Tyne and Wear Fire and Rescue Authority

Annual Report 2007/08

Special Needs

We understand that people have different needs. This report is available in large print or on audio cassette.

For further details:
0191 444 1500

Translated Summary

توجد نسخة مترجمة من ملخص الخطة. للحصول على تفاصيل أكثر الرجاء الاتصال مع هاتف: 0191 4441546

اس پلان کے ترجمے کا خلاصہ دستیاب ہے۔ مزید معلومات کے لیے 0191 4441546 پر فون کریں۔

এই প্ল্যানের (পরিকল্পনার) সারাংশ অনুবাদ করে দেয়া যাবে। এই ব্যাপারে বিস্তারিত জানার জন্য ফোন করুন: 0191 4441546

我們提供此計畫的簡要翻譯版本。欲知詳情請致電:0191 4441546。

ਇਸ ਯੋਜਨਾ ਦਾ ਤਰਜਮਾਂ ਕੀਤਾ ਹੋਇਆ ਸੰਖੇਪ ਰੂਪ ਮਿਲ ਸਕਦਾ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਟੈਲੀਫੂਨ : 0191 4441546

इस प्लान का संक्षिप्त ब्यौरा आपकी भाषा में भी उपलब्ध है। ज्यादा जानकारी के लिये 0191 4441546 पर सम्पर्क करें।

CONTENTS

1. INTRODUCTION

Tyne and Wear Fire and Rescue Authority are responsible for Tyne and Wear Fire and Rescue Service and the Tyne and Wear Emergency Planning Unit. This Annual Report focuses on the performance of the Fire and Rescue Service in 2007/08.

The Report is a companion document to our Strategic Community Safety Plan 2008 – 2013.

The Strategic Community Safety Plan (SCSP) is our road map for the next five years. It explains where we are going and how we intend to get there. While it is important to plan for the future it is equally important for us to let you know how we performed against this plan, year on year.

To achieve this we have produced this Annual Report which highlights our successes over the last 12 months, including our performance against national performance indicators, together with the opinions of our external inspectors. It also details the areas that we need to focus upon to ensure we continue to further improve our services.

We have included details of the improvements that we have introduced to make sure we have a modern, efficient and responsive Service able to meet our vision of "Creating the Safest Community".

We hope you find this Annual Report interesting and we would value your views and comments so please take the time to complete the questionnaire at the end of the report.

Councillor Tom Wright
Chairman

Iain Bathgate
Chief Fire Officer

2. OUR VISION AND DIRECTION

Our Vision for the community will be achieved by providing the people of Tyne and Wear with the services they need, to the highest possible standard:

Vision Statement:

"Creating the Safest Community"

Our Mission will help us to secure this vision:

Mission Statement:

"To save life, reduce risk, provide humanitarian services and protect the environment"

In pursuit of the above, we will focus our efforts on the following four corporate goals that form the framework through which our service delivery and excellence will be secured:

- to prevent loss of life and injury from fires and other emergencies
- to respond appropriately to the risk
- to plan and prepare for exceptional events
- to deliver a modern, effective Service, ensuring value for money.

To be effective in achieving these objectives we must ensure that Tyne and Wear Fire and Rescue Service:

- is **well managed** - employees are expected to manage the areas for which they are responsible within budget
- aims for **excellence in service provision** taking account of stakeholders' views
- works in **effective partnership** with the communities it represents, and external organisations.

OUR SERVICE

The Authority is responsible for administering the Fire and Rescue Service and is funded by local taxpayers at a cost of around £1.02 per person per week (2008/09). It provides a wide range of preventative, protective and emergency response services across the Tyne and Wear metropolitan area.

The relatively high cost of providing the Fire and Rescue Service in Tyne and Wear is principally associated with the high population density in Tyne and Wear (1.09 million residents in an area of 538 km^2) and the level of cover provided by the Service.

Tyne and Wear covers only 6% of the North East Region's land mass but contains 43% of the region's population. The population density of the Authority's area is 6 times that of the rest of the country. The deprivation across the Authority's area is both all encompassing as well as hot spot focused, unfortunately none of the 5 authority areas escape any of the 7 distinct domains that combine to form multiple deprivation.

Our operational response staff are based at 17 strategically located community fire stations throughout the Tyne and Wear area. 16 of the stations are staffed by whole-time duty system (full-time) crews and one station by retained duty system (part-time) crews.

Legal responsibility for providing a Fire and Rescue Service rests with the Fire and Rescue Authority. The Authority is made up of 16 Councillors drawn from Gateshead Council (3), Newcastle City Council (4), North Tyneside Council (3), South Tyneside Council (2) and Sunderland City Council (4).

Measuring how we perform involves the use of a number of different mechanisms including self assessment as well as the views of independent bodies such as the Audit Commission.

For performance measurement purposes, the Audit Commission has developed a framework which comprises an overall Comprehensive Performance Assessment (conducted in 2005), together with further inspections covering our Direction of Travel, Use of Resources and Operational Assurance Assessment.

3. OUR PLANS

In order to effectively deliver our services, we have developed a number of high level plans and strategies that direct and support the work of individual functions of the Authority.

The highest level plan is the Strategic Community Safety Plan 2008 – 2013, this sets out the planned inputs, outputs and outcomes in relation to each of the key areas of service that the Authority provides. In doing this, it defines the Service's contribution towards driving down risk to the public of Tyne and Wear as identified in the Integrated Risk Management Plan. In essence it sets out our:

• medium term priorities
• actions for the year ahead
• performance targets and indicators.

Our other key plans include:

• Value for Money Framework
• Capital Strategy and Asset Management Plan
• Comprehensive Performance Assessment (CPA) Improvement Plan
• Workforce Development/HR Strategy
• Best Value Performance Plan (BVPP)
• Medium Term Financial Strategy (MTFS)
• Corporate Procurement Strategy.

Further details of all of these plans can be found on our website www.twfire.gov.uk.

CONSULTING ON OUR PLANS

The Authority recognises the need to seek the views, opinions and involvement of others in the delivery of its services. Where appropriate, this includes employees, Authority Members, members of the public, other stakeholders and community groups.

A formal Consultation Policy sets out how the Authority will engage with its stakeholders and consult on the issues which affect them. This will provide information for the Authority at the beginning of the decision-making process, therefore enabling them to influence future plans and strategies.

4. PERFORMANCE IMPROVEMENT

Through the use of the goals, priorities, strategies and plans the Authority is able to ensure that front line services work towards its overall vision and mission. However, it is through the frameworks and processes that the Authority ensures the services it provides are monitored and scrutinised to provide continuous improvement.

The framework highlighted below demonstrates how the Authority monitors, evaluates and delivers improvement within its communities.

Performance Improvement Framework
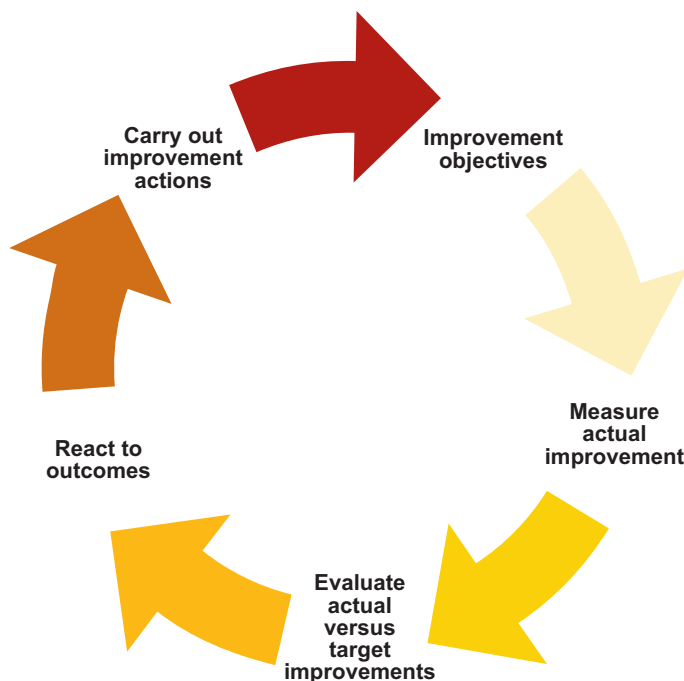
The stages of the Performance Improvement Framework are identified below:

- **Improvement objectives and targets are set**
  On an annual basis the Authority reviews its current objectives and looks for evidence of improvements against its objectives. As a result of this process revised targets are set for monitoring throughout the year.

