Due to CLG guidelines the Authority has revised its set of BVPI’s to report the percentage of its employees with a disability, using BV16ai and BV16aii as set out below.



The Authority has set an end of year target of 0.76% for the **“Percentage of wholetime and retained duty system employees with a disability” [BV 16ai]**. Based on our forecasted figure of 0.69% the Authority is set to miss the 2007/08 target by 9%. The Authority currently has 0.63% of its wholetime and retained duty employees registered as disabled, representing 6 members of staff. It is envisaged that we will see slight increases within this indicator by March 2008.



The Authority has set an end of year target of 2.85% for the **“Percentage of control and corporate employees with a disability” [BV 16aii]**. Based on our forecasted figure of 2.6% the Authority is set to miss the 2007/08 target by 9%. The Authority currently has 2.7% of its control and corporate employees registered as disabled, representing 8 members of staff. The Authority expects to see slight increase within this indicator by the end of the financial year.



The Authority has very little control over the **“Percentage of the economically active population in the Authority area who have a disability” [BV16b]** and as a result it has not set a target and will only report the figure for the performance indicator at the end of the financial year.



The forecasted end of year figure for the **“Percentage of uniformed staff from ethnic minority communities (currently 3.2% in Tyne and Wear)” [BV 17a]** is 0.72%, representing 7 operational staff. The Authority is set to miss its target of 0.75% by 4%. However, this still reflects an increase of 9% on the figure reported at the end of 2006/07.



The Authority has very little control over the **“Percentage of the economically active population from ethnic minority communities in the FRS area” [BV17b]** and as a result it

has not set a target and will only report the figure for the performance indicator at the end of the year.

The forecasted end of year figure for the **“Percentage of women fire-fighters” [BV 210]** is 3.5%. This is an improvement of 0.4% on the performance achieved in 2006/07. As a result of this performance the Authority is expected to achieve its target of 3.1%. This reflects the Authority’s aim to increase the percentage of women fire-fighters and it is envisaged that this number will increase in the coming months. The year to date figure of 4.4% represents 41 grey book staff.

Absence and Retirement

Additional performance information relating to the following indicators can be found on page 21 of Appendix A and pages 29 and 30 of Appendix B.

The forecasted end of year figure for the **“Number of working days/shifts lost to sickness absence by wholetime uniformed staff (indicator shown relates to the number of fire-fighter shifts on fire engines lost to sickness absence)” [BV12a]** is 7.5. This represents a slight decrease of 0.16 days compared to the figure of 7.72 reported at the end of 2006/07. Although the forecasted figure will not achieve the Authorities target of 7.34 set for 2007/08 it is within the variance of 2.5%. The continued reduction within this performance indicator can be attributed to the robust application of the revised Absence Management policy, whereby speedier intervention is put in place at local level with the support of effective management.

The forecasted end of year figure for the **“Number of working days/shifts lost to sickness absence by all Staff” [BV12b]** is 8.02. This represents a forecasted reduction of 0.7 days/shifts compared to 2006/07. As a result of this performance the Authority is set to exceed its target of 8.5 days/shifts. In order to continue this downward trend we will be further implementing the Absence Management Policy with particular focus on non rider and corporate staff to work towards a total of 6.5 days.

The forecasted end of year figure for the **“Percentage of wholetime fire fighters ill-health retirements as a % of the total workforce” [BV 15a]** is 0.37%. This represents a decrease of 43% compared to the end of year figure reported in 2006/07 and as a result of this performance the Authority is set to exceed its target of 0.54. The year to date figure of 0.2% represents 2 ill-health retirements so far in the 2007/08 financial year.

The forecasted end of year figure for the **“Percentage of control and non-uniformed ill-health retirements as a % of the total workforce” [BV15b]** is 0.5%. This represents a reduction of 53% when compared with the end of year figure of 1.06% in 2006/07. There have been no retirements by control and non-uniformed staff due to ill-health. As a result of this performance the Authority expects to exceed its target of 0.9% in 2007/08.

Finance:

Additional performance information relating to the following indicator can be found on page 22 of Appendix A and page 30 of Appendix B.

The forecasted end of year for the **“Percentage of invoices for commercial goods and services that were paid within 30 days of such invoices being received by the authority”**

[BV 8] - performance for the year to date is 96.83%. This is below the target of 100% but represents an increase of 4.59% on the performance in 2006/2007 of 92.24%. The finance department are continuing to investigate the reasons for late payments and are continuing to liaise with other relevant departments in order to rectify any issues and implement actions to drive improved performance.

Data Quality

The Tyne and Wear FRS are responsible for the gathering, storing and processing of data. In order to ensure that the data is accurate and represents a true reflection of our performance we continuously monitor and scrutinise the data through a process of validation.

As a result of our validation process the data supplied within this report is provisional. The actual end of year performance data will be published in our Performance Plan in 2008.

The performance data used within our plans and reports are based on statistics which have been through our validation process. For further information relating to our data please refer to our Data Quality Strategy which can be found on our intranet.

Appendix A

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

Performance Report Q2 2007/08: Prevention and Education

Head of Community Safety: ACO Simpson

Group Manager: Kevin Hepple

	A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
Deaths and Injuries								
BV143i Number of deaths from accidental fires in dwellings per 100,000 population	0.47	0.37	0.37	0.09	0.27	0.47	0.2	n/a
LI1 Number of deaths from accidental fires in dwellings	5	4	4	1	3	0-5	2	n/a
LI2 Number of deaths from ALL fires	7	8	5	4	6	0-6	0	n/a

Unfortunately the Service experienced one fatality this quarter as a result of a house fire in Gateshead. Despite this setback the Service will continue to educate and raise fire awareness to the general public through our strategy of delivering HFRA's, which is enhanced by initiatives such as Operation Early Warning targeting the most vulnerable areas of our Service area.

BV143ii Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)	14.81	7.26	5.57	1.64	3.74	5.46	1.72	32
LI3 Number of injuries arising from accidental fires in dwellings excluding precautionary checks (BV143ii as a whole number)	159	78	61	18	41	60	19	32
LI4 Number of injuries from accidental fires in dwellings	259	204	258	118	237	251	14	6
LI5 Number of injuries from ALL fires	339	281	327	171	336	317	-19	-6

The Service shows a 33% reduction in recorded injuries this quarter with a total of 7. Once again this can be attributed to our HFRA and schools education programmes, in addition to other initiatives and services such as the Wellbeing advocate, Safety works and the Pension Outreach Service. Both our district CS teams and operational crews continue to deliver these education messages through hot strikes after incidents and engaging local resident associations.

