

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

**Meeting:** 22<sup>nd</sup> October 2007

**Title/Subject:** Performance Report of the 2007/08 Corporate Targets, Quarter 1 April – June 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 1 (April – June) 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 report is the result of applying performance management to the Best Value targets that were set for 2007/08. This report contains three appendices. 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.
- 2.2 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
- 2.3 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.

- 2.4 Members are requested to give in-depth consideration to the performance report and to provide further scrutiny and feedback.

**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  
Q1 (April – June) 2007/08**

## Prevention and Education:

Detailed commentary for each indicator can be found on pages 14 to 19 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 0.18, 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 less than 2 fatalities from such incidents in 2007/08. This performance reflects the effective work carried out by the Prevention and Education department. Through new advice and an amnesty from Prevention and Education the Authority has begun 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 have contributed to the increase in the number of accidental property fires. Additional performance information relating to this indicator is available within this report on page 14 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 4.84 (53 injuries). This is a decrease of 13% 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. The year to date figure of 1.37 (15 injuries) also represents a decrease of 36% (8 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. Additional performance information relating to this indicator is available within this report on page 14 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 the Authority expects to see the positive performance continued within the indicators highlighted above. Please see page 14 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 40.30 (4414 fires). As a result of this performance the Authority expects to exceed its target of 42.60 (4573 fires) by 1.6%. The year to date figure of 9.8 (1071 fires) also represents a decrease of 9% (88 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 15 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 93.97%. This represents a decrease of 1.7% when compared against the end of year figure for 2006/07. The year to date figure of 93.97% represents a decrease of 1.7% 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 is still a good reflection on our

operational delivery. Additional performance information relating to this indicator is available within this report on page 15 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 32.8 (1550 fires). This is a decrease of 3% 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 be within the variance of its 2007/08 target of 32.3 (1,535 fires). The year to date figure of 7.81 (369 fires) represents a decrease of 11% (44 fires) compared to the same period in 2006/07. Communication of Prevention and Education and holistic fire safety messages via Home Fire Risk Assessments 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 16 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 94.09% (1909 people). This reflects the performance recorded at the end of 2006/07. Based on the Authority’s performance we expect to achieve our target of 94.09% for 2007/08. Through the ongoing broadcasting of local TV advertisements 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 16 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 60.2%. This is a reduction on the 2006/07 end of year figure of 60.8%, although it is an increase of 5.39% on the 2005/06 figure of 54.8%. The year to date figure of 57.75% (257 fires) represents a decrease of 2.7% compared to the same period in 2006/07. As a result of this performance the Authority expect 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 16 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 7.79% (143 fires). The Authority aims to continue to reduce this figure ensuring that it is as low as possible. The figure of 7.79% is an improvement on the 2006/07 end of year figure of 8.2% (153 fires). The year to date figure of 8.09% (36 fires) represents a decrease of 1.34% 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 16 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 32.03% (588 fires). The Authority aims to reduce this figure to ensure that it is as low as possible. The figure of 32.03% is an increase on the 2006/07 end of year figure of 31.1% (583 fires). The year to date figure of 34.16% (152 fires)

represents an increase of 1.91% compared to the same period in 2006/07. 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 HFRA's 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 16 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 7.74 (848 fires). This is an improvement of 3% on the 2006/07 end of year figure of 8.00 (875 fires). The year to date figure of 1.82 (199 fires) represents a reduction of 13% compared to the same period in 2006/07. As a result of our performance the Authority is set to be within the variance of its target of 7.7 (844 fires). Through the continued efforts of the ATF and 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 17 and 18 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 10.76 (1178 fires). This is a reduction of 2% on the 2006/07 end of year figure of 11 (1200 fires). The year to date figure of 2.46 (269 fires) represents a reduction of 9% compared to the same period in 2006/07. As a result the Authority is set to be within the variance of its 2006/07 target of 10.58 (1159 fires). The positive performance within this indicator can be put down to the restructuring of ATF, 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 17 and 18 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 78.9 (8637 fires). This is a decrease on the 2006/07 end of year figure of 83.2 (9113 fires). The year to date figure of 18.9 (2067 fires) represents a reduction of 20% compared to the same period in 2006/07. As a result of this performance the Authority is set to be within the variance of its target of 78.5 (8596 fires). Through the ongoing delivery of “wheelie bin uplift” initiatives with Local Authorities we aim to reduce the numbers of this type of incident. 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 deliberate secondary fires in vehicles per 10,000 population” [BV 206iv]** is 0.47 (52 fires). This is a decrease of 6% on the 2006/07 end of year figure of 0.5 (55 fires). The year to date figure of 0.13 (14 fires) represents a reduction of 13% compared to the same period in 2006/07. As a result of our performance the Authority is set to be within the variance of 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 target. 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.

### 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 0.23 (251 calls not attended). This is an increase of 3% on the 2006/07 end of year figure of 0.2 (243 calls). The year to date figure of 0.06 (64 calls) represents an increase of 5% 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 15%. 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 18 and 19 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 0.59 (644 calls) representing a decrease of 2% on the 2006/07 end of year figure of 0.6 (671 calls). The year to date figure of 0.15 (165 calls) represents an increase of 17% 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 further decrease within this indicator. 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 18 and 19 of Appendix A and page 27 of Appendix B.

 The projected 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 83.2 (2580 alarms), the lowest forecast since the introduction of the performance reports. The year to date figure of 20.8 (645 calls) represents a decrease of 54% compared to the same period in 2006/07. The dramatic reduction in the performance of this indicator can 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 in 2007/08. Additional performance information relating to this indicator is available within this report on pages 18 and 19 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 114 representing a reduction of 55% 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 will be 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 18 and 19 of Appendix A.

 The year to date figure for the “**% of calls which are to a property with more than one attendance**” [BV149iii] is 58%, representing a reduction of 6% 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 20 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 21.8 (676) fires. This is a decrease of 2% 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 3%. It should be noted that the year to date figure of 5.8 (179) fires represents a decrease of 43% compared to the same period in 2006/07. The reduction achieved within this indicator 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 20 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 21 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 forecasted 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 will be confirmed 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 11.12%. 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 5.9%.


 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 1.15%. 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 is confident that the target can be achieved.


 The forecasted end of year figure for the **“Percentage of the top 5% of Authority earners with a disability” [BV 11c]** is 1.36%, representing one member of staff. This indicates that the Authority is set to miss its target of 1.6%. However, the year to date figure of 1.36% is an increase on the figure of 1.18% reported during the same period in 2006/07. 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 0.72% the Authority is set to miss the 2007/08 target. The Authority currently has 0.63% of its wholetime and retained duty employees registered as disabled, representing 6 members of staff.

 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. The Authority currently has 2.7% of its control and corporate employees registered as disabled, representing 8 members of staff.