- **Carry out improvement action**
  The Authority is structured to enable the effective management of improvement actions. This allows the Authority to drive down accountability of its improvement actions to the various management levels within the Authority.

- **Measure actual improvement**
  The Authority has developed its own Performance Management System in order to measure the improvement and progress of performance throughout the year. The Performance Management System enables the Authority to measure and monitor specific improvements within each of its 17 stations and five district areas. Through the use of real time data the Authority is able to measure its performance more effectively.

- **Evaluate actual versus target improvement**
  The Performance Management System allows the Authority to report

Carry out improvement actions

Improvement objectives

Measure actual improvement

Evaluate actual versus target improvements

React to outcomes

its performance on a quarterly basis and monitors it on a daily basis. The Performance Improvement Process allows for the reports and actions to be scrutinised and evaluated to ensure targets and outcomes are being delivered to achieve continuous improvement. The introduction of Station and District Managers has enabled the Authority to increase the effectiveness of its performance management within its Service Delivery function.

- **React to Outcomes**
  With improved communications the Authority is able to communicate its actions and outcomes more effectively. Through the use of a structured monitoring and review process (as identified in the Performance Plan) the Authority can

communicate its messages and actions more clearly and efficiently. This process has been further enhanced through the introduction of team briefings and management meetings.

The Performance Reporting Process enables the Authority to ensure that the framework is carried out and implemented successfully.

As a result of the continuous development of Station, District (reflecting improvement within our communities) and Department Plans (reflecting improvement within the organisation) the Authority can react to its performance and set targets for further improvement.

5. LAST YEAR'S PEFORMANCE

This section highlights what the Authority set out to deliver in the Strategic Community Safety Plan and Best Value Performance Plan in 2007 and how well the Authority performed against the key objectives and targets within them.

Although each Fire and Rescue Authority is able to set its own local targets others are set by the Government for all English Fire and Rescue Services. The Government's latest fire Public Service Agreement (PSA) target for England came into effect on 1 April 2005. The following targets are to be achieved by 2010:

• Reduce the number of accidental fire related deaths in the home by 20%.
• Reduce the number of deliberate fires by 10%.

The baseline used to measure achievement against the target for the number of fire-related deaths in the home is the five-year period to March 1999. To meet the PSA target the average annual number of fire-related deaths in the home (in Tyne and Wear) over the 11-year period to 31 March 2010 must not exceed 7.36. The 11-year period was chosen to be consistent with the time-scales for other "healthier nation" targets set by the Government.

Since 1999 there have been 43 deaths, which is an average of 4.77 deaths per year – showing significant progress against the long term target.

The baseline used is the number of deliberate primary fires occurring in the financial year 2001/02 (this is 104,500 nationally). If the PSA target is to be met there must be no more than 94,000 deliberate primary fires in England in the financial year 2009/10.

In 2001/02 there were 1,565 deliberate primary fires (excluding deliberate primary fires in vehicles) and 2,347 deliberate fires in vehicles. For Tyne and Wear to achieve a 10% reduction there should be no more than 1,409 deliberate fires and 2,112 deliberate fires in vehicles.

For the last five years, the Service has beaten these targets and current returns show improvements of 53.9% and 58.8% respectively.

Further details on our performance can be found in Appendix A, at the end of this report. This describes the targets and then details the progress that we have made towards them.

FURTHER PERFORMANCE HIGHLIGHTS IN 2007/08

The Authority continued to demonstrate improvement in a number of local and national indicators throughout 2007/08. In total the Authority reported an improvement in 71% of the national Best Value Performance Indicators (BVPI) and 71% of Local Indicators (LI) when compared against the performance recorded in 2006/07.

The performance reported in 2007/08 is supported by the key outcomes highlighted below:

- 14% reduction in the total number of fire calls attended.

- 27% reduction in the number of injuries from accidental fires in dwellings.

- 23% reduction in the number of property fires (excluding road vehicles).

- 14% reduction in the number of fires involving road vehicles.

- 31% reduction in the number of accidental fires in dwellings.

- 38% reduction in the number of kitchen fires in dwellings.

- 18% reduction in the number of property fires started deliberately.

- 20% reduction in the number of vehicle fires started deliberately.

- 13% reduction in the number of secondary fires (anti social behaviour) not involving property or road vehicles started.

- 6% reduction in the number of refuse fires started deliberately.

- 10% reduction in the number of false alarms due to automatic fire detection.

The reductions highlighted above can be attributed to the effective delivery of initiatives and projects by the Prevention and Education and Protection and Technical Teams. The impact of this work is supported through the delivery of Home Fire Risk Assessments (HFRA).

Throughout 2007/08 the operational firefighters delivered a total of 17,120 HFRA, exceeding the target of 16,000 by 7%. In total the Authority delivered more than 33,500 HFRA when the number delivered by the Prevention and Education Team and targeted campaigns are included.
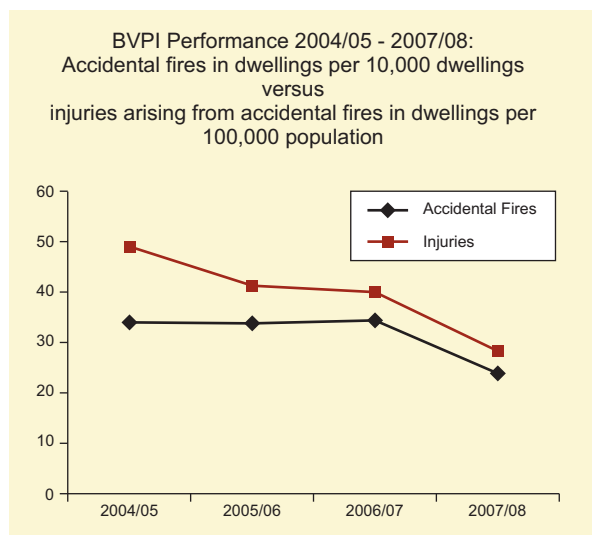
The implementation of BVPI and LI enables the Authority to effectively measure and monitor performance. A number of indicators have a close relationship with each other and impact on their performance. The following sections will focus on some of the key relationships.

ACCIDENTAL DWELLING FIRES AND RELATED INJURIES

Although the Authority aims to reduce all incident types the reduction in the number of accidental dwelling fires and fire related injuries is a key priority.

The chart below highlights the positive performance reflected within the BVPI relating to accidental dwelling fires and fire related injuries over the past four years.

BVPI Performance 2004/05 - 2007/08:
Accidental fires in dwellings per 10,000 dwellings
versus
injuries arising from accidental fires in dwellings per 100,000 population

As you can see the Authority has recorded a noticeable reduction in the number of injuries from accidental dwelling fires and the number of accidental fires in dwellings. We have continued to report one of the lowest numbers of deaths from accidental dwelling fires when compared against the other Metropolitan Fire and Rescue Authorities. This performance can be attributed to the effective targeting of HFRA and the delivery of initiatives with partners and other stakeholders.

Although the Authority has reported positive performance within the BVPI referred to above there is still work to be done in order to reduce the number of such incidents attended. The following table highlights the key sources of ignition that contribute to the number of injuries from fires in dwellings.

Source of Ignition	2004/05	2005/06	2006/07	2007/08
All Sources	1,936	1,896	1,877	1,374
Cooker – Ring, hot plate	642	545	602	392
Cooker – Grill	279	274	262	156
Cooker – Oven	94	101	136	78
Cooker – Hood	14	15	15	4
Domestic Deep Fat Fryer	3	4	4	3
Microwave Oven	80	110	99	74
Grill, Toaster, BBQ	78	87	109	37
Matches	98	75	64	41
Cigarette Lighter	67	61	45	41
Cigarette/Cigar/Tobacco	88	73	65	72
Candle	32	28	29	24
Lit paper/Materials	95	92	79	70
Other	366	431	368	382

The table above supports the effective delivery of our HFRA with the Authority reporting a reduction in the number of sources of ignition relating to matches, cigarette lighters and cigarette/cigar/ tobacco, all of which are covered during a HFRA. The following graph highlights the relationship between these incidents over the last four years.

The graph clearly demonstrates the reductions in the source of ignition related to smoking materials. Although the Authority recorded an 11% increase in the number of ignitions due to cigarette/cigar/tobacco in 2007/08 we are confident that this will be improved in 2008/09 through a more risk based approach to the delivery of HFRA.