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
Fire Attendance									
LI24	Total number of fire calls attended	12948	12395	14337	6293	12484	13907	1423	10.2
BV142ii	Number of primary fires per 10,000 population	45.5	43.7	41.1	18.96	38.72	39.9	1.18	3
LI25	Number of property fires excluding road vehicles (part 1 of BV142ii)	3183	3083	3044	1425	2910	2953	43	1
LI26	Number of fires involving road vehicle (part 2 of BV142ii)	1705	1611	1457	652	1331	1413	82	6
BV144	Percentage of accidental fires in dwellings confined to the room of origin	95	95.3	95.7	94.67	94.67	95.78	1.11	1
LI40	Number of special incidents attended per 10,000 population	22.7	24.1	22.52	11.87	23.23	21.95	-1.28	-6

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
Accidental Fires									
BV142iii	Number of accidental fires in dwellings per 10,000 dwellings	33.3	33.2	33.7	15.09	31.82	32.28	0.46	1
LI8	Number of accidental fires in dwellings (BV142iii as a whole number)	1570	1562	1593	713	1504	1535	31	2
LI9	Number of accidental kitchen fires (part 1 of LI8)	1255	1211	1295	568	1195	1257	62	5
LI10	Number of accidental non kitchen fires (part 2 of LI8)	315	351	298	145	309	278	-31	-11
BV208	The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance	nda	91	93	95.94	95	94.09	-0.91	0
LI6	Number of people in accidental dwelling fires who escape unharmed without FRA assistance	nda	1314	1952	935	1998	2050	52	3
BV209i	The percentage of fires attended in dwellings where a smoke alarm had activated	49.5	54.8	60.8	58.15	59.38	62.36	2.98	4.8
LI11	Number of fires attended in dwellings where a smoke alarm had activated (BV209i as a whole number)	958	1039	1141	510	1073	nts	n/a	n/a
BV209ii	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	8.9	8.3	8.2	9	8.52	8.12	-0.4	-5
LI12	Number of Fires attended in dwellings where a smoke alarm was fitted but did not activate (BV209ii as a whole number)	172	157	153	79	154	nts	n/a	n/a
BV209iii	The percentage of fires attended in dwellings where no smoke alarm was fitted	41.6	36.9	31.1	32.84	32.1	29.54	-2.56	-9
LI13	Number of fires attended in dwellings where no smoke alarm was fitted (BV209iii as a whole number)	806	700	583	288	580	nts	n/a	n/a

This quarter shows an encouraging reduction within this indicator. Whilst all five districts have shown a reduction, the most significant fall in seen within the Newcastle district who have seen a 70% reduction on the same quarter in 2006. An initiative has been introduced to specifically target the rise in elderly/unattended kitchen fires in station Alpha's area. The district has introduced motion sensor voice reminders which alert residents

about the hazards relating to kitchen/cooking safety, in addition to stickers being placed adjacent to cookers reminding residents to 'switch off their cookers'. This initiative will be monitored and if successful will be introduced across the district. The continued delivery of our HFRA, education and engagement programmes with the elderly, local community associations and the most vulnerable areas of the service area continue to show dividends with this indicator showing a near 10% reduction on the figures in Q1. On analysis of the district reports, an area of concern that was highlighted relates to three of the five districts recording the 'careless disposal of smoking materials' as the main cause of fires in the indicator. Obviously this is an area that will be emphasised by P&E personnel and operational crews when carrying out HFRA's and education programmes in the future.

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
Deliberate Fires									
BV206i	Number of deliberate primary fires (exlcuding deliberate primary fires in vehicles) per 10,000 population	9.5	8.8	8	3.69	7.50	7.7	0.204	2.6
LI14	Number of property fires started deliberately (BV206i as a whole number)	1023	944	875	404	821	844	23	2.7
BV206ii	Number of deliberate primary fires in vehicles per 10,000 population	13.6	12.5	11	4.57	9.62	10.58	0.956	9
LI15	Number of vehicle fires started deliberately (BV206ii as a whole number)	1462	1342	1200	500	1054	1159	105	9
BV206iii	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000	70.9	68.3	83.2	34.52	68.03	78.5	10.475	13
LI16	Number of secondary fires not involving property or road vehicles started deliberately (BV206iii as a whole number)	7615	7327	9113	3781	7450	8596	1146	13.3
BV206iv	Number of deliberate secondary fires in vehicles per 10,000 population	0.8	0.6	0.5	0.19	0.40	0.46	0.058	13
LI17	Number of secondary fires in vehicles started deliberately (BV206iv as a whole number)	89	60	55	21	44	50	6	12
LI18	Number of refuse fires started delibertaley	5834	5254	5738	2504	5527	5413	-114	-2

Although an increase has been reported this quarter the service continues to actively work in this area. The continued work of the ATF, engaging in neighbourhood risk reduction campaigns in conjunction with partner agencies will we believe reap rewards in the medium term. We continue to undertake our core intervention strategies such as targeting property owners in vulnerable areas and businesses to give fire safety and good housekeeping advice, in addition to the boarding up of derelict properties. The continued success of schemes such as AVAIL has contributed to a 15% reduction of vehicle fires this quarter. Once again our ATF's will continue to work with partner agencies to remove abandoned cars from streets by identifying hot spots within districts and focussing resources accordingly. An encouraging 16% reduction is shown in this quarter over Q1. Continuous education programmes and partnership working such as Operation Goldfinch in the Birtley area has helped increase awareness within the community. Time trends have been identified as 00:00 to 06:00 showing the worst times for this indicator in Newcastle with Friday, Saturday and Sunday being the worst days. Whilst in Sunderland the worst times are between 17:00 and 21:00. Both areas have disseminated this information to our partners and to relevant ward SNAPS groups for their intervention, whilst we continue with our policy of refuse uplifts to reduce the amount of fuel available for such incidents occurring. This approach highlights the benefits of utilising an intelligence led risk reduction strategy. Once again the service shows an encouraging reduction of 11% in this area, highlighting the continuing good work relating to refuse removal and educating the public regarding wheelie bin exposure.

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
Unwanted Alarms									
BV146i	Number of calls to malicious false alarms NOT ATTENDED per 1,000 population	0.2	0.2	0.2	0.11	0.2	0.2	-0.013	-6.5
LI20	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)	261	237	243	119	233	219	-14	-6
BV146ii	Number of calls to malicious false alarms ATTENDED per 1,000 population	0.7	0.6	0.6	0.30	0.63	0.56	-0.068	-12
LI21	Number of malicious false alarm calls ATTENDED	795	622	671	328	688	613	-75	-12
BV149i	Number of false alarms due to automatic fire detection, per 1,000 nondomestic properties	94.6	113.4	98.6	44.67	89.34	93.7	4.36	5
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises (BV149i as a whole number)	2945	3531	3058	1385	2770	2905	135	5
LI23	Number of false alarms due to automatic fire detection from domestic premises	nda	nda	3112	1368	2736	2957	221	7
BV149ii	Number of those properties in BV149i with more than 1 attendance by the FRS	new 05/06	562	471	230	n/a	462	n/a	n/a

BV149iii	% of calls which are to a property with more than one attendance	nda	79	79	70.8	70.8	75.1	n/a	n/a
LI27	Number of false alarm calls due to "Good Intent"	1906	1974	2497	1227	2516	nts	n/a	n/a

The number of malicious calls continues to fall due to the continuing work delivered by our P&E teams working alongside operational personnel. Programmes such as Schools education, Phoenix and the Liberty project all have a direct impact upon this reduction. Once again the service shows a rise in this area. From the beginning of Q4 a new overarching strategy to reduce these occurrences will be piloted both in station Charlie and Sunderland south areas. The 3 strands of service delivery will be co-ordinating a joint effort to reduce the number of unwanted fire signals, with the top 30 offenders in each district being visited by P&T each quarter, in order to determine with these premises a suitable procedure for them to deal with these signals, prior to alerting the fire service.