 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 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 0.76%, representing 7 operational staff. The Authority is set to exceed its target of 0.75% which reflects an increase of 15% 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 3.1%. This is a continuation of the performance achieved in 2006/07. The year to date figure of 3.9% represents an increase of 55% compared to the same period 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.

## Absence and Retirement

Additional performance information relating to the following indicators can be found on page 22 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 4.7. This represents a noticeable decrease in excess of 3 days compared to the figure of 7.72 reported at the end of 2006/07. The forecasted figure will also ensure that the Authority exceeds its target of 7.34 set for 2007/08. 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 5.45. This represents a forecasted reduction of more than 3 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 0.37% represents 1 ill-health retirement in 2007/08.

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 0.6%. This represents a reduction of 43% 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 24 of Appendix A and page 30 of Appendix B.

The end of year projected figure 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]** is 92.72%. This is below the Government set target of 100% but it is a slight increase on the end of year figure of 92.24% in 2006/07. The Finance Department are continuing to investigate the reasons for late payment and will liaise with the relevant Departments to rectify the issues.

### **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 BVPP on the 1st July 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: Example

% difference between 07/08 Forecast and 07/08 Target

Difference between 07/08 Forecast and 07/08 Target

	A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
<b>BV143ii</b> Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)	14.81	7.26	5.57	2.12	6.52	5.46	-1.06	-19
LI3 Number of injuries arising from accidental fires in dwellings excluding precautionary checks								
LI4 Number of injuries from accidental fires in								
LI5 Number of injuries from ALL fires								

### Reasons for performance:

The reason why the Authority has failed to achieve its target is due to.....

In order to achieve the Authority target we will be .....




Station X has been delierving a number of proactive initiatives to address the issue, including .....

### Key:

YTD = Year to Date  
A = Actual Performance  
F = Forecasted Performance  
T = Target

Traffic light system reflects 07/08 performance (F) against 06/07 performance (A)

### Traffic Light System:

 Exceeded target  
 Within 2.5% of target  
 Missed target by more than 2.5%

Traffic light system reflects 07/08 performance (F) against 07/08 Target (T)

## Performance Report Q1 2007/08: Prevention and Education

Head of Community Safety: ACO Simpson

Group Manager: Chris Lowther

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
<b>Deaths and Injuries</b>									
<b>BV143i</b>	<b>Number of deaths from accidental fires in dwellings per 100,000 population</b>	0.47	0.37	0.37	0	0.18	0.47	0.29	n/a
LI1	Number of deaths from accidental fires in dwellings	5	4	4	0	2	0-5	3	n/a
LI2	Number of deaths from ALL fires	7	8	5	3	6	0-6	0	n/a

It is pleasing to see that TWFRS has not recorded any accidental fire deaths this quarter. However, this must be tempered by the impact on our community of the 3 fire deaths this quarter which are in the process of moving through the criminal justice system. These have resulted from two separate house fires.

<b>BV143ii</b>	<b>Number of injuries arising from accidental fires in dwellings per 100,000 population (excluding precautionary checks)</b>	14.81	7.26	5.57	1.37	4.84	5.46	0.62	11
LI3	Number of injuries arising from accidental fires in dwellings excluding precautionary checks (BV143ii as a whole number)	159	78	61	15	53	60	7	12
LI4	Number of injuries from accidental fires in dwellings	259	204	258	53	239	251	12	5
LI5	Number of injuries from ALL fires	339	281	327	67	311	317	6	2

The results for BV143ii, LI3, LI4 and LI5 are particularly pleasing as they continue the downward trend experienced for these indicators recently, and we are, in fact, exceeding the demanding targets set for this year. The operational crews and CS continue to educate the community through a variety of initiatives. These include hot strike events after incidents, the well-being advocate for the over 75s, the Anchor Stay Put scheme and work with Surestart.

Every Primary School in Washington Area has had a visit by Community Safety Staff, 100% achievement Year 1 and 6. Chip pan demos and talks to Sheltered Accommodation and Older People Groups continue. Juvenile Fire Setters Education Programme continues to be active in the Washington area.

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
<b>Fire Attendance</b>									
LI24	Total number of fire calls attended	12948	12395	14337	3372	13894	13907	13	0.1
<b>BV142ii</b>	<b>Number of primary fires per 10,000 population</b>	45.5	43.7	41.1	9.8	40.304	39.9	-0.404	-1
LI25	Number of property fires excluding road vehicles (part 1 of BV142ii)	3183	3083	3044	733	2976	2953	-23	-1
LI26	Number of fires involving road vehicle (part 2 of BV142ii)	1705	1611	1457	338	1438	1413	-25	-2
<b>BV144</b>	<b>Percentage of accidental fires in dwellings confined to the room of origin</b>	95	95.3	95.7	93.97	93.97	95.78	1.81	2
LI40	Number of special incidents attended per 10,000 population	22.7	24.1	22.52	5.72	23.07	21.95	-1.12	-5

Whilst we can regard the performance against 06/07 performance as a positive outcome, efforts must be redoubled in respect of vehicular fires, as we are performing within the 2.5% tolerance of the target set.

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
<b>Accidental Fires</b>									
<b>BV142iii</b>	<b>Number of accidental fires in dwellings per 10,000 dwellings</b>	33.3	33.2	33.7	7.81	32.8	32.28	-0.52	-2
LI8	Number of accidental fires in dwellings (BV142iii as a whole number)	1570	1562	1593	369	1550	1535	-15	-1
LI9	Number of accidental kitchen fires (part 1 of LI8)	1255	1211	1295	295	1246	1257	11	1
LI10	Number of accidental non kitchen fires (part 2 of LI8)	315	351	298	74	304	278	-26	-9
<b>BV208</b>	<b>The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance</b>	nda	91	93	94.97	94.09	94.09	0	0
LI6	Number of people in accidental dwelling fires who escape unharmed without FRA assistance	nda	1314	1952	453	1909	2050	141	7
<b>BV209i</b>	<b>The percentage of fires attended in dwellings where a smoke alarm had activated</b>	49.5	54.8	60.8	57.75	60.19	62.36	2.17	3.5
LI11	Number of fires attended in dwellings where a smoke alarm had activated (BV209i as a whole number)	958	1039	1141	257	1105	nts	n/a	n/a
<b>BV209ii</b>	<b>The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate</b>	8.9	8.3	8.2	8.09	7.79	8.12	0.33	4
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	36	143	nts	n/a	n/a
<b>BV209iii</b>	<b>The percentage of fires attended in dwellings where no smoke alarm was fitted</b>	41.6	36.9	31.1	34.16	32.03	29.54	-2.49	-8
LI13	Number of fires attended in dwellings where no smoke alarm was fitted (BV209iii as a whole number)	806	700	583	152	588	nts	n/a	n/a

This is a complex series of indicators. Whilst it is concerning that the variance from target for BV142iii by as much as 17%, this must be reflected as an actual target miss of 5 fires. In the context of the number of dwellings in TWFRS area, it shows we must continue our education programmes targeted at those most at risk, but we must by no means panic.