Performance relating to smoking materials
2004/05 - 2007/08:
Number of dwelling fires by source of ignition
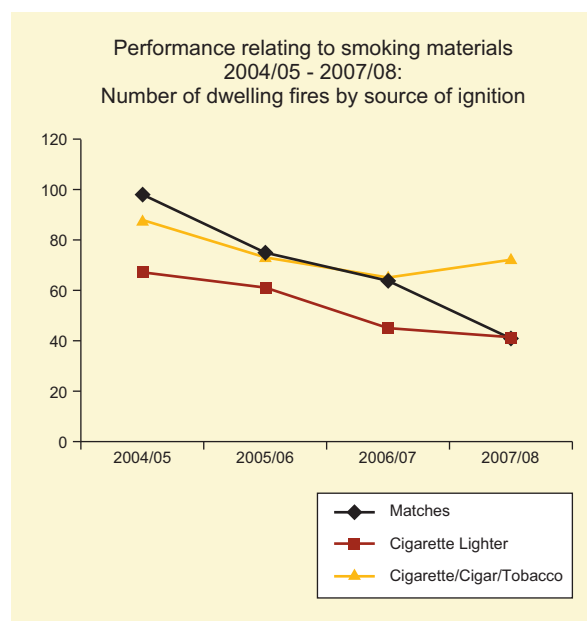
SMOKE ALARM OWNERSHIP AND RELATED INJURIES

The relationship between the delivery of HFRA and a reduction in accidental dwelling fires is key to the Authority achieving a reduction in deaths and injuries from such incidents. As a result of the increased delivery in the number of HFRA a reduction in associated injuries is expected.

One of the key elements of the HFRA is to deliver advice and guidance on the prevention of fires in the home and, if necessary, to install a smoke detector. As a result of this the Authority would expect to report a reduction in the number of incidents attended where no smoke alarm was fitted.

The table below highlights the reduction in the number of injuries arising from accidental fires in dwellings against the number of fires attended in dwellings where no smoke alarm was fitted. The Authority has reported a 73% reduction in the number of injuries and a 39% reduction where no smoke alarm was fitted between 2004/05 and 2007/08.
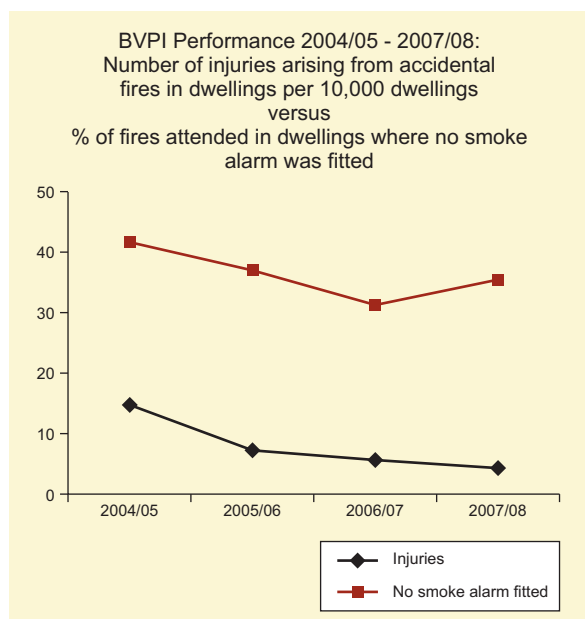
Although the Authority reported a slight increase in the % of fires attended in dwellings where no smoke alarm was fitted in 2007/08 this can be put down to the overall reduction in the number of accidental fires in dwellings resulting in an increase in those dwellings which represent the greater level of risk.

Through the revised allocation of HFRA based on risk the Authority are confident that positive performance relating to this indicator will be reported in 2008/09.

DELIBERATE SECONDARY FIRES (ANTI SOCIAL BEHAVIOUR) AND DELIBERATE REFUSE FIRES

The Authority has delivered a number of successful and innovative initiatives in recent years in order to reduce the number of deliberate fires. However, regardless of the initiatives delivered some of the factors that affect the performance of the related indicators are extremely difficult for the Authority to influence.

In 2007/08 the Authority reported a 13% reduction in the number of secondary fires (anti social behaviour) not involving property or road vehicles started deliberately. However, this is an increase of 4% on the figure for such incidents reported in 2004/05.

The table below highlights the performance and relationship of secondary fires and refuse fires started deliberately. The performance trend for both indicators reflects the decreases and increases reported by the Authority since 2004/05.

LI Performance 2004/05 - 2007/08:
Number of secondary fires (anti socail behavior) not involving property or road vehicles started deliberately versus
Number of refuse fires started deliberately
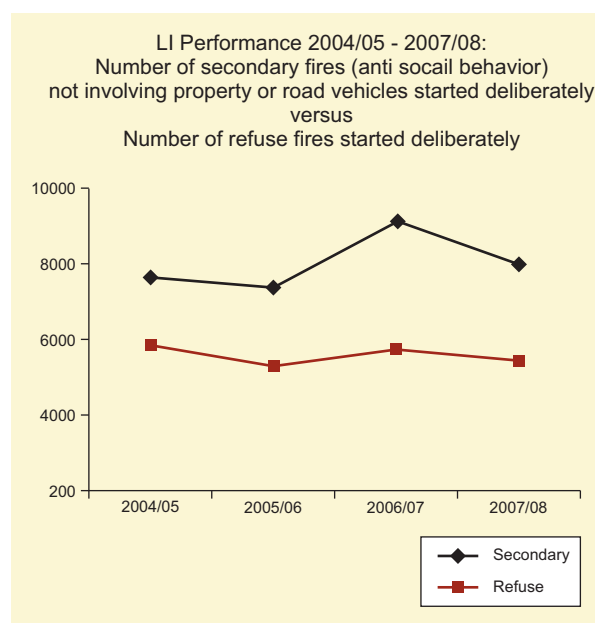
Further information relating to the Authority's BVPI and LI performance is available in Appendix A. Additional performance information highlighting the performance of the BVPI and LI between 2004/05 and 2007/08 can be found within Appendix B.

NOT JUST A FIRE SERVICE

In addition to attending fires we attend a number of other incidents including road traffic collisions (RTC), rescues and chemical spillages. We continue to develop our response to these occurrences and the table below highlights the range of special service incidents the Service has attended since 2004/05.

Service Rendered	2004/05	2005/06	2006/07	2007/08
Total	**2,444**	**2,372**	**2,466**	**2,658**
RTC where person were rescued	99	115	116	137
RTC where assistance was given	263	258	226	296
RTC where no assistance was needed	106	130	146	171
Animal Rescue	102	104	117	107
Effecting Entry	81	84	116	64
Making safe	214	98	134	185
Water removal/provision	126	186	109	123
Lift rescue	222	234	249	245
Leaks and spillages	150	115	157	144
Standby in potentially dangerous situation	38	42	44	44
Rescue or release of people	261	253	280	314
Removal of object from people	106	77	72	10
No service rendered (call with good intent)	499	46	492	559
Other	177	630	208	259

The table reflects an increase of 9% in the number of attendances to special service incidents since 2004/05. This is in comparison to a 4% reduction in the total number fire calls attended. The increased attendance at road traffic collisions (RTC) is one of the more noticeable areas of performance. The graph below reflects this increase over the past four years.

Performance relating to Road Traffic Collisions 2004/05 - 2007/08:
Persons Rescued, Assistance Provided and No Assistance Provided
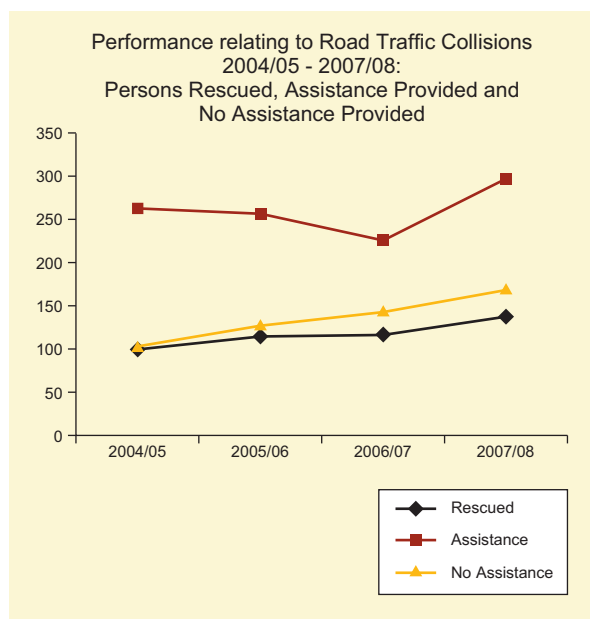
As part of the Fire and Rescue Services Act 2004 each Fire and Rescue Authority has to ensure that it will undertake the rescue and protection of people in the event of a RTC in its area. The next table demonstrates the increase in the Fire and Rescue Authority's attendance at RTC since 2004/05.