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
Home Fire Risk Assessments									
LI7	Number of HFRAs delivered to properties where the occupiers are identified as being at the greatest risk of becoming a dwelling fire casualty	nda	nda	16713			16064		

Due to current recording of HFRAs it is not possible to provide an accurate figure for this indicator. A figure will be provided in the Q3 performance report.

Related Data (last updated 09/06):

Population for Tyne and Wear:	1095180
No. of Domestic properties:	472602
No. of Non-Domestic properties:	31004

The data featured within this report has been provided by the Statistics Department of the Tyne and Wear Fire & Rescue Authority.

Performance Report Q2 2007/08: Protection and Technical

Head of Community Safety: ACO Simpson

Group Manager: Rob Blenkinsop

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
Non domestic fires									
BV207	The number of fires in non-domestic premises per 1,000 non-domestic premises.	40.1	38.1	22.3	10.93	21.61	20.1	-1.51	-8
LI19	Number of non domestic property fires started deliberately (part 1 of BV207)	262	207	208	91	183	188	5	3
LI50	Number of accidental fires in a non domestic property (part 2 of BV207)	525	504	483	248	487	436	-51	-12

Comments: Whilst the number of accidental non domestic property fires has fallen when compared to Quarter 1 the forecast is now to exceed the annual target. P&T staff will continue to focus on the inspection of premises presenting the highest risk however staff will also provide education and information services to business that emphasise the importance of fire risk assessment and staff training as tools to reduce the chances of accidental fires occurring.

LI51	Number of fire related deaths in a non domestic property	0	1	0	0	0	0	0	0
LI53	Number of fire related injuries in public buildings and industrial premises	15	20	15	2	7	14	7	50
LI52	Number of complaints regarding perceived poor customer service (Quality)	0	0	0	1	1	0	-1	0

There have been no injuries recorded during the second quarter which is extremely pleasing. P&T staff will continue to provide education and advice about the potential danger from fire during the routine inspection programme. There were 6 complaints made during the first two quarters but only one of these was substantiated.

Related Data (last updated 09/06):

Population for Tyne and Wear:	1095180
No. of Domestic properties:	472602
No. of Non-Domestic properties:	31004

The data featured within this report has been provided by the Statistics Department of the Tyne and Wear Fire & Rescue Authority.

Performance Report Q2 2007/08: Human Resources

Head of HR / Learning & Development: ACO Hindmarch

Area Manager: Peter Trevithick

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
Equal Opportunities									
BV2a	The level (if any) of the Equality Standard for Local Government to which the Authority conforms	1	1	2	2		3	reported at the end of the year	
BV2b	The duty to promote race equality	74	84	95	95		97		
BV11a	% of top 5% of Authority earners that are women	5.19	5.3	15.6	12.8	12.4	5.72	6.68	117
BV11b	% of the top 5% of Authority earners from ethnic minority communities	0.74	0.75	1.6	2.4	1.5	1.6	-0.1	-6.25
BV11c	% of top 5% of earners that have a disability	nda	1.5	1.6	1.1	1.2	1.6	-0.4	-25
BV16ai	% of wholtime and retained duty system employees with a disability	previously reported as 1 indicator		0.75	0.63	0.69	0.76	-0.07	-9
BV16aii	% of control and corporate employees with a disability			2.8	2.41	2.6	2.85	-0.25	-9
BV16b	% of the economically active population in the Authority area who have a disability	nda	18	19.5	19.5	19.5	nts		
BV17a	% of uniformed staff from ethnic minority communities	0.85	0.65	0.66	0.7	0.72	0.75	-0.03	-4
BV17b	% of economically active (18 - 54) population from ethnic minority communities in the FRS area.	3.61	3.61	3.2	3.2	3.2	nts		
BV210	% of women firefighters	1.3	2.3	3.1	4.4	3.5	3.1	-0.4	-13

BV2a - We now have evidence which clearly places the Authority at Level 2. We are working towards achieving Level 3 by April 2008 and the comprehensive equality audit has been arranged to confirm our level in February 2008. **BV2b** - This is only reported on an annual basis, i.e. 31st March 2008. **BV11a** - This is due to the fact that the Service has introduced the role of Station Manager which means that the base figure has altered, although there has also been an overall increase in the number of women in the top 5% of earners it is envisaged that this will be about 8.5% by March 2008. **BV11b** - This is based upon the employee survey completed in the spring of 2006, and the current figure is expected to remain static to March 2008. **BV11c** - This represents one member of staff and is unlikely to alter this financial year. **BV16ai** - This represents 6 members of the operational workforce who have declared a disability and slight increases are envisaged by March 2008. **BV16aii** - This represents 8 members of corporate staff and control who have declared a disability and slight increases are envisaged by March 2008. **BV16b** - This is reported once per year, i.e. 31st March 2008. **BV17a** - This represents a total of 7 members of the operational workforce. However, if all census definitions could be included the figure would be 10 = 1.02%. **BV17b** - This is reported once per year, i.e. 31st March 2008. **BV210** - This represents a total of 41 grey book staff and it is envisaged that the numbers will increase further during this year.

		A 04/05	A 05/06	A 06/07	A 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
Absence/Retirement									
BV12a	Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff	9.69	9.52	7.72	3.75	7.5	7.34	-0.16	-2
BV12b	Proportion of working days/shifts lost to sickness absence by all staff	10.26	9.53	8.72	4.01	8.02	8.5	0.48	6
BV15a	Wholetime fire fighters ill-health retirements as a % of the total workforce	0.63	0.63	0.65	0.2	0.37	0.54	0.17	31
BV15b	Control and non-uniformed ill-health retirements as a % of the toal workforce	2.65	2.39	1.06	0	0.5	0.9	0.4	44

BV12a - Sickness absence continues to show a sustainable downward trend however close monitoring and early intervention will continue to be robustly supported to reduce absence further. **BV12b** - An improvement on last year and currently set to meet the target set however we must continue to work towards 6.5 days/shifts lost due to sickness absence for all by further strengthening the policies and procedures. **BV15a** - This represents 2 retirements on grounds of ill health, however current absence management would suggest a further rise although the target is expected to be met. **BV15b** - There have been no retirements on grounds of ill health under the Local Government Pension Scheme this year to date.