One local indicator (LI9) must be singled out as a success. TWFRS has long been blighted by a proliferation of accidental kitchen fires, and in the past, a large proportion of fire deaths suffered by our community occurred as a result of this type of fire. This on-target performance is an excellent achievement and vindicates this Authority's approach to Community Safety.

With the smoking ban, careless disposal of smoking materials has been identified as requiring additional focus when speaking to the public during HFRAs and it is hoped this will continue the downward trend for this performance indicator. Community Safety Sunderland has allocated a Crew Manager to co-ordinate a targeted approach to addressing incidents by Ward.

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
<b>Deliberate Fires</b>									
<b>BV206i</b>	<b>Number of deliberate primary fires (exlcuding deliberate primary fires in vehicles) per 10,000 population</b>	9.5	8.8	8	1.82	7.74	7.7	-0.04	-0.5
LI14	Number of property fires started deliberately (BV206i as a whole number)	1023	944	875	199	848	844	-4	-0.5
<b>BV206ii</b>	<b>Number of deliberate primary fires in vehicles per 10,000 population</b>	13.6	12.5	11	2.46	10.76	10.58	-0.18	-2
LI15	Number of vehicle fires started deliberately (BV206ii as a whole number)	1462	1342	1200	269	1178	1159	-19	-2
<b>BV206iii</b>	<b>Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000</b>	70.9	68.3	83.2	18.9	78.9	78.5	-0.4	-1
LI16	Number of secondary fires not involving property or road vehicles started deliberately (BV206iii as a whole number)	7615	7327	9113	2067	8637	8596	-41	-0.5
<b>BV206iv</b>	<b>Number of deliberate secondary fires in vehicles per 10,000 population</b>	0.8	0.6	0.5	0.13	0.47	0.46	-0.01	-2
LI17	Number of secondary fires in vehicles started deliberately (BV206iv as a whole number)	89	60	55	14	52	50	-2	-4
LI18	Number of refuse fires started delibertaley	5834	5254	5738	1328	5705	5413	-292	-5

The relatively small numbers of deliberate primary fires remains reassuring, but the prevalence of secondary fires, and in particular LI16 remain at an unacceptable level. The Fire Crime and Social Inclusion strands of the Community Safety Strategy are targeting this type of incident, and the fire starters. Within North Tyneside the ATF are planning a new initiative which encompasses the use of a bicycle to patrol hotspot areas and engage with the youth in local areas.

The ATF have liaised closely with CSOs (Community Support Officers) who patrol the Houghton area of Sunderland and all relevant information has been shared to enable partners to help combat secondary fires in this area. The Arson Task Force continues to target harden within the Washington Wards to identify possible fuel to fire. Intelligence relating to fly tipping and other fire fuel related issues being shared with partner agencies for removal. Engagement with Environmental Services through the LMAP has been successful in reducing the number of incidents in the Glover area.

Where the problem persists, the ATF will link in with the LMAPS to request a CCTV camera or a flash camm is installed to help prevent this activity from occurring along with suitable warning signs installed. This initiative was put in place at the Castle Town Allotment area of Sunderland. Two Flash Camms were installed on a temporary basis within the vicinity of the problematic area; the fires have subsided dramatically since this initiative was instigated.

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
<b>Unwanted Alarms</b>									
<b>BV146i</b>	<b>Number of calls to malicious false alarms NOT ATTENDED per 1,000 population</b>	0.2	0.2	0.2	0.06	0.23	0.2	-0.03	-15
LI20	Number of calls to malicious false alarms NOT ATTENDED (BV146i as a whole number)	261	237	243	64	251	219	-32	-15
<b>BV146ii</b>	<b>Number of calls to malicious false alarms ATTENDED per 1,000 population</b>	0.7	0.6	0.6	0.15	0.59	0.56	-0.03	-5
LI21	Number of malicious false alarm calls ATTENDED	795	622	671	165	644	613	-31	-5
<b>BV149i</b>	<b>Number of false alarms due to automatic fire detection, per 1,000 nondomestic properties</b>	94.6	113.4	98.6	20.8	83.2	93.7	10.5	11
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises (BV149i as a whole number)	2945	3531	3058	645	2580	2905	325	11
LI23	Number of false alarms due to automatic fire detection from domestic premises	nda	nda	3112	671	2684	2957	273	9

<b>BV149ii</b>	<b>Number of those properties in BV149i with more than 1 attendance by the FRS</b>	new 05/06	562	471	<b>114</b>	<b>n/a</b>	<b>462</b>	n/a	n/a
<b>BV149iii</b>	<b>% of calls which are to a property with more than one attendance</b>	nda	79	79	<b>58</b>	<b>n/a</b>	<b>75.1</b>	n/a	n/a
LI27	Number of false alarm calls due to "Good Intent"	1906	1974	2497	<b>593</b>	<b>2530</b>	<b>nts</b>	n/a	n/a

The results of BV146i and BV146ii show that we must continue our efforts to reduce the phenomenon of AFAs and unwanted fire signals. The introduction of elements of the CFOA protocol on AFAs, the targeting of the worst offenders, and development of partnerships such as we have established with Your Homes Newcastle (which CFOA have expressed an interest in rolling out nationally as an example of best practice) must be built upon, and coupled with our call challenge procedure, we can expect to see eventual achievement of target for these indicators.

Within North Tyneside initiatives such as Adopt a School, the Fire Team Project (commencing September 2007), the Darker Nights Initiative and the schools education programme should ensure that local performance continues to improve. Continued engagement, by Community Safety and Prevention and Technical, of premises identified by the AFA Pilot will prove beneficial. Two identified premises who will receive advice from Community Safety and or Protection and Technical are Homebase, Peel Retail Park and Forensic Science Services, Barmston. It should be noted that the AFA Pilot is being undertaken in Sierra, Hotel and Quebec areas over a two month period. Twelve visits by the Community Safety Team has resulted in only three subsequent return incidents. This can be translated to a 75% success rate.

	<b>A</b> <b>04/05</b>	<b>A</b> <b>05/06</b>	<b>A</b> <b>06/07</b>	<b>YTD</b> <b>07/08</b>	<b>F</b> <b>07/08</b>	<b>T</b> <b>07/08</b>	<b>Variance</b> <b>with T</b>	<b>% Variance</b> <b>with T</b>
<b>Home Fire Risk Assessments</b>								
LI7 Number of HFRA's delivered to properties where the occupiers are identified as being at the greatest risk of becoming a dwelling fire casualty	nda	nda	16713			<b>16064</b>		

TWFRS continues to out perform its targets in terms of HFRA delivery, and in several station area has almost exhausted 'red' dwellings.