The Service has attended 27% more RTC in 2007/08 compared with 2004/05 resulting in a 38% increase in the number of people rescued from such incidents. This substantial increase in attendance reflects the changing services that are provided and trained for.

One of the core functions the Fire and Rescue Services Act 2004 sets out for Fire Authorities is to ensure they will undertake "(a) rescuing people in the event of road traffic accidents in its area" and "(b) protecting people from serious harm, to the extent that it considers it reasonable to do so, in the event of road traffic accidents in its area".

Research undertaken by the Authority has highlighted that young male drivers are at elevated risk of being seriously injured or killed on the County's roads. The research also identified a number of areas where serious incidents are more prevalent.

The Authority following consultation and in conjunction with the five highway authorities and other relevant stakeholders look to engage in a multi-agency approach to reduce the numbers of people killed or seriously injured on the roads through prevention, protection, response, marketing and establishing and developing partnerships with organisations that have common road safety missions.

Further details of our performance against BVPIs can be found at Appendix B. These are specific to the delivery of our services, including accidental fires, deliberate fires and equal opportunities; the targets are described and our progress towards them is highlighted.

6. FINANCIAL INFORMATION

FINANCE OFFICERS STATEMENT

This summarised version of the Authority's Statement of Accounts aims to provide easy to understand information, focusing on the key points arising from the Authority's stewardship of public funds in 2007/08. The figures in this summary have been prepared with regard to proper accounting practice.
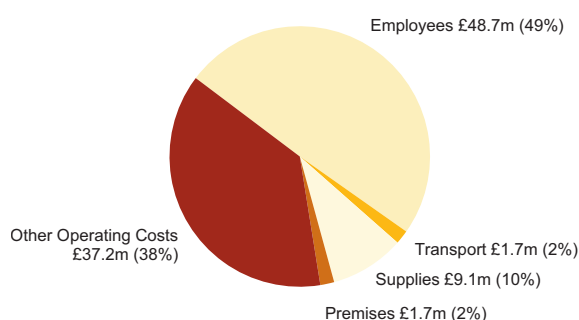
REVENUE FINANCES

The revenue budget for 2007/08 was set at £56.549m. The actual expenditure incurred was £57.106m, resulting in a transfer from the Authority's general reserve of £0.557m. The revenue account for 2007/08, below, shows the net cost of running the Authority's services during the year, and how these were funded.

	Net Expenditure £'000
Community Safety	13,030
Fire Fighting and Rescue Operations	41,809
Fire Service Emergency Planning	6
Corporate and Democratic Core	304
Non Distributed Costs	870
Net Cost of Services	**56,019**
Other Operating Income and Expenditure	28,242
Net Operating Expenditure	**84,261**
Financed by:	
Revenue Support Grant	(4,877)
National Non Domestic Rates	(29,060)
Precept Income	(22,412)
Collection Fund Surplus	(200)
Income and Expenditure Account (Surplus) / Deficit	**27,712**
Net transfer to/(from Reserves)	(27,155)
Movement in General Fund balances in the year	**557**
General Fund surplus balance at start of year	(2,742)
General Fund surplus balance at end of year	**(2,185)**

WHERE THE MONEY WAS SPENT

The Authority's gross expenditure was £98.4m. The chart below shows where the money was spent.

Employees £48.7m (49%)

Other Operating Costs £37.2m (38%)

Transport £1.7m (2%)

Supplies £9.1m (10%)

Premises £1.7m (2%)

WHERE THE MONEY CAME FROM

The expenditure was financed from the following sources:

Specific Government Grants £4.3m (4%)

Other Income £35.8 (36%)

National Non Domestic Rates £29.1m (30%)

Fees and Charges £1.9m (2%)

Council Tax Precept £22.4m (23%)

Revenue Support Grant £4.9m (5%)
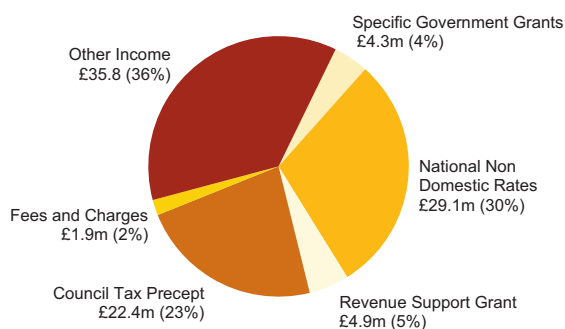
SUMMARY BALANCE SHEET

The Summary Balance Sheet shows what the Authority owns and is owed, representing the monetary value of the Authority as at 31st March 2008.

	£'000
Buildings, land and other assets owned by the Authority	41,510
Short-term investments	24,142
Money owed to the Authority - (debtors)	11,882
Money owed by the Authority - (creditors / borrowing)*	(498,538)
Provisions	(693)
	(421,697)
Financed by:	
Asset restatement and capital adjustment accounts	22,318
Usable capital receipts	3,285
Pension reserve	(475,740)
Other reserves	28,440
	(421,697)

* The statutory accounting requirements require the total value of pension liabilities in place at the Balance Sheet date to be included in the Authority's accounts, but this takes no account that the liability is to be addressed over a 25 year period.

CAPITAL FINANCES

The Authority spent £1.703m on capital schemes during 2007/08. The main schemes on which money was spent were:

	£'000
Equipment - Operational and Information Technology	1,061
Property Improvement Schemes	642

The 2007/08 programme was financed as follows:

	£'000
Revenue Contribution to Capital Outlay	1,064
Borrowing	639

FINANCIAL MANAGEMENT

Description	2005/06	2006/07	2007/08
Annual Accounts submitted for audit on time	✓	✓	✓
Number of audit qualifications*	0	0	0

* An unqualified opinion by the Authority's external auditors means that in the auditor's opinion, the accounts presented fairly the financial position of the Authority.

IMPACT OF FINANCIAL INFORMATION

Financial Planning
Our Medium Term Financial Strategy (MTFS) provides an analysis of the financial position likely to face the Authority over the next five years. It establishes approaches which direct resources to address the strategic priorities of the Authority as set out in the Strategic Community Safety Plan, achieve value for money in the use of those resources, and assist the budget planning framework for the preparation of the Revenue Budget and Capital Programme.

Efficiency Savings
As part of the review of Government spending in 2004 the Gershon Report examined current spending in the public sector to determine whether there was scope for efficiency savings to be made to ensure additional investment in services for the future.

The key outcome of this review for fire and rescue services was a target of £105m of Cashable Efficiency Savings by the end of 2007/08. This was translated into a percentile target of 5.67% saving of the 2004/05 net revenue expenditure. This target was exceeded when we realised savings of 9.94%.

This resulted in the following:

	Government Target (cumulative)		Actual Achievement (cumulative)	
2005/06	£653,000	1.27%	£2,299,400	4.47%
2006/07	£2,301,000	4.49%	£3,334,400	6.49%
2007/08	£2,900,000	5.67%	£5,105,000	9.93%

The sources of these savings are detailed in the pie chart below:
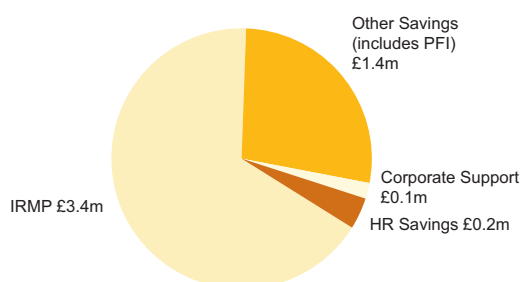
- The IRMP is a comprehensive and fully costed programme of actions, which in financial terms demonstrates how we will generate sufficient cashable efficiency savings to re-invest in other actions within the Plan which contribute to achieving our Vision of "Creating the Safest Community."
- HR savings such as a review of Absence Management Policies and Practices have resulted in efficiencies being achieved.
- Efficiencies are being achieved by reviewing the provision of corporate support for the Service.