Performance Report Q2 2007/08: Finance

Head of HR / Learning and Development: ACO Hindmarch

Finance Manager: Helen Tait

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
BV8	The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	79.2	93.96	92.24	98.25	94.29	100	-5.71	
BV150	Expenditure per head of population on the provision of fire and rescue services	45.87	51.88	50.65	reported annually		nts		

Performance Report Q2 2007/08: Control

Head of Corporate Support: AM Tom Capeling

Group Manager: Barbara Hammond

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
LI41	Percentage of emergency callers engaged in within 7	98.2	97.5	97.6	99.1	97.9	97.9	0	0.0
LI42	Percentage of fire appliances despatched within 60 seconds	61.8	54.3	56	57.3	57.0	57.4	0.4	0.7

The 'pick up' times continue to exceed target. This would indicate that, apart from spate conditions, the staffing is being managed and maintained correctly. Re the 'answered to despatch'. 50% of control staff have been in development. It is pleasing to note that since 7 FfC's have been assessed as competent, the percentage of calls handled within 60 secs has improved.

Related Data (last updated 09/06):

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No. of Non-Domestic properties:	31004

The data featured within this report has been provided by the Statistics Department of the Tyne and Wear Fire & Rescue Authority.

Performance Report Q2 2007/08: Section Manager: Tony Strong

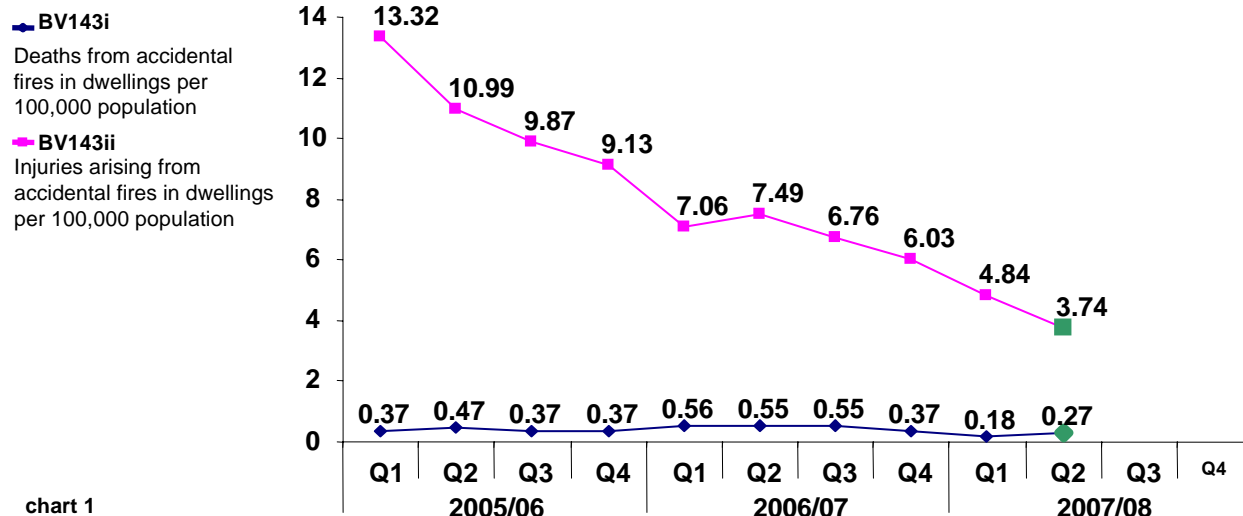
Procurement		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
LI60	Total number of orders placed	nda	7533	8849	4023	8046	9291	1245	13.4
LI61	Average value of all orders placed	nda	1138	1682	1901	1851.3	1598	-253	-15.8
LI62	Average number of suppliers used	nda	252	294	284	286	279	-7	-2.5
LI63	Average spend placed with supplier	nda	2842.2	4175	4735	4533.8	4208	-326	-7.7
Comments:									

Appendix B

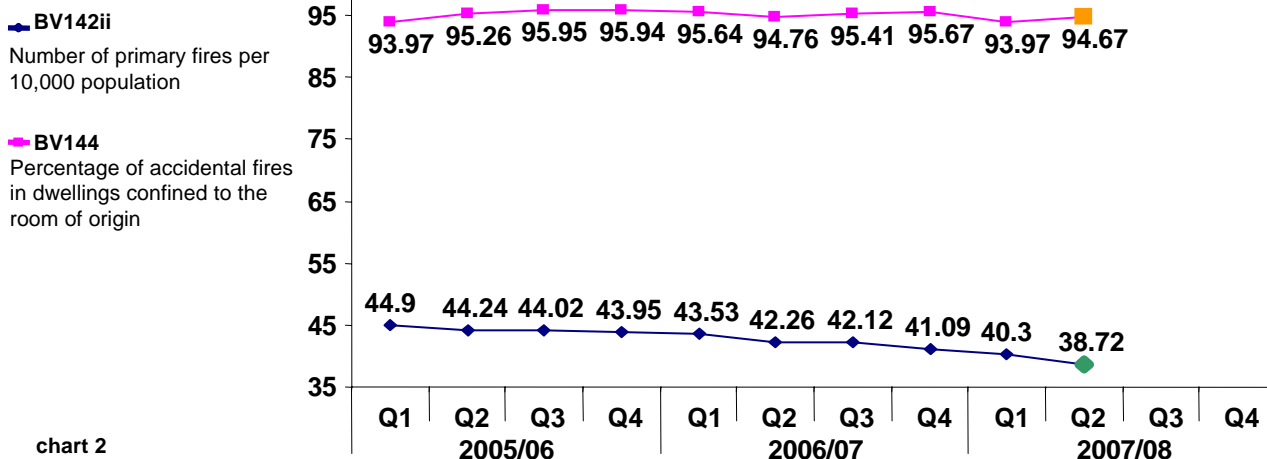
A three year graphical comparison of the Authority's **BVPI** performance