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 Q1 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
<b>Non domestic fires</b>									
<b>BV207</b>	<b>The number of fires in non-domestic premises per 1,000 non-domestic premises.</b>	40.1	38.1	22.3	5.8	21.8	20.1	-1.7	-8
LI19	Number of non domestic property fires started deliberately (part 1 of BV207)	262	207	208	45	194	188	-6	-3
LI50	Number of accidental fires in a non domestic property (part 2 of BV207)	525	504	483	134	482	436	-46	-11

P&T has an inspection regime that focuses on premises presenting the highest risk however we aim to develop a variety of additional risk based strategies utilising P&T staff to promote education and information services to business that emphasise fire prevention and loss minimisation strategies in buildings. The ATF Sunderland are working with other agencies to speed up the demolition process of vulnerable derelict buildings mainly through the LMAPS (local multi agency problem solving) meetings. A joint approach will continue with Protection and Technical in an attempt to educate non domestic premise owners, subsequently reducing this figure in the remained of the year. An example of the above is TRW Valves, Stephenson Industrial Estate who on examination of the statistics had one incident per month for three consecutive months. Protection and Technical confirm that after visits and advise a full system upgrade is being undertaken.

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	12	14	2	14
LI52	Number of complaints regarding perceived poor customer service (Quality)	0	0	0	0	0	0	0	0

The low number of injuries in quarter 1 is pleasing. P&T staff will use the routine inspection programme to build on this good start by continuing to provide education and advice that highlights the potential risk of injury or death from fire.

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# Performance Report Q1 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
<b>Equal Opportunities</b>								
<b>BV2a</b>	The level (if any) of the Equality Standard for Local Government to which the Authority conforms							
<b>BV2b</b>	The duty to promote race equality							
<b>BV11a</b>	% of top 5% of Authority earners that are women							
<b>BV11b</b>	% of the top 5% of Authority earners from ethnic minority communities							
<b>BV11c</b>	% of top 5% of earners that have a disability							
<b>BV16ai</b>	% of wholetime and retained duty system employees with a disability							
<b>BV16aii</b>	% of control and corporate employees with a disability							
<b>BV16b</b>	% of the economically active population in the Authority area who have a disability							
<b>BV17a</b>	% of uniformed staff from ethnic minority communities							
<b>BV17b</b>	% of economically active (18 - 54) population from ethnic minority communities in the FRS area.							
<b>BV210</b>	% of women firefighters							

**BV2A** We now have evidence which clearly places the Authority at Level 2. We are working towards achieving Level 3 by April 2008, following a comprehensive equality audit. **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 5.9% by March 2008. **BV11b** This is based upon the employee survey completed in the spring of 2006, and initiatives are in place to achieve the target by March 2008. **BV11c** This represents one member of staff. **BV16ai** This represents 6 members of the operational workforce who have declared a disability. **BV16aii** This represents 8 members of corporate staff and control who have declared a disability. **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 37 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
<b>Absence/Retirement</b>									
<b>BV12a</b>	<b>Proportion of working days/shifts lost to sickness absence by wholetime uniformed staff</b>	9.69	9.52	7.72	1.87	4.7	7.34	2.64	36
<b>BV12b</b>	<b>Proportion of working days/shifts lost to sickness absence by all staff</b>	10.26	9.53	8.72	2.05	5.45	8.5	3.05	36
<b>BV15a</b>	<b>Wholetime fire fighters ill-health retirements as a % of the total workforce</b>	0.63	0.63	0.65	0.1	0.37	0.54	0.17	31
<b>BV15b</b>	<b>Control and non-uniformed ill-health retirements as a % of the toal workforce</b>	2.65	2.39	1.06	0	0.6	0.9	0.3	33

**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 1 retirement on grounds of ill health. **BV15b** There have been no retirements on grounds of ill health under the Local Government Pension Scheme this quarter.

## Performance Report Q1 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
<b>BV8</b>	<b>The % of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms</b>	79.2	93.96	92.24	95.45	92.72	100	-7.28	
<b>BV150</b>	<b>Expenditure per head of population on the provision of fire and rescue services</b>	45.87	51.88	50.65	reported annually		nts		

A request will be sent to all Depts asking them to process orders/goods received notes immediately. Budget Holders will be asked to investigate reasons for late payment of those invoices included in this return. The performance is an improvement on the 2006/07 figure, reflecting the work undertaken to improve performance within this area.

## Performance Report Q1 2007/08: Control

Head of Corporate Support: AM John Baines

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	98.9	97.7	97.9	0.2	0.2
LI42	Percentage of fire appliances despatched within 60 seconds	61.8	54.3	56	56.2	56.4	57.4	1	1.7

Pick up time requires no comment. We consistently meet this target. This indicates, on average, we have sufficient staff to deal with incoming calls. Call handling ( 60 secs) - We do not meet this target. This area has been discussed between myself and Mark Hedley and is included within a Corporate risk. 50% of control personnel are in development /training and their call handling times reflect. We are addressing this with training .

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## Performance Report Q1 2007/08: Procurement

Section Manager: Tony Strong

		A 04/05	A 05/06	A 06/07	YTD 07/08	F 07/08	T 07/08	Variance with T	% Variance with T
<b>Equal Opportunities</b>									
LI60	Total number of orders placed	nda	7533	8849	1933	7732	9291	1559	17
LI61	Average value of all orders placed	nda	1138	1682	2189	1816	1598	-218	-14
LI62	Average number of suppliers used	nda	252	294	274	289	279	-10	-3.6
LI63	Average spend placed with supplier	nda	2842.2	4175	5161	4441	4208	-233	-5.5

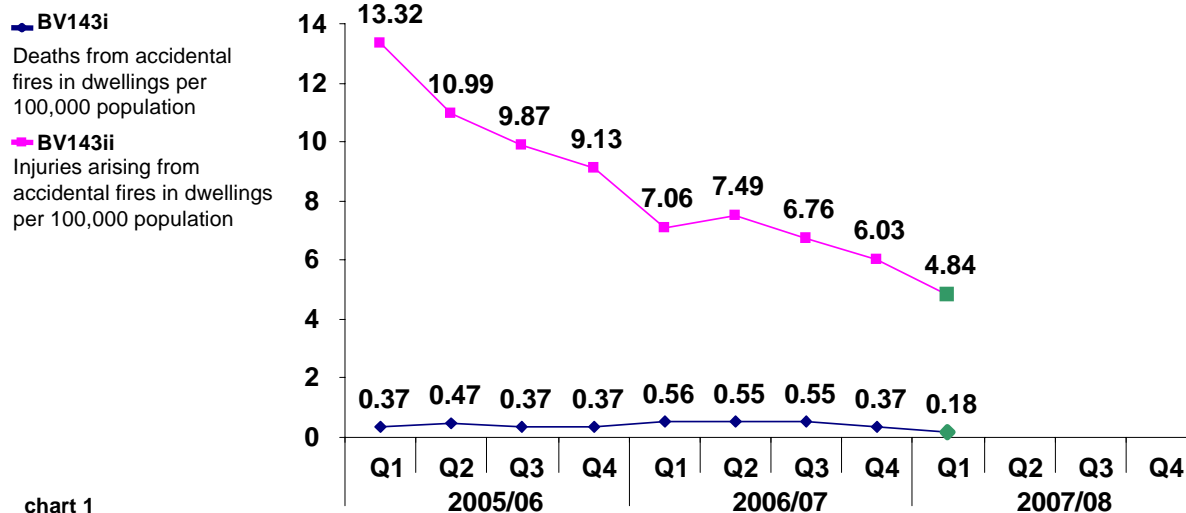
Comments: 5% increase on L160 due to the closure of NEPO Store therefore more orders required. 5% decrease on LI61 due to the increase of LI60. 5% decrease in number of suppliers used from last year, LI62. 5% decrease in LI62 leads to amendment in LI63. Increases/decreases based on last years actual figures.