- The majority of other savings are being realised following the successful implementation of the PFI project which has provided 6 new Community Fire Stations, a new Service Headquarters and Technical Services Centre.

As a result of IRMP implementation expenditure has been transferred from fire fighting to risk reduction. Over the last three financial years the following expenditure has been transferred to finance risk reduction initiatives:
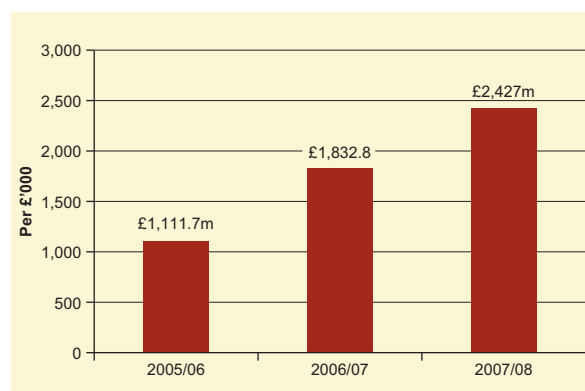
In 2008/09 further reinvestment was planned to support the actions of the IRMP, this included:

*   Monitoring of crewing levels on all two-pump stations that are now established at 4x4 in line with the IRMP 5-year strategy.

*   Raising the awareness of the dangers associated with Carbon Monoxide by introducing relevant information during Home Fire Risk Assessments,

*   Carrying out a review of water rescue arrangements.

*   Introducing thematic inspections of heritage buildings. This will allow us to build up risk intelligence on all buildings considered to be a heritage risk and share it with our partners.

*   Extending the protocols that we have established to reduce the occurrence of unwanted and false fire signals in

dwellings. Reducing these will benefit the Authority through efficiency savings on fuel usage and wear and tear on fire appliances.

Further details of this year's IRMP Action Plan can be found on our website www.twfire.gov.uk.

7. ANNUAL GOVERNANCE STATEMENT

The Authority is responsible for ensuring that its business is conducted in accordance with the law and proper standards and that public money is safeguarded and properly accounted for, and used economically, efficiently and effectively.

As part of this responsibility, the Authority is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, which includes arrangements for the management of risk.

Purpose of the System of the Governance Framework

The governance framework primarily includes systems and processes by which the Authority directs and controls its activities and engages with the community. It also enables the Authority to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate, cost-effective services. The system of internal control is a significant part of that framework and is based on an ongoing process designed to:

• identify and prioritise the risks to the achievement of the Authority's policies, aims and objectives
• evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically.

Arrangements are in place to review the Authority's vision and its implications for the Authority's governance arrangements. These arrangements include reviews by the Audit Commission and other external bodies to allow the Authority to constantly seek ways of securing continuous improvement. In addition, there are comprehensive annual reviews of the local Code of Corporate Governance to ensure that it is up to date and effective.

Review of Effectiveness

The Authority has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework including the system of internal control.

In their Annual Audit and Inspection Letter for 2007/08 the Audit Commission reported that current ethical **governance arrangements are effective** and both members and officers displayed a good understanding of the need for high standards of ethical behaviour.

Whilst the Internal Audit of the Authority, in 2007, has concluded that, based on the work undertaken, overall throughout the Authority **there are sound systems in place**, the internal control system can always be improved. We will ensure that any recommendations for improvement arising from internal audits to the control system are implemented.

8. AUDITOR'S FINDINGS AND REPORT

Every year we receive a report from the Audit Commission, which includes the progress we have made since our last Comprehensive Performance Assessment. Further details on the Audit Commission can be found on their website: www.audit-commission.gov.uk

We were assessed as **Fair** in the Fire and Rescue Comprehensive Performance Assessment carried out in 2005. This process did not consider the tactical management of emergency response, but assessed authorities on:

- corporate management arrangements
- BVPI performance
- Service achievements
- how authorities planned to respond to incidents through their Integrated Risk Management Plan (IRMP).

In their last report the Audit Commission's key messages were:

- **Tyne and Wear Fire and Rescue Authority is improving well.**
  Good progress has been made on its key priorities of reducing fires, deaths and injuries. The service maintains high performance on the emergency response standard, and has made significant investment in community safety and preventative work. It contributes to wider community outcomes through effective partnership working and uses this involvement to identify communities at

risk. Weaknesses identified in our 2005 Comprehensive Performance Assessment, when the Authority was assessed as Fair, have now been addressed.

- **The Authority also performs well in its use of resources.**
  It has a sound financial position and has robust arrangements in place to manage its finances and maintain systems of internal control. Financial reporting in particular this year has been recognised as representing best practice.

- **Two thirds of performance indicators have improved in 2006/07**, but some areas still need to improve. The Authority has one of the highest success rates with smoke alarm activations and has also made real progress in reducing automated false alarms, a previous area of poor performance. However, the number of accidental dwelling fires has remained at the same level, and although the severity of fires and the number of deaths and injuries are reducing, the levels of reported incidents are still amongst the highest in the country. The Authority has a high public satisfaction rating, but is only slowly improving its workforce diversity and links with hard to reach groups.

The report also identified key areas for improvement. From these areas detailed reports and action plans have been developed and the Authority will:

- Engage more effectively in the national agenda for **equality and diversity**, by strengthening links with hard to reach groups and ensuring that the workforce represents the community that it serves.

- Demonstrate a better understanding of the relationship between **cost and quality** of service, and between **investment made and outcomes achieved**.

- Develop measures to **evaluate the significant investment made** in community safety and prevention work against achievement of desired outcomes and delivering **value for money**.

- Set challenging targets for **reducing accidental dwelling fires**. National guidance allows legitimate differences of interpretation, but this only partly explains the high level of reported incidents. Officers need to ensure that home fire risk assessments are targeted at areas of greatest risk; and that lessons are learnt from successful initiatives and approaches elsewhere.

Further information on the Annual Audit and Inspection Letter can be found on our website www.twfire.gov.uk.

9. YOUR VIEWS

Your views are very important to us and having had the opportunity to read the Annual Report 2007/08, we would be grateful if you would complete this questionnaire. Your comments on the report would assist in our consultation process and evaluation of the report.

Did you find the annual report easy to read?

Yes ☐   No ☐

Did you find the annual report easy to understand?

Yes ☐   No ☐

How do you rate our achievements over the last year?

Did you find the performance indicators, standards and targets easy to understand?

Yes ☐   No ☐

Does the annual report highlight our successes over the last 12 months in an easy to understand format?

Yes ☐   No ☐

How do you view the Authority's approach towards continuous improvement?

Regarding the content of the document, what did you particularly like?

Any other comments?

Please tick the box which best describes you:

A member of the public ☐

An employee of the Authority ☐

A representative of a business / commercial organisation ☐

Your views are important

To give your views regarding this Plan or the Tyne & Wear Fire Services ring:

Tel: 0191 444 1500   Tel/Text: 0800 7311 888

وجهات نظركم مهمّة

لأبداء وجهات نظركم فيما يخص هذه الخطّة أو خدمات إطفاء الحرائق للتاين آند وير يرجى الاتصال:

هاتف/تيكست : 0191 444 1500   0800 7311 888

ਤੁਹਾਡੇ ਵਿਚਾਰ ਜ਼ਰੂਰੀ ਹਨ

ਟਾਈਨ ਐਂਡ ਵੇਅਰ ਫਾਇਰ ਸਰਵਿਸਿਜ਼ ਜਾਂ ਇਸ ਯੋਜਨਾਂ ਬਾਰੇ ਆਪਣੇ ਵਿਚਾਰ ਦੇਣ ਲਈ ਹੇਠਾਂ ਲਿਖੇ ਨੰਬਰਾਂ ਤੇ ਸੰਪਰਕ ਕਰੋ:

ਟੈਲੀਫੂਨ: 0191 444 1500   ਟੈਲੀਫੂਨ / ਟੈਕਸਟ: 0800 7311 888

আপনার মতামতটি গুরুত্বপূর্ণ

এই পরিকল্পনাটি বা টাইন এন্ড ওয়্যার ফায়ার সার্ভিসেস সম্পর্কে আপনার মতামত জানাতে ফোন করুন:

টেলিফোন: 0191 444 1500   টেলি/টেক্সট: 0800 7311 888

आप के विचार बहुत जरुरी हैं

अपने विचार इस योजना या टाइन एण्ड वियर फायर सर्विसस के बारे में देने के लिये इस नम्बर पर फोन करें:

टेलिफोन: 0191 444 1500   टेलिफोन / टेक्सट: 0800 7311 888

آپ کی رائے بہت ضروری ہے

ٹائن اینڈویر کی "فائر سروسز (Fire Services)"یا اس منصوبے کے بارے میں اگر آپ اپنی رائے کا اظہار کرنا چاہیں تو مندرجہ ذیل نمبروں پر بات کریں:

ٹیلیفون/ٹیکسٹ 0191 444 1500   0800 7311 888

你的意見很重要

請聯絡以下電話發表你對此計劃或泰恩偉雅消防服務（the Tyne & Wear Fire Service）的意見：

電話：0191 444 1500   文字電話：0800 7311 888

This questionnaire can be returned to any fire station. All questionnaires requesting feedback will be acknowledged within ten days of receipt. You can contact us by post, e-mail, telephone or fax:

Corporate Development Team	Telephone	0191 4441693
Service Headquarters	Fax	0191 4441512
Nissan Way	E-Mail	comments@twfire.gov.uk
Barmston Mere	Internet	http://www.twfire.gov.uk
Sunderland		
SR5 3QY		

Details of Last Year's Performance

Key:

🟢 Where we have achieved/exceeded our target or are making positive progress towards a target a green indicator is displayed

🟠 If we have failed to improve on previous year performance but within 2.5% or we are working towards a longer term target an amber indicator is used

🔴 A missed target is indicated in red.

What we aimed to do		What we have achieved in the last year	
Level 2 Strategy	**Target**		**Comment**
PREVENTION			
Continue a programme of prioritised 'Home Fire Risk Assessments' in those areas identified through FSEC as being at the greatest risk of fire	Carry out 17,000 HFRA per year	🟢	During 2007/08 community firefighters and community safety staff have completed over 33,500 HFRA.
	Reduce number of accidental fires in dwellings per 10,000 dwellings to 32.3 by March 2011 (BV 142iii)*	🟢	This was 23.4 in 2007/08, compared with 33.7 in 2006/07.
	Reduce the number of deaths from accidental fires in dwellings per 100,000 population to less than 0.56 per year by 2010/11 (BV 143i)	🟢	This was 0.46 in 2007/08, compared with 0.37 in 2006/07.
	Reduce the number of injuries arising from accidental fires in dwellings per 100,000 population to less than 12.1 by 2010/2011(BV 143ii)	🟢	This was 4.05 in 2007/08, compared with 5.57 in 2006/07.

Objective	Target	Status	Result
	Increase the percentage of people in accidental dwelling fires who escape unharmed without FRA assistance to 98.6% by 2009/10 (BV 208)	🟢	This was 95% in 2007/08, compared with 93% in 2006/07.
	Increase percentage of fires attended in dwellings where a smoke alarm had activated to 60.9% by March 2011 (BV 209i)	🔴	This was 53.6% in 2007/08, compared with 60.8% in 2006/07.
	Reduce the percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate to 7% by March 2011 (BV 209ii)	🔴	This was 10.8% in 2007/08, compared with 8.2% in 2006/07.
Ensure that the person responsible for the management of non-domestic properties provides appropriate fire safety guidance to people using that property.	Zero fire deaths in accidental non-domestic properties	🟢	There were no deaths in accidental fires in non-domestic properties in 2007/08, reflecting 0 in 2006/07.
	Reduce the numbers of injuries in accidental non-domestic property fires by 3 per year from current level.	🔴	This was 25 in 2007/08, compared with 15 in 2006/07.
Work with partners in local authorities, police and other agencies, on initiatives to reduce the incidence of deliberate fires.	Reduce the number of deliberate dwelling fires by 10% by March 2011	🟢	This was 264, representing a reduction of 7% on the 2006/07 figure of 284.
	Reduce the number of deliberate non-domestic property fires by 12% by March 2011	🟢	This was 157, compared with 208 in 2006/07.
	Reduce the number of deliberate vehicle fires by 12% by March 2011	🟢	This was 965 compared with 1,200 in 2006/07 (20% reduction).
	Reduce the number of deliberate other fires by 10% by March 2011	🟢	This was 7,895, a 13% decrease from 2006/07.
Deliver a range of focused education and media campaigns aimed at:			All year 1 and year 6 groups in Tyne and Wear schools have been visited in line with Community Safety Policy.
			Targeted visits to 2 secondary schools in each local authority area in line with Community Safety Policy.
• Reducing accidental dwelling fires	Reduce the number of accidental fires in dwellings per 10,000 dwellings to 29.6 by March 2011 BV 142iii	🟢	This was 23.4 in 2007/08, compared with 33.7 in 2006/07.

This is a Best Value Performance Indicator (BVPI) and it is a statutory indicator developed by the Government to measure our performance

What we aimed to do

What we have achieved in the last year

Level 2 Strategy	Target		Comment
PREVENTION cont...			
• Improving fire safety behaviour	(Improved fire safety behaviour is measured through the impact on a number of BVPIs relating to accidental fires)	🟢	As measured by the following BVPI: 142iii; 143i; 143ii; 208; 209i; 209ii; 209iii. The average improvement is 2.1%. Although there are some areas of concern that we will address during 2008/09.
• Reducing the number of deliberate fires	Reduce the number of deliberate primary fires per 10,000 population to 4.8 by March 2011 (BV 206i)	🟢	This was 6.6 in 2007/08, compared with 8.0 in 2006/07.
	Reduce the number of deliberate primary fires in vehicles per 10,000 population to 8.0 by March 2011 (BV206ii)	🟢	This was 8.9 per 10,000 population in 2007/08, compared with 11.0 in 2006/07.
	Reduce the number of deliberate secondary fires per 10,000 population to 35.5 by March 2011 (BV 206iii)	🔴	This was 72.6 per 10,000 population, compared with 83.2 in 2006/07.
	Reduce the number of deliberate secondary fires in vehicles per 10,000 population to 0.2 by March 2011 (BV 206iv)	🟢	This was 0.31 in 2007/08, compared with 0.5 in 2006/07.
• Reducing the numbers of malicious false alarm calls	Maintain the number of calls to malicious false alarms not attended per 1,000 population at 0.2 by March 2011 (BV 146i)	🟢	This was 0.2 in 2007/08, the same as it was in 2006/07.
	Reduce number of calls to malicious false alarms attended per 1,000 population to 0.4 by March 2011(BV 146ii)	🟢	This was 0.6 in 2007/08, compared with 0.6 in 2006/07.

Objective	Target	Status	Result
Have arrangements in place to reduce and manage Road Traffic Collisions (RTC).	In 2007/08 reduce the number of: • Reduce RTC attended by TWFRS to 438 by 2012	🔴	This was 604 in 2007/08, compared with 488 in 2006/07.
	• Reduce injuries resulting from RTC requiring FRS attendance	🟠	This was 484 in 2007/08, compared with 407 in 2006/07.
	• Reduce fatalities from RTC to 9 by 2012 requiring FRS attendance	🟢	This was 6 in 2007/08, compared with 9 in 2006/07.
Have arrangements in place to reduce and manage flooding incidents.	Train and equip firefighters to be able to respond appropriately to flooding incidents.	🟢	Selected staff have received training including Swift Water Rescue techniques. Equipment to help tackle flooding have been provided including High Volume Pumps (HVP).

RESPONSE

Objective	Target	Status	Result
Ensure that appropriate resources are maintained and available to meet demand	All pumping appliances are crewed with (at least) 4 personnel	🟢	There were no occasions during 2006/07 where pumping appliances were crewed with less than 4 personnel.
	The minimum number (29) of pumping appliances is available every day.	🟢	There were no occasions during 2006/07 where pumping appliances were off the run, for any reason, for more than one shift.
Deliver effective Call Handling, Mobilising and Tactical Management of Operational resources.	Achieve 99.2% of emergency callers are engaged within 7 seconds by March 2011.	🟢	98.1% of emergency callers were engaged within 7 seconds in 2007/08, compared with 97.6% in 2006/07.
	Appliances are despatched within 60 seconds of the emergency call being answered, in 62% of occasions.	🔴	Appliances were despatched within 60 seconds of the emergency call being answered on 57.9% of occasions in 2007/08, compared with 56% of occasions in 2006/07.