PRC Quarterly Performance Report: Q2 (April – Sept) 2007/08

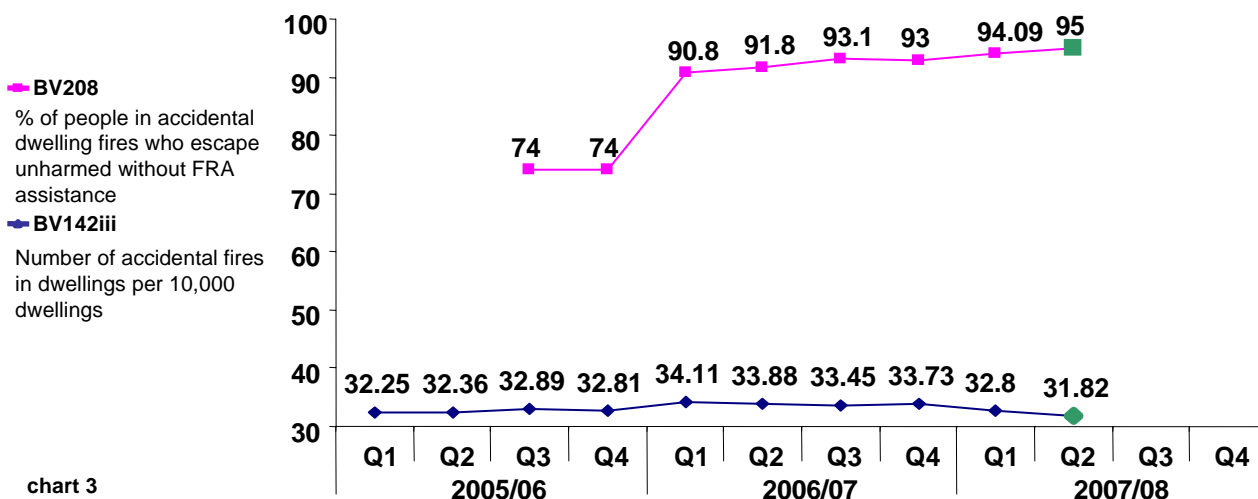
Deaths and Injuries



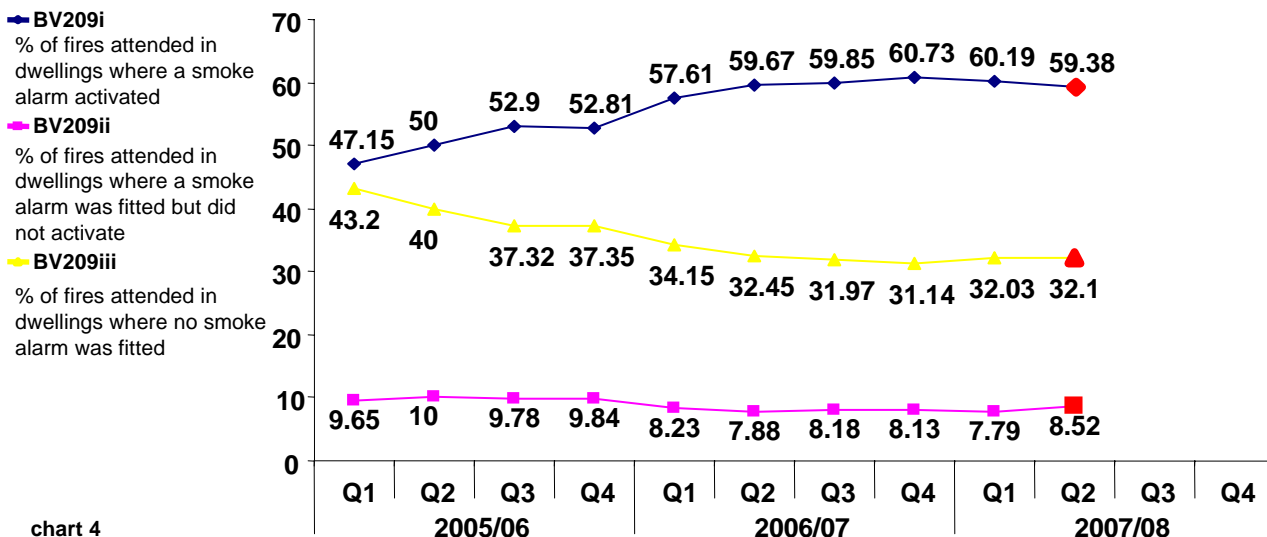
Fire Attendances



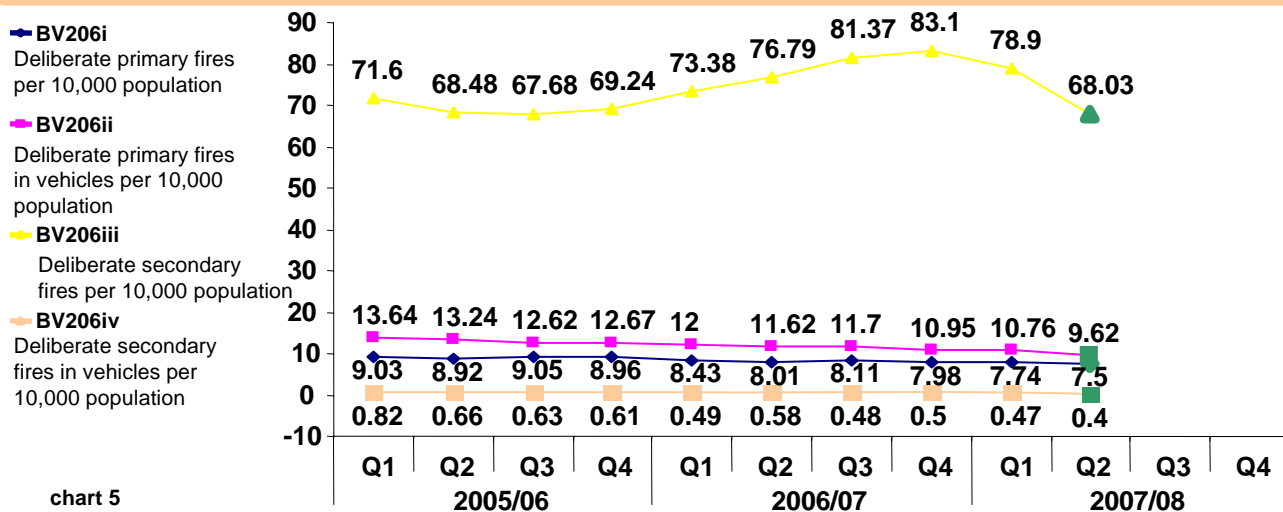
Accidental Fires



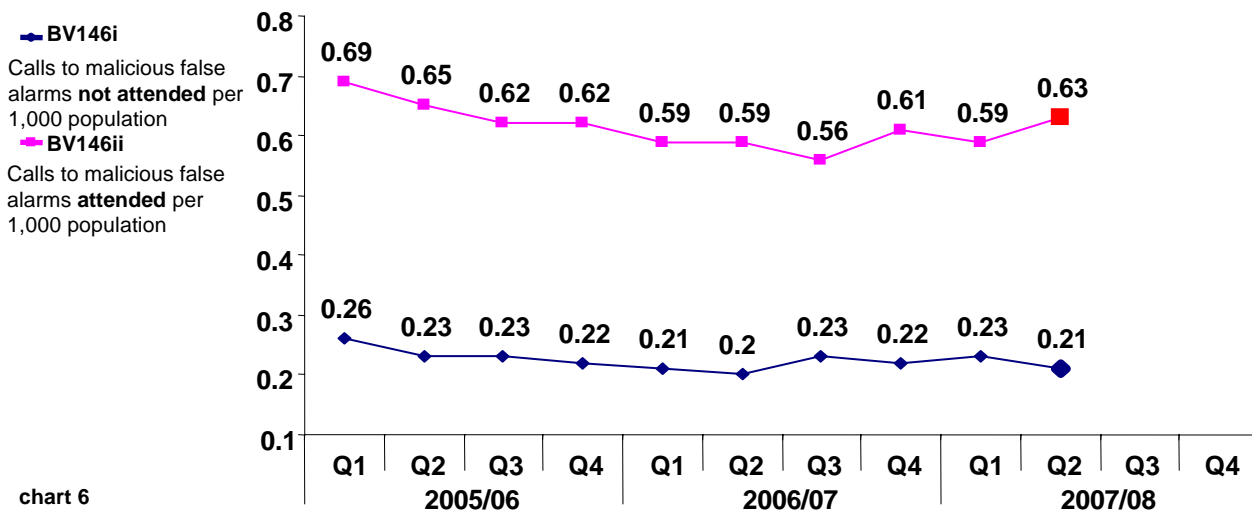
PRC Quarterly Performance Report: Q2 (April – Sept) 2007/08