# Appendix B

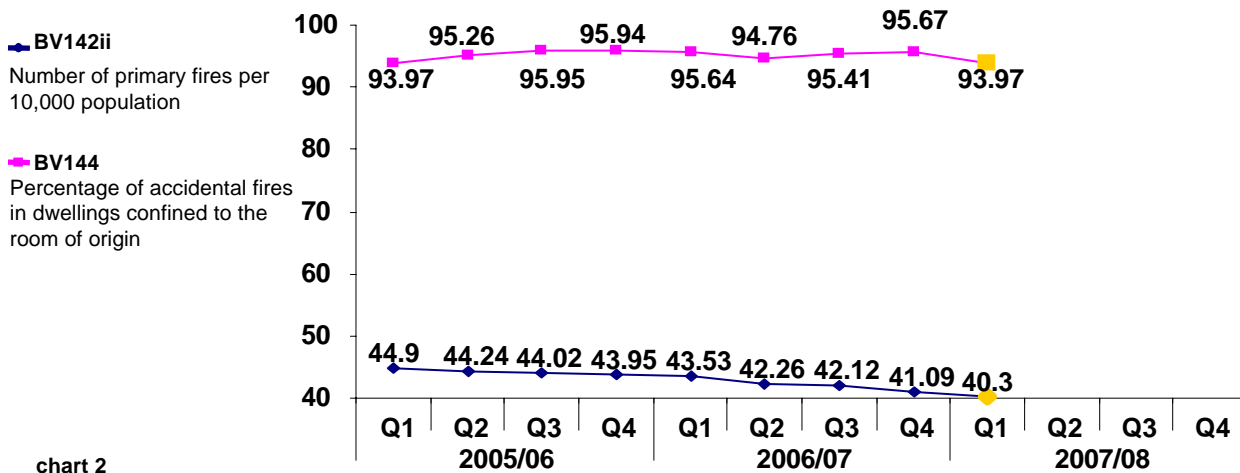
A three year graphical comparison of the Authority's **BVPI** performance