What we aimed to do | What we have achieved in the last year

Level 2 Strategy	Target		Comment
RESPONSE cont...			
Ensure that actions limit the impact of fire or other emergencies.	Increase the percentage of accidental fires in dwellings confined to room of origin to 96.1% by March 2012 (BV 144)	🟢	This was 94.2% in 2007/08, compared with 95.7% in 2006/07.
	Reduce the number of deaths from accidental fires in dwellings per 100,000 population to 0.47 by March 2012 (BV 143i)	🔴	This was 0.46 in 2007/08, reflecting an increase on the 2006/07 figure of 0.37.
	Reduce the number of injuries arising from accidental fires in dwellings per 100,000 population to 6.2 by March 2012 (BV 143ii)	🟢	This was 4.05 in 2007/08, compared with 5.57 in 2006/07.
	Maintain attendance times to under five minutes for first appliance	🟢	Average attendance times for first appliance in 2007/08 was 4 min 42 sec, compared with 4 min 37 seconds in 2006/07.

RESILIENCE			
Review and update: • emergency plans, • business continuity arrangements, • arrangements to share information,	The following were provided within timescales and meet auditors requirements:		

Objective	Measure	Status	Progress
• collaboration with partners.	• Risk Assessments	🟢	Northumbria LRF risk register available at: www.gone.gov.uk/gone/prepforemergencies/northumbria_risk_register
	• Business Continuity Plans	🟢	All areas now have Business Continuity Plans, testing of plans has commenced.
	• Emergency Plans	🟢	A Regional 'CBRN concept of operations procedure' has been produced.
Assess the risk of an emergency occurring.	An agreed, current accurate risk profile.	🟢	Northumbria LRF risk register available at: www.gone.gov.uk/gone/prepforemergencies/northumbria_risk_register
Maintain sufficient appliances and personnel to meet objectives	Criteria set by CLG (formerly ODPM) for • Mass Decontamination capabilities	🟢	Mass Decontamination: • Incident Response Unit, • Mass Decontamination Disrobe and prime mover, Mass Decontamination Re-robe and prime mover, DIM vehicle and associated equipment.
	• Search and Rescue capabilities	🟢	Search and Rescue: • Urban Search and Rescue (USAR) – 4x modules + 3x prime movers, awaiting 1x module in June 2007, • Currently procuring 1x High Volume Pump (HVP)
Continue to actively participate in the New Dimension resilience programme	Criteria set by CLG for availability of trained staff.	🟢	We send personnel on courses at Fire Service College to ensure their skills and knowledge are up to date/maintained: • USAR hook lift/prime mover instructor • HVP instructor.
Implement 'return to duty' policy	Policy agreed and introduced	🟢	'Recall to Duty System' introduced June 2006.

What we aimed to do

What we have achieved in the last year

Level 2 Strategy	Target		Comment
MODERN, EFFECTIVE SERVICE			
Broaden the diversity of the workforce in line with regional HR strategy	Increase the level of Equality Standard for Local Government to which the Authority conforms to Level 3 by March 2008 (BV 2a)	🟢	BV 2a currently at level 3, compared with level 2 in 2006/07.
	Increase our duty to promote Race Equality to 100% by March 2009 (BV 2b)	🟢	This is currently 100% for 2007/08. In April 2007 we reported 95%.
	Increase percentage of top 5% of earners who are women to not less than 7.4% by March 2012 (BV 11a)	🟢	In 2007/08 13.9% of the top 5% of earners were women, compared with 15.6% in 2006/07.
	Increase the percentage of top 5% of earners from an ethnic minority to not less than 0.8% by March 2012 (BV 11b)	🟢	2.5% of top 5% of earners were from an ethnic minority in 2007/08, compared with 1.6% in 2006/07.
	Increase the percentage of top 5% earners who have a disability to not less than 1.5% by March 2012 (BV 11c)	🔴	This was 1.3% in 2007/08, compared with 1.6% in 2006/07.
	Increase the percentage of uniformed staff from minority ethnic communities to not less than 0.75% by March 2011(BV 17)	🟢	This was 0.72% in 2007/08, compared with 0.66% in 2006/07.
	Increase the percentage of women firefighters to not less than 3.0% by March 09 (BV 210)	🟢	This was 4.3% in 2007/08, compared with 3.1% in 2006/07.

Aim	Measure	Status	Progress / Comment
Produce action plans which result in equality and diversity issues being embedded within the workforce	Improvement in equality and diversity issues ratings in the Staff Stress Survey and Cultural Audit.	●	Audit results published and subsequent action plans developed to address the findings. Focus groups are being planned to support the survey results.
Produce action plans which enable flexibility and opportunity issues to be embedded within the workforce	Improvement in flexibility and opportunity issues ratings in Staff Stress Survey.	●	Focus groups are being planned to support the survey results.
Provide well planned policies and procedures to ensure effective ICT systems	Relevant policies agreed and introduced within agreed timescales	●	ICT Systems Security policy complete.
	Percentage compliance with ITIL measures	●	Full ITIL implementation will begin with appointment of new ICT manager.
Provide and develop web-based services to enable the Service to improve	ICT 'Roadmap' agreed and introduced within agreed timescales	●	ICT Roadmap produced and updated monthly.
	Number of types of interactions that are enabled for e-delivery as a percentage of the types of interactions that are legally permissible for e-delivery to 'Platinum' standard by December 2007 (BV 157)	●	'Platinum' standard achieved in March 2007.
Purchase and implement ICT services to contribute to achieving organisational goals	Agreed actions are implemented within timescales	●	ICT Annual Plan/Budget/Roadmap agreed, reported on and up to date.
Ensure that networks, operating systems and associated hardware and application software are future-proof and minimise the nature and level of demand for support	Reduced number of problems associated with networks, operating systems, hardware and application software.	●	Software assurance purchased on Microsoft products to ensure future proofing. System Management tools monitor networked hardware and software. Server resilience to be increased by mirroring critical servers between BTC.

What we aimed to do

What we have achieved in the last year

Level 2 Strategy	Target		Comment
MODERN, EFFECTIVE SERVICE cont...			
Review Service structures	Increase in performance against competencies as measured in performance review.	🟢	Our Operational Assurance Assessment score for the inspection carried out in November 2006 was '3 - Performing Well' .
	Improvements in BVPI.	🟢	Data is not available for 2 BVPI. Of the remaining 34 BVPI we currently have to report our performance has: • Improved in 24 (70.5%) • Deteriorated in 10 (29.5%).
	Improvement in organisational performance (measured through BVPI)	🟠	The second part of the assessment, against seven performance indicators, received a score of '2 - Performing Adequately'. The overall assessment was a score of '2 - Performing Adequately'.
	More effective partnership working	🟢	TWFRS are now part of Local Strategic Partnerships with Gateshead, Sunderland and South Tyneside. We are represented on Newcastle's LAA/ Responsible Authorities Group/ Operations Delivery Group.

Aim	Target	Status	Result
	Increased efficiency savings	●	Cashable Efficiency savings for 2006/07 are £3.33M (6.49%) compared with £2.3M (4.47%) in 2005/06.
Continue to reduce sickness absence and early retirement figures	Reduce working days/shifts lost to sickness absence per employee – whole time uniformed staff to 6.4 by March 2012 (BV 12a)	●	This was 7.3 in 2007/08, compared with 7.57 in 2006/07. Revised target – 6.64 by March 2011.
	Reduce the number of working days/shifts lost to sickness absence per employee – all staff to 7.6 by March 2012 (BV 12b)	●	This was 8.03 in 2007/08, compared with 8.72 in 2006/07. Revised target – 7.83 by March 2011.
	Reduce the percentage of those staff eligible for Firefighter Pension Scheme retiring on the grounds of ill-health as a percentage of the workforce to 0.2% by March 2012 (BV 15a)	●	This was 0.32% in 2007/08, compared with 0.65% in 2006/07.
	Reduce the percentage of staff eligible for Local Government Pension Scheme retiring on the grounds of ill-health as a percentage of the workforce to 0.3% by March 2012 (BV 15b)	●	This was 0% in 2007/08, compared with 1.06% in 2006/07.
Ensure that Procurement activity underpins the corporate aims of the Authority	Improved efficiency savings	●	£63,486 savings have been made to date by streamlining the procurement process, including the use of FiReBuy.
Ensure that the budget is set in accordance with the Priorities of the Service, and within the parameters set by Government	Increase the percentage of invoices for commercial goods or services that were paid within 30 days of such invoices being received to 100% (Government set target) BV 8	●	This was 96.83% in 2007/08, compared with 92.24% in 2006/07.
	Increases in expenditure per head of population on the provision of fire and rescue services to be kept in line with Treasury guidelines (BV 150)	●	For 2007/08 this is forecast to be £53.12. The expenditure in 2006/07 was £50.65.
Ensure that personnel are prepared for their roles and responsibilities and provided with the knowledge, skills and understanding to perform their role efficiently, effectively and safely.	90% of Personal Development Plan (PDP) requests are realised by March 2008	●	Approximately 91% of 2007/2008 PDP have been returned to Learning and Development department.