Deliberate Fires



Unwanted Alarms



PRC Quarterly Performance Report: Q2 (April – Sept) 2007/08

BV149i

False alarms due to auto-matic fire detection per 1,000 non domestic premises

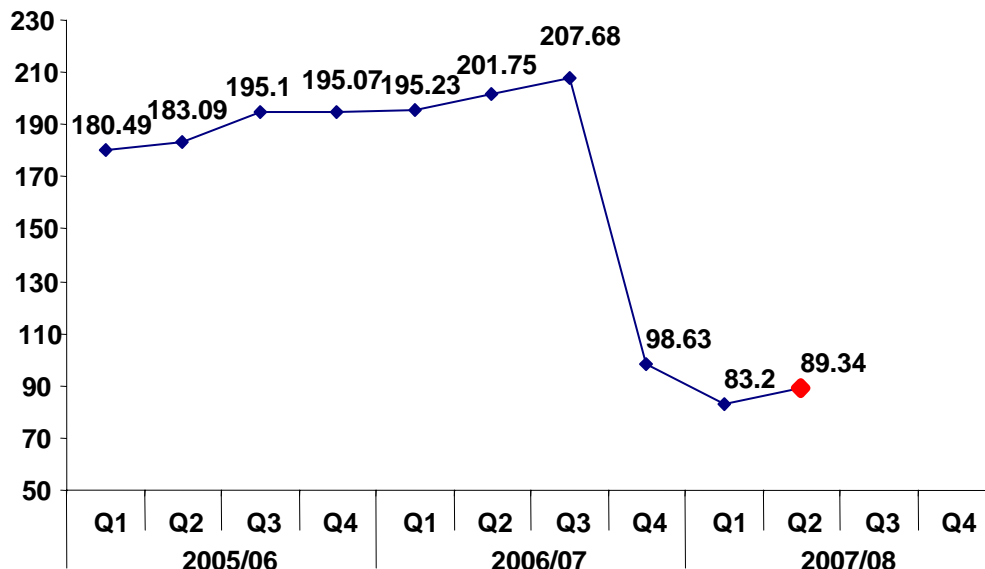


chart 7

Non domestic fires

BV207

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

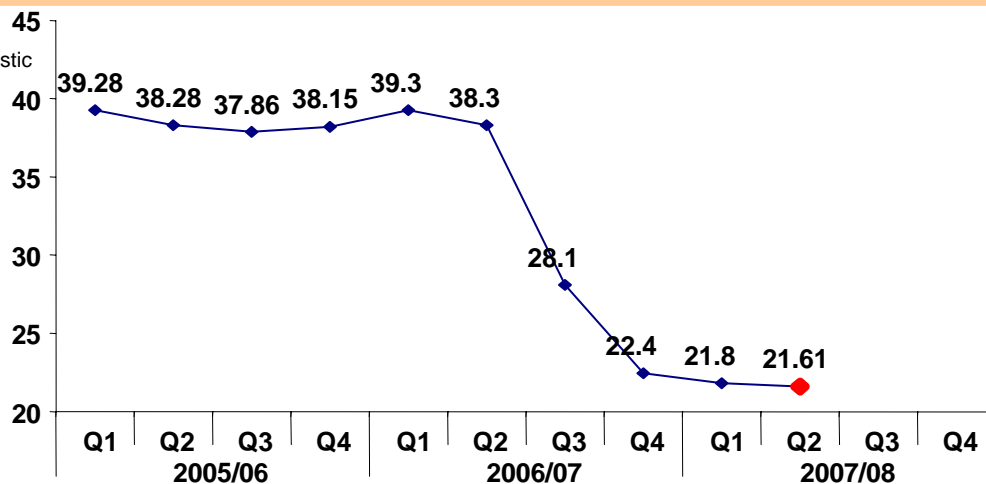


chart 8

Equal Opportunities

BV11a

% of the top 5% of Authority Earners that are women

BV11b

% of the top 5% of Authority earners that are from black or ethnic minority communities