# PRC Quarterly Performance Report: Q1 (April - June 2007/08)

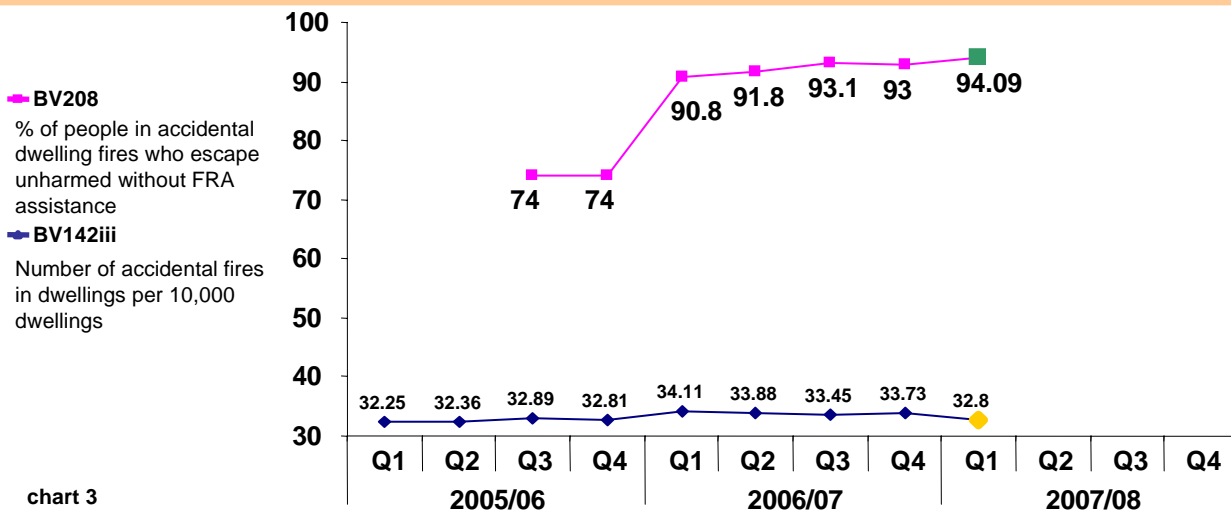
## Deaths and Injuries



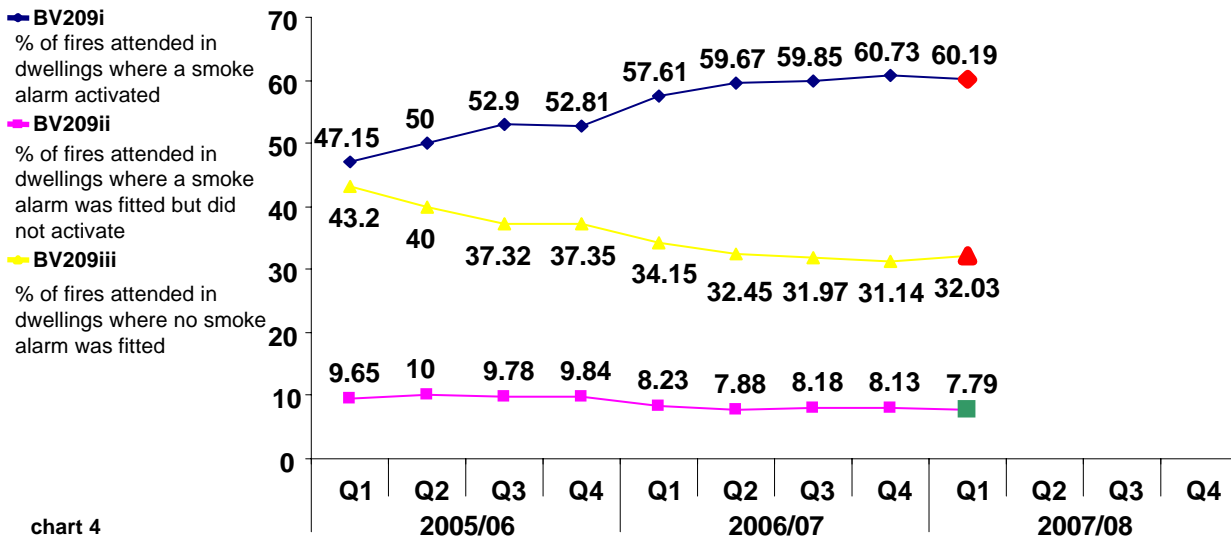
## Fire Attendances



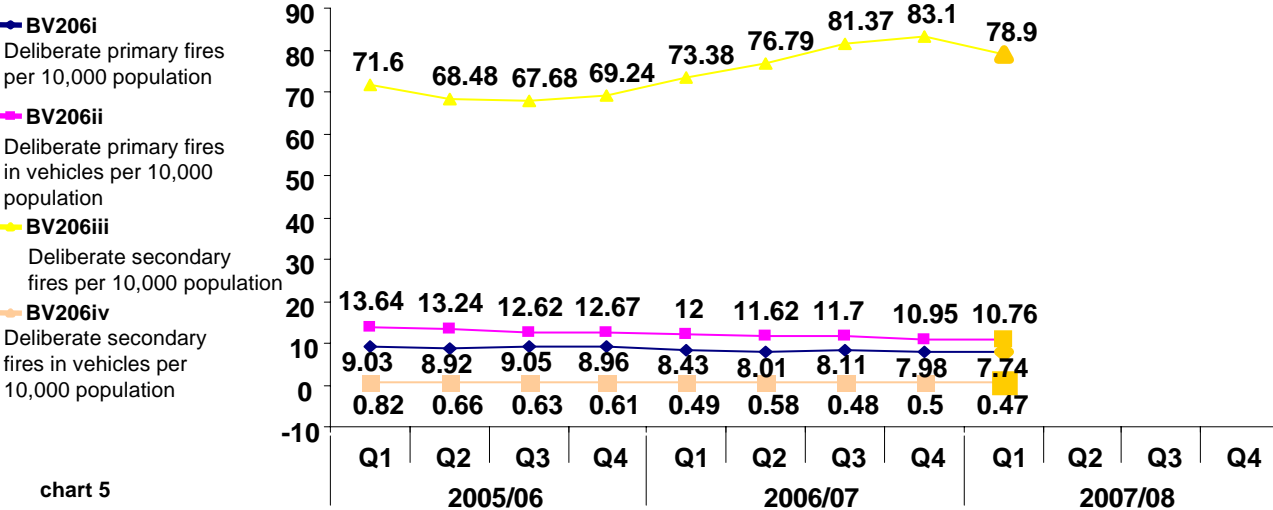
## Accidental Fires



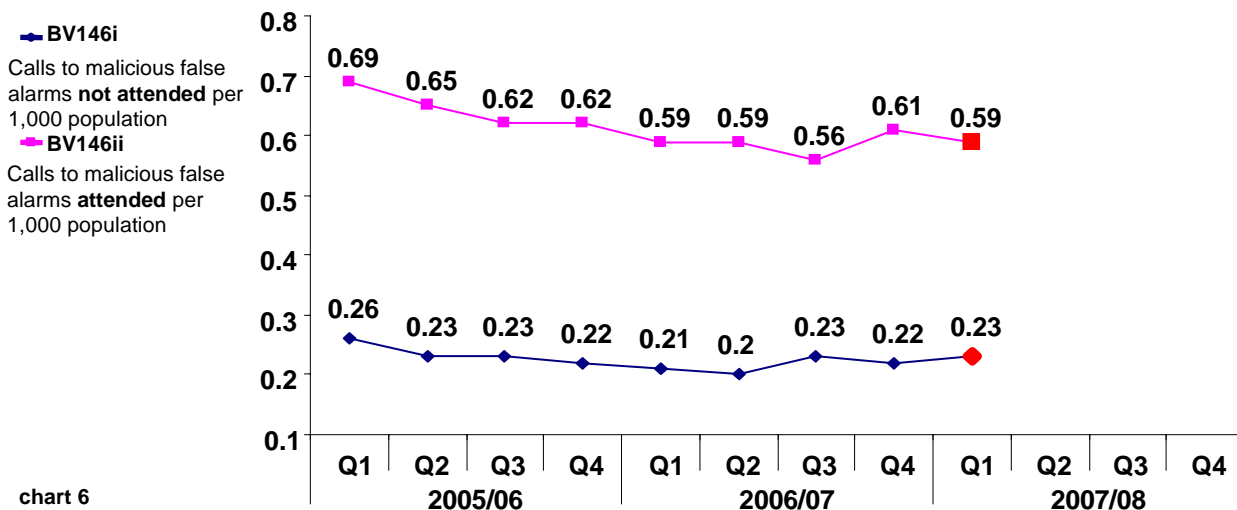
# PRC Quarterly Performance Report: Q1 (April - June 2007/08)