What we aimed to do

What we have achieved in the last year

Level 2 Strategy	Target		Comment
MODERN, EFFECTIVE SERVICE cont…			
Improve Service through: • Planning	5 district plans, 17 station plans and 16 corporate departments plans monitored and reviewed	🟢	Strategic Community Safety Plan is aligned with budget planning and IRMP. Station and corporate department plans are monitored and reviewed quarterly.
• Performance Management	All Fire BVPIs improved by March 2009	🟢	13 out of 19 Fire BVPI targets have shown improved performance since 2006/07.
	All Corporate Health BVPIs improved by March 2012	🟢	10 out of 13 Corporate Health BVPIs have shown improved performance since 2006/07.
• Risk Management	All Corporate departments Plans and all Station Plans have associated Risk Management Plans by September 2008	🟢	The Corporate Risk Management Group met regularly throughout 2007/08. A revised Corporate Risk Profile has been approved by the Authority in January 2007. Departmental risk management plans have been developed.

Objective	Target	Status	Achievement
• Service Reviews	Improved Performance and Value for Money for: • Information Dissemination (28 day file) • Corporate Efficiency • Knowledge Management	🟢	During 2007/08 the Service has completed the following Service reviews: • Best Value Review process resulting in the development of the Value for Money Review Framework. • Knowledge management. • Information Dissemination.
• Communication and consultation	Achieve improvements specified within the Staff Communications Strategy by March 2009	🟢	Achieved three out of the 13 objectives in the Staff Communications Strategy earlier than scheduled. Significant improvements made in the remaining objectives indicating improvements to staff communications. Consultation: Focus groups in conjunction with Northumbria Police Citizens Panel: • consultation on IRMP Focus groups with Ward Councillors.
Develop NEFRA PFI project to meet objectives of Outline Business Case	To meet agreed timetable, i.e. service availability 15 Feb 2010	🟢	Bidder selected and appointed Spring 2008.
Develop a strategic asset management programme, for existing property stock/assets to identify: • Service needs • Maintenance backlog	Maintain safe and effective workplaces Reduce number of defects by undertaking regular, planned maintenance	🟢	An Asset Management Plan has been produced and includes a programme for minor works and property repair/ improvement.

BVPI Performance

For each of the Best Value Performance Indicators the Authority is required to report on its performance for the previous 12 months. The previous four years performance data has been included to provide a true reflection of performance. In addition to this targets are included relating to 2007/08 and 2008/09.

This section highlights the Authority's performance against current targets and previous performance via the use of a traffic light system as highlighted below:

Actual performance 2007/08:

Red = failed to improve on previous years performance more than 2.5% variance

Amber = failed to improve on previous year performance but within 2.5% variance

Green = improved on previous year performance

Actual performance is indicated by 'A' at the heading of each column.

Performance against target 2007/08:

Red = failed to achieve target by more than the 2.5% variance

Amber = failed to achieve target but within the 2.5% variance

Green = target achieved and/or exceeded

Performance against targets is indicated by 'T' at the heading of each column.

	BVPI	Definition	A 04/05	A 05/06	A 06/07	A 07/08	T 07/08	T 08/09
Deaths and Injuries	143i	Number of deaths arising from accidental fires in dwellings per 100,000 population	0.47	0.37	0.37	0.46	0.47	0.47
	143ii	Number of injuries arising from accidental fires in dwellings per 100,000 population	14.81	7.26	5.57	4.05	5.46	3.86

Category	Ref	Indicator						
Fire Attendance	142ii	Number of primary fires per 10,000 population	45.5	43.7	41.1	33.1	39.9	31.7
	207	Number of fires in non domestic premises per 1,000 non domestic premises	40.1	38.1	22.3	18.0	20.1	17.2
	144	% of accidental fires in dwellings confined to the room of origin	95	95.3	95.7	94.22	95.78	94.8
Accidental Fires	142iii	Number of accidental fires in dwellings per 10,000 dwellings	33.3	33.2	33.7	23.4	32.28	22.5
	208	% of people in accidental dwelling fires in dwellings who escape unharmed without FRA assistance	NDA	91	93	95	94.09	96
	209i	% of fires attended in dwellings where a smoke alarm had activated	49.5	54.8	60.8	53.6	62.36	55.1
	209ii	% of fires attended in dwellings where a smoke alarm was fitted but did not activate	8.9	8.3	8.2	10.8	8.12	8.2
	209iii	% of fires attended in dwellings where no smoke alarm was fitted	41.6	36.9	31.1	35.5	29.54	31.1
Deliberate Fires	206i	Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population	9.5	8.8	8	6.6	7.7	6.3
	206ii	Number of deliberate primary fires in vehicles per 10,000 population	13.6	12.5	11	8.9	10.58	8.6
	206iii	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population	70.9	68.3	83.2	72.6	78.5	71.1
	206iv	Number of deliberate secondary fires in vehicles per 10,000 population	0.8	0.6	0.5	0.31	0.46	NTS

* NDA – No data available

BVPI	Definition	A 04/05	A 05/06	A 06/07	A 07/08	T 07/08	T 08/09
146i	Number of calls to malicious false alarms NOT ATTENDED per 1,000 population	0.2	0.2	0.2	0.19	0.19	0.18
146ii	Number of calls to malicious false alarms ATTENDED per 1,000 population	0.7	0.6	0.6	0.63	0.56	0.6
149i	Number of false alarms caused by automatic fire detection, per 1,000 non domestic properties	94.6	113.4	98.6	89	93.7	86.5
149ii	Number of those properties in BV149i with more than 1 attendance by the FRS	New 05/06	562	471	439	462	430
149iii	% of false alarms caused by automatic fire detection which are to a non domestic property with more than one attendance	NDA*	79	79	79	75.1	75.1

Unwanted Alarms

BVPI	Definition	A 04/05	A 05/06	A 06/07	A 07/08	T 07/08	T 08/09
2a	The level of the Equality Standard for Local Government to which the Authority conforms	1	1	2	3	3	4
2b	The duty to promote race equality	74	84	95	100	97	100
11a	% of top 5% of Authority earners that are women	5.19	5.3	15.6	13.9	5.72	14
11b	% of the top 5% of Authority earners who are from an ethnic minority	0.74	0.75	1.6	2.5	1.6	2.51

Equal Opportunities

Category	Code	Description						
	11c	% of top 5% of earners who have a disability	NDA	1.5	1.6	1.3	1.6	1.32
	16ai	% of wholetime and retained duty system firefighters with a disability	Previously recorded as one indicator		0.75	0.64	0.76	NTS
	16aii	% of control and non uniformed staff with a disability	Previously recorded as one indicator		2.8	2.6	2.85	NTS
	17	% of uniformed staff from ethnic minority communities	0.85	0.65	0.66	0.72	0.75	0.97
	210	% of women firefighters	1.3	2.3	3.1	4.3	3.1	4.7
Finance	8	% 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	96.83	100	100
Finance	150	Expenditure per head of population on the provision of fire and rescue services	45.87	51.88	50.65	53.12	NTS**	NTS
Absence/Retirement	12a	Working days/shifts lost to sickness absence by wholetime uniformed staff	9.69	9.52	7.57	7.3	7.34	7.01
Absence/Retirement	12b	Working days/shifts lost to sickness absence by all staff	10.26	9.53	8.72	8.03	8.5	7.91
Absence/Retirement	15a	% of wholetime fire fighters retiring on grounds of ill-health as a % of the total workforce	0.63	0.63	0.65	0.32	0.54	0.31
Absence/Retirement	15b	% of control and non-uniformed staff retiring on grounds of ill-health as a % of the total workforce	2.65	2.39	1.06	0	0.9	0.5

* NDA – No data available
**NTS – No target set

TYNE AND WEAR FIRE AND RESCUE SERVICE.
CREATING THE SAFEST COMMUNITY.