BV11c

% of the top 5% of Authority earners with a disability

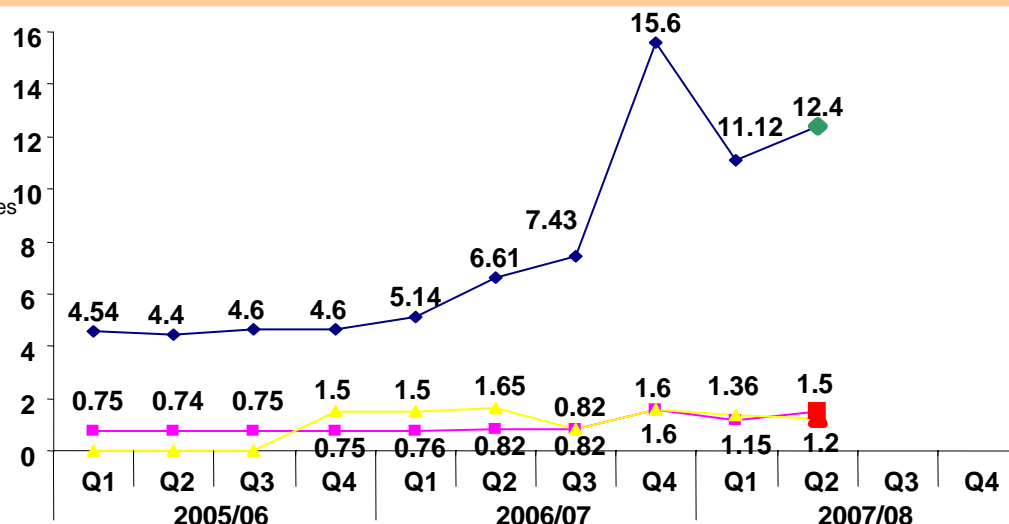
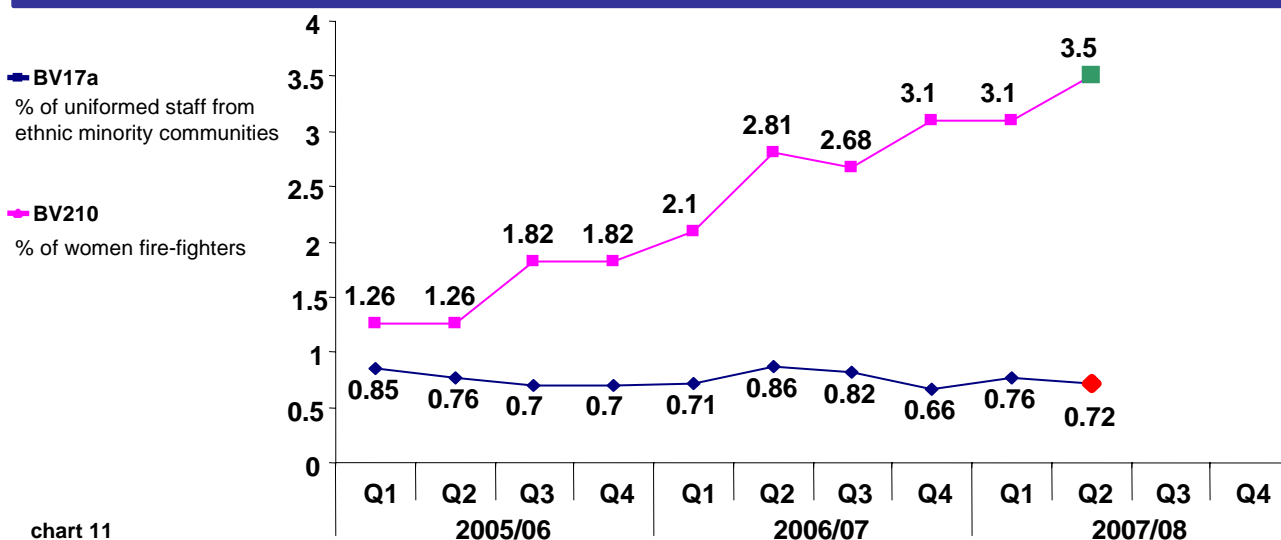
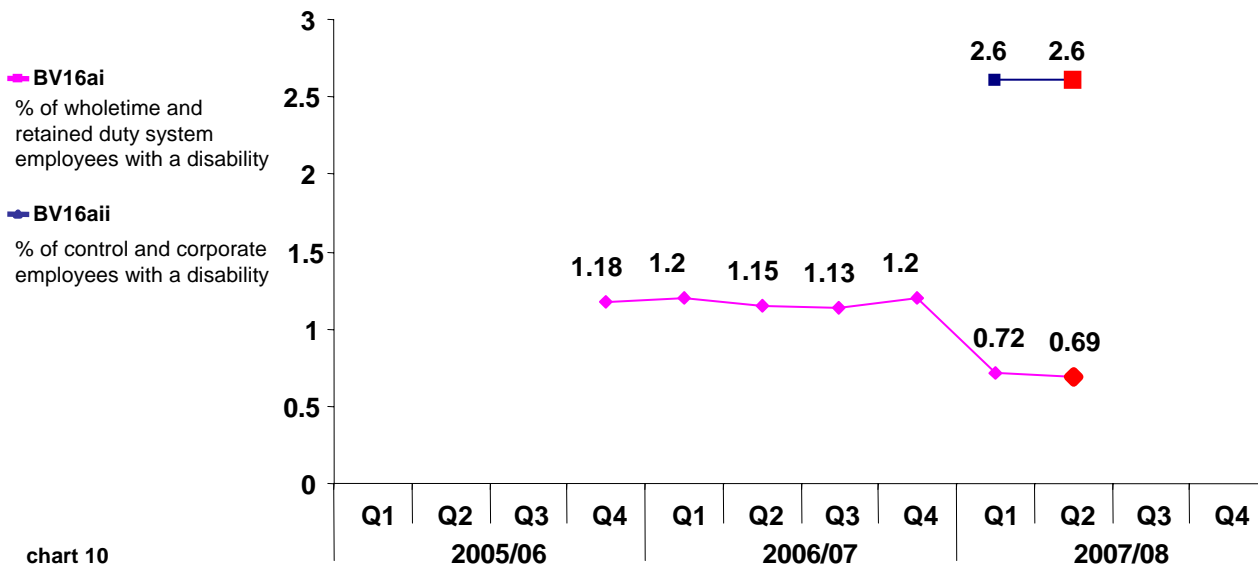
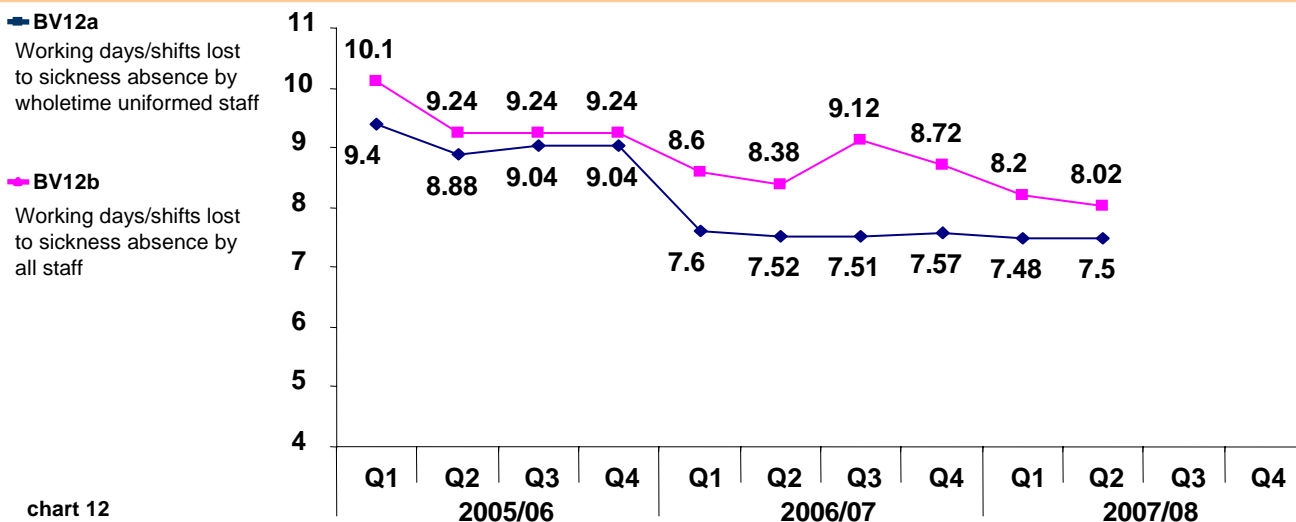