## Deliberate Fires



## Unwanted Alarms



# PRC Quarterly Performance Report: Q1 (April – June) 2007/08

## BV149i

False alarms due to automatic fire detection per 1,000 non domestic premises

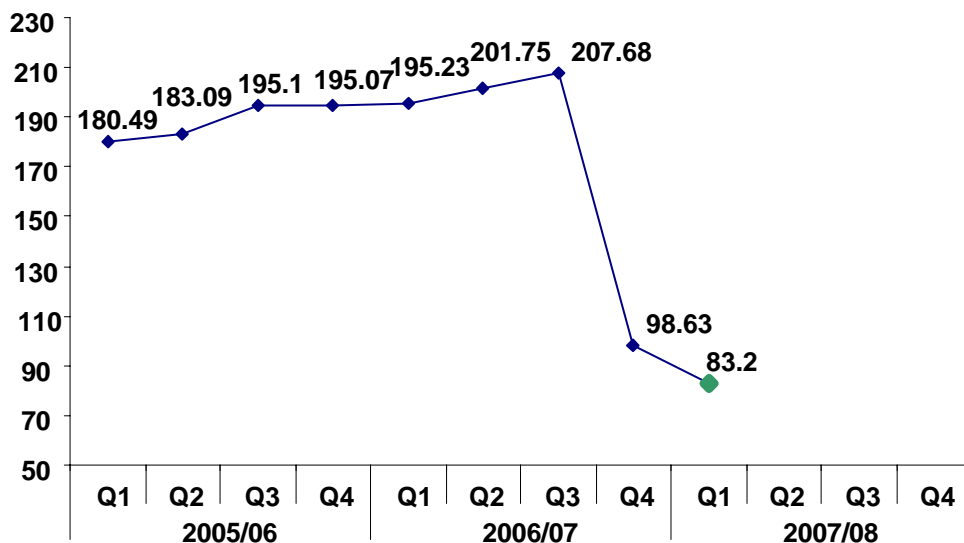


chart 7

## Non domestic fires

## BV207

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

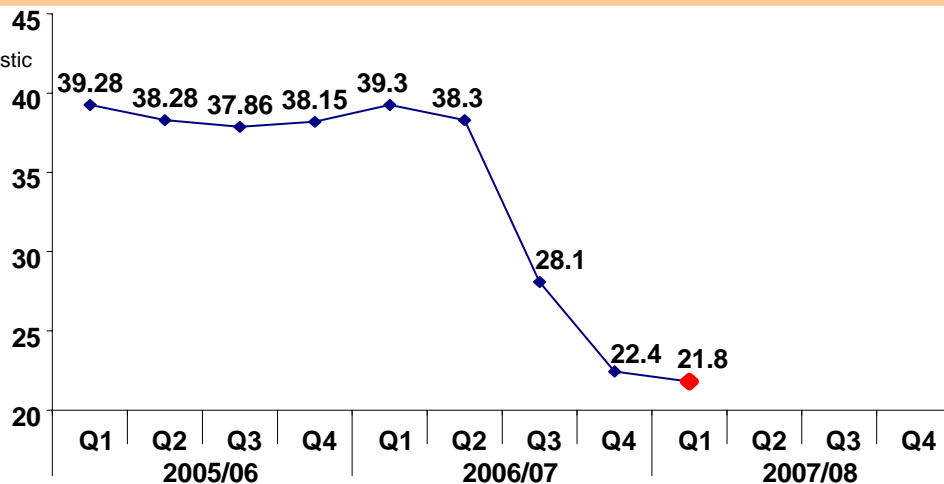


chart 8

## 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

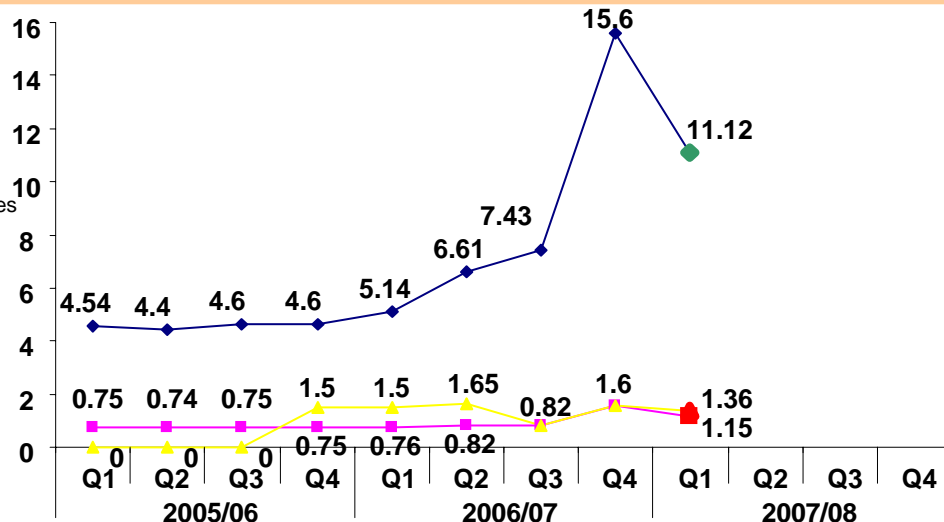
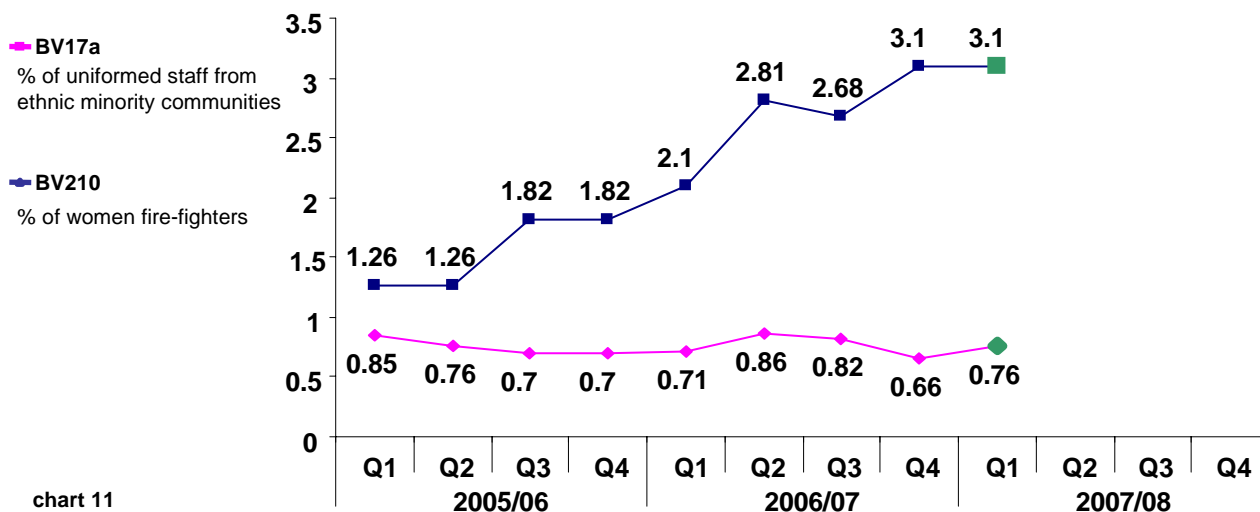
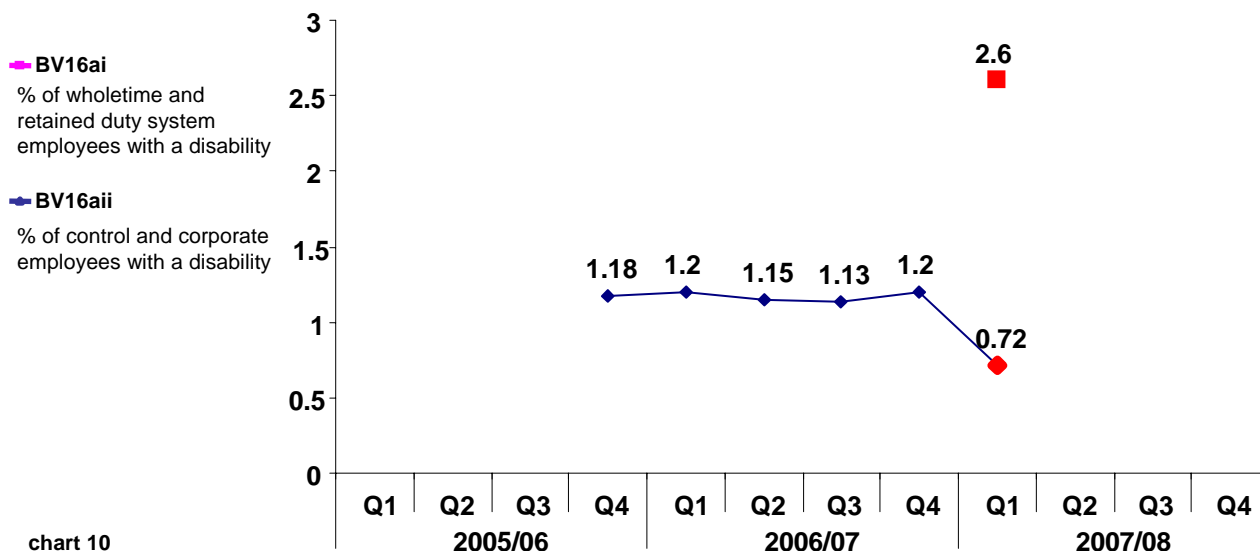
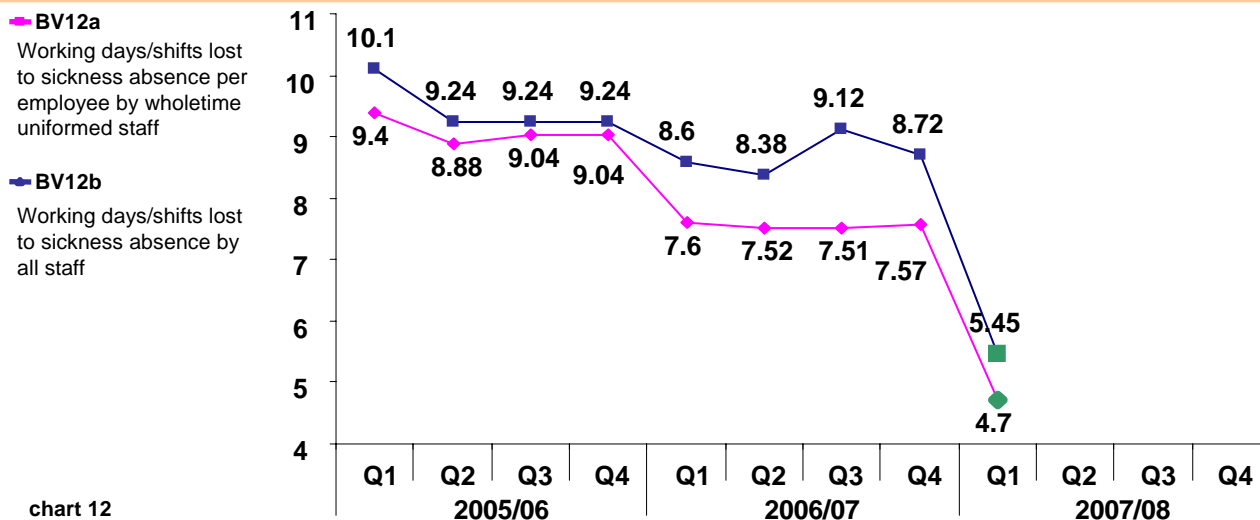


