

## Fire and rescue service assessment

### How delivers its fire and rescue services

The service assessment is scored on the following scale:

- 1 = Inadequate performance – below minimum requirements
- 2 = Adequate performance – only at minimum requirements
- 3 = Performing well – consistently above minimum requirements
- 4 = Performing strongly – well above minimum requirements

Service assessment	2006	2007	2008
The Authority's performance, as assessed by the Audit Commission, in providing its fire and rescue services.	4	—	4

**Key:** — = not applicable or no applicable inspections

The service assessment is constructed from two elements:

- performance information
- operational assessment of service delivery (OASD)

Service assessment elements	2006	2007	2008
Fire and rescue performance information	4	—	4
The 2006 OASD provided by the Department for Communities and Local Government (CLG)	3	—	3

**Key:** — = not applicable or no applicable inspections

### Fire and rescue performance information

Performance on specified performance indicators (PIs) is assessed as above, between or below two levels (thresholds) to make three performance groupings:

- above the upper threshold = comparatively high performance
- between the thresholds
- below the lower threshold = comparatively low performance

The number of PIs in each performance grouping determines the score for the performance information element. For detailed information view the guide to service assessments for CPA 2008 on the Audit Commission website ([www.audit-commission.gov.uk](http://www.audit-commission.gov.uk)).

## Performance indicators

PI	Description	Performance
F1	Primary fires per 10,000 population	<b>above the upper threshold</b>
F2	Accidental dwelling fires per 10,000 dwellings	
F3	Deaths arising from accidental dwelling fires per 100,000 population	
F4	Injuries arising from accidental dwelling fires per 100,000 population	
F7	Number of deliberate primary fires (including vehicles) per 10,000 population	
F9	Calls to malicious false alarms	
F11	Fires in non-domestic properties per 1,000 non-domestic properties	
F5	Percentage of accidental dwelling fires confined to room of origin	<b>between the thresholds</b>
F8	False alarms caused by automatic fire detection	
F13	Percentage of fires attended where no smoke alarm was fitted	

## 2006 Operational assessment of service delivery

scored 3 (performing well) in the CLG's OASD.

The OASD looks at fire prevention and emergency responses to fires, accidents, rescues, major incidents, terrorism and environmental threats. it covers the following areas:

- risk analysis
- prevention and protection
- operational preparedness
- call management and incident support
- emergency response

The following summary has been provided by CLG to support its assessment:

Hereford and Worcester Fire and Rescue Service has strong operational leadership and enjoys good industrial relations. It is performing well in all areas of service delivery, and particularly strongly in its risk analysis work. The Service has used risk analysis data to improve operational availability, and provide enhanced intervention services when required. It has a strong preventative culture, and is working well with partner organisations to reduce risk in the community. The Service is well prepared operationally with effective collaborative arrangements with partners, and good systems in place for the provision of risk information to staff attending incidents. The Service has an energetic pace of change and is making a significant contribution to the wider community safety agenda through strong leadership and clearly defined objectives. It has forged strong links with partner organisations, and in many cases takes a lead in actions to achieve overall objectives.

Further details of this assessment can be found on the CLG website.

Please visit the Audit Commission website ([www.audit-commission.gov.uk](http://www.audit-commission.gov.uk)) for the full version of this scorecard.