chart 9

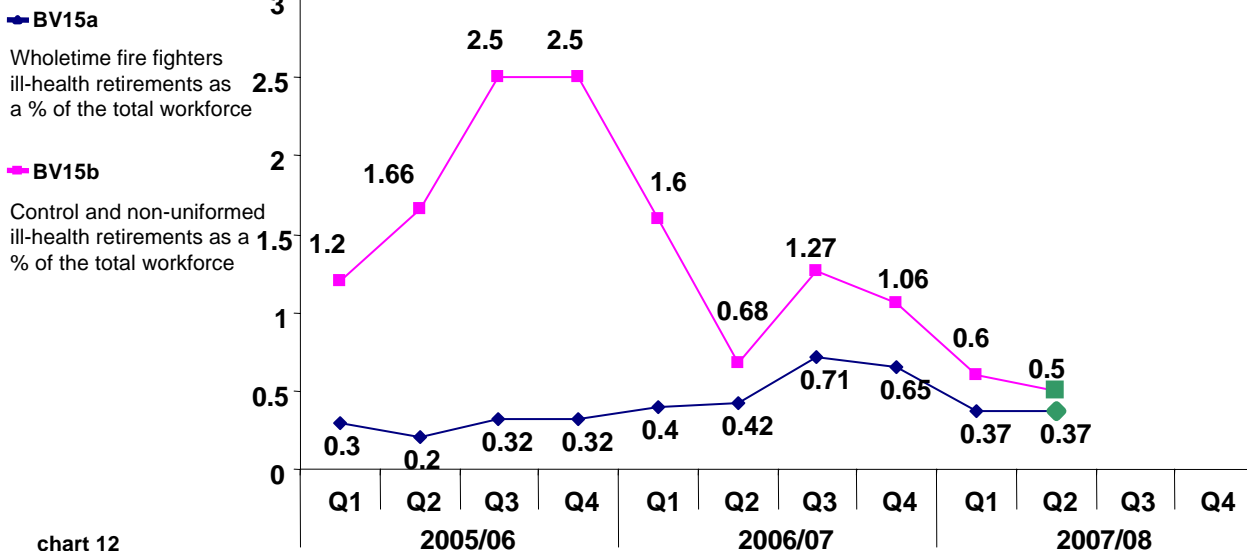
PRC Quarterly Performance Report: Q2 (April – Sept) 2007/08



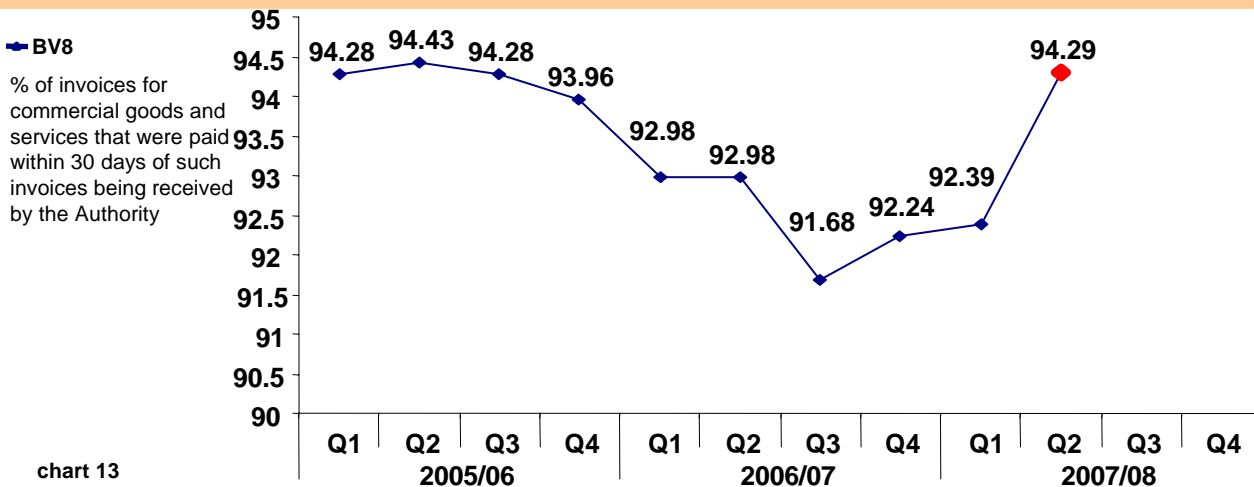
Equal Opportunities



PRC Quarterly Performance Report: Q2 (April – Sept) 2007/08



Finance



Appendix C

A snap shot of the Authority's BVPI performance
against its 2007/08 targets and 2006/07 performance

BVPI Performance Summary

The following summary highlights the overall performance of all of our BVPI's:

Predicted end of year performance 2007/08:

- **No. of BVPIs set to achieve target: 16 (53%)**
- Number of deaths from accidental fires in dwellings
- Number of injuries arising from accidental fires in dwellings
- Number of primary fires
- Number of accidental fires in dwellings
- % of people in accidental dwelling fires who escape unharmed without FRA assistance
- Number of deliberate primary fires
- Number of deliberate primary fires in vehicles
- Number of deliberate secondary fires
- Number of deliberate secondary fires in vehicles
- Number of false alarms due to automatic fire detection
- % of calls which are to a property with more than one attendance
- % of top 5% of Authority earners that are women
- % of women firefighters
- Proportion of working days/shifts lost to sickness absence by all staff
- Wholetime fire fighters ill-health retirements as a % of the total workforce
- Control and non-uniformed ill-health retirements as a % of the total workforce

- **No. of BVPIs set to be within variance: 2 (7%)**
- % of accidental fires in dwellings confined to the room of origin
- Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff

- **No. of BVPIs set to miss target: 12 (40%)**
- % of fires attended in dwellings where a smoke alarm had activated
- % of fires attended in dwellings where a smoke alarm was fitted but did not activate
- % of fires attended in dwellings where no smoke alarm was fitted
- Number of calls to malicious false alarms NOT ATTENDED
- Number of calls to malicious false alarms ATTENDED
- Number of fires in non domestic premises
- % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
- % of the top 5% of Authority earners from ethnic minority communities
- % of top 5% of earners that have a disability
- % of wholetime and retained duty system employees with a disability
- % of control and corporate employees with a disability
- % of uniformed staff from ethnic minority communities

Comparison with end of year figure for 2006/07:

- **No. of BVPIs set to beat last years performance: 19 (66%)**
 - Number of deaths from accidental fires in dwellings
 - Number of injuries arising from accidental fires in dwellings
 - Number of primary fires
 - Number of accidental fires in dwellings
 - % of people in accidental dwelling fires who escape unharmed without FRA assistance
 - Number of deliberate primary fires
 - Number of deliberate primary fires in vehicles
 - Number of deliberate secondary fires
 - Number of deliberate secondary fires in vehicles
 - Number of false alarms due to automatic fire detection
 - % of calls which are to a property with more than one attendance
 - Number of fires in non domestic premises
 - % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms
 - % of uniformed staff from ethnic minority communities
 - % of women firefighters
 - Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff
 - Proportion of working days/shifts lost to sickness absence by all staff
 - Wholetime fire fighters ill-health retirements as a % of the total workforce
 - Control and non-uniformed ill-health retirements as a % of the total workforce
-
- **No of BVPIs set to repeat last years performance: 1 (3%)**
 - % of fires attended in dwellings where a smoke alarm had activated
-
- **No. of BVPIs set to perform worse than last year: 9 (31%)**
 - % of fires attended in dwellings where a smoke alarm was fitted but did not activate
 - % of fires attended in dwellings where no smoke alarm was fitted
 - Number of calls to malicious false alarms NOT ATTENDED
 - Number of calls to malicious false alarms ATTENDED
 - % of top 5% of Authority earners that are women
 - % of the top 5% of Authority earners from ethnic minority communities
 - % of top 5% of earners that have a disability
 - % of wholetime and retained duty system employees with a disability
 - % of control and corporate employees with a disability

Note: 2 BVPI's can not be forecasted
2 BVPI's do not have targets