chart 9

# PRC Quarterly Performance Report: Q1 (April – June) 2007/08



## Equal Opportunities



## PRC Quarterly Performance Report: Q1 (April – June) 2007/08

■ BV15a

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

■ BV15b

Control and non-uniformed  
ill-health retirements as a  
% of the total workforce

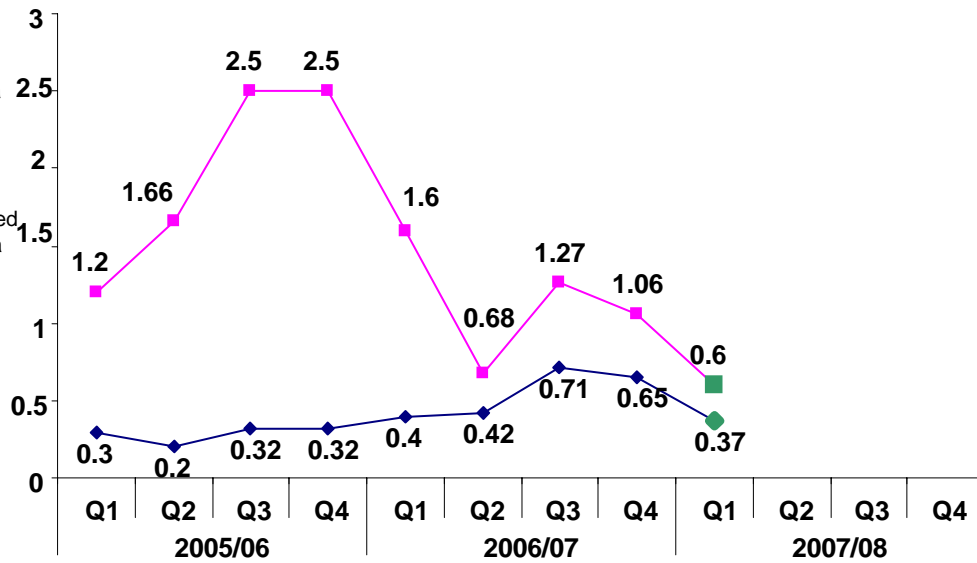


chart 12

### Finance

■ BV8

% of invoices for  
commercial goods and  
services that were paid  
within 30 days of such  
invoices being received  
by the Authority

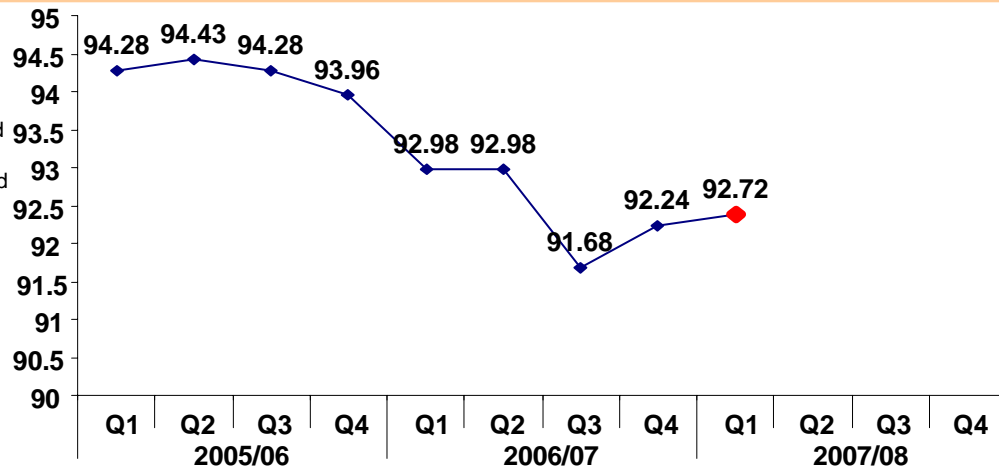


chart 13




# 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	12 (39%)
	• No. of BVPIs set to be within variance	8 (26%)
	• No. of BVPIs set to miss target	11 (35%)

### **Comparison with end of year figure for 2006/07:**

	• No. of BVPIs set to beat last years performance	20 (65%)
	• No of BVPIs set to repeat last years performance	0 (0%)
	• No. of BVPIs set to perform worse than last year	11 (35%